**Essentials of HRM**

**Jun 2025 Examination**

**Q1. Fine Bags and Trolley, a one-year-old company, is planning for rapid expansion. As the HR Head of the company, you have been asked to facilitate fast-paced recruitment. How will you justify the importance and components of job analysis to the top management before proceeding with recruitment? Additionally, develop a comprehensive job analysis for the role of a Sales Executive. (10 Marks)**

**Ans 1.**

**Introduction**

Fine Bags and Trolley, a one-year-old organization in the competitive retail and luggage sector, is entering a crucial phase of rapid expansion. This phase demands efficient recruitment of talent to support its business goals. As the HR Head, it is imperative to explain the strategic importance of job analysis to the top management before diving into recruitment. Job analysis is the foundation for any successful human resource function. It helps define what a job entails and what kind of person is best suited for it. Without a clear understanding of roles and responsibilities, recruitment efforts can be misdirected, resulting in high turnover, role ambiguity, and poor performance. Therefore, investing time in job analysis before initiating recruitment will ensure the alignment of talent with business objectives and create a roadmap

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**Q2. XYZ Corp. is a well-established technology company with a strong presence in the software development and IT services sector. Over the past five years, the company has experienced rapid growth, expanding its team from 200 employees to over 1,200 employees. Despite the company’s success in expanding its product offerings and client base, XYZ Corp. has faced challenges related to employee engagement, leadership development, and retention. The leadership team at XYZ Corp. has realized that these challenges need to be addressed to maintain the company’s competitive edge and ensure sustainable growth. While the company’s workforce is highly skilled, there has been a noticeable decline in employee satisfaction, particularly among mid-level managers and junior employees. High turnover rates, especially in the IT and product development departments, have raised concerns among HR leadership. Identify the key challenges and HR strategy to handle the situation. (10 Marks)**

**Ans 2.**

**Introduction**

XYZ Corp., a renowned technology company in the software development and IT services sector, has seen rapid organizational growth in the last five years, expanding its workforce from 200 to 1,200 employees. While this growth highlights the company’s success, it has also brought several HR challenges to the forefront. Employee dissatisfaction, particularly among junior and mid-level employees, has led to declining engagement and rising turnover—especially in the IT and product development departments. To ensure that this expansion translates into sustainable success, the leadership team must prioritize strategic human resource initiatives. Addressing issues related to retention, leadership gaps, and engagement will help

**Q3A. A hospital is experiencing an increase in patient complaints regarding delayed response times, inconsistent patient care, and lack of communication from the nursing staff.**

**1. As a hospital’s Training Manager, keeping various challenges in min,d how you will do Training Needs Analysis in the given situation (5 Marks)**

**Ans 3a.**

**Introduction**

Hospitals must ensure high standards of care, especially in terms of patient satisfaction and responsiveness. When a hospital experiences frequent complaints about delays, poor communication, and inconsistent care, it indicates a gap between expected and delivered service quality. As a Training Manager, conducting a Training Needs Analysis (TNA) becomes a critical step to identify skill gaps, performance deficiencies, and developmental requirements

**Q3B. In the above situation you prefer the internal or external trainer and Why? (5 Marks)**

**Ans 3b.**

**Introduction**

In addressing performance issues such as delayed response times and communication gaps within hospital nursing staff, the choice of trainer plays a pivotal role in ensuring effective outcomes. As the hospital’s Training Manager, selecting between an internal or external trainer depends on the specific needs identified during the Training Needs Analysis. Both have their advantages, but for this particular situation involving service quality and patient interaction, an