**Human Resource Management**

**Jun 2025 Examination**

**Q1. Himayala Pvt. Ltd., a mid-sized IT firm, was struggling with high employee turnover and declining productivity. To address this, the company revamped its training and development initiatives, introducing personalized learning modules, mentorship programs, and skill enhancement workshops. Employees were encouraged to participate in continuous learning, and leadership programs were introduced for high- potential individuals. Within a year, the company witnessed a 30% increase in employee efficiency, a 20% improvement in job satisfaction scores, and a 15% reduction in attrition rates. Analyze the impact of training and development practices on employee performance and organizational success at Himalaya. (10 Marks)**

**Ans 1.**

**Introduction**

In the dynamic and fast-paced IT industry, retaining talent and ensuring high productivity are among the key challenges organizations face. Himayala Pvt. Ltd., a mid-sized IT company, was grappling with high employee turnover and declining productivity. Recognizing the critical role of employee development, the firm overhauled its training strategy, introducing personalized modules, mentorship, and leadership grooming. These interventions were designed not only to upskill employees but also to foster engagement and career progression. Within a year, the results were promising—employee efficiency rose by 30%, job satisfaction improved by 20%, and attrition reduced by 15%. This case highlights the significant impact

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**Q2. Zepto Ltd., a well-established retail company, found itself at a crossroads as consumer preferences shifted rapidly towards e-commerce. The leadership recognized that a traditional brick-and-mortar approach was no longer sustainable. To navigate this shift, the HRM team took proactive steps by implementing a digital transformation strategy. Employees were reskilled in e-commerce operations, remote work policies were introduced, and leadership training was conducted to prepare managers for a digitally driven business model. Additionally, HRM played a crucial role in fostering open communication to address employee concerns and resistance to change. Within a year, the company successfully integrated an online sales platform, leading to a 40% increase in digital revenue while maintaining a motivated workforce. Considering Zepto Ltd.'s transformation, evaluate the role of HRM in driving organizational change. (10 Marks)**

**Ans 2.**

**Introduction**

In today’s rapidly evolving business landscape, adapting to technological and consumer behavior shifts is vital for survival. Zepto Ltd., a retail company known for its strong offline presence, faced a challenge as consumer preferences pivoted towards online shopping. Recognizing the urgency, the company embraced digital transformation, a transition significantly led and supported by its Human Resource Management (HRM) team. HRM was instrumental in reshaping the workforce through strategic reskilling, implementing remote work policies, and fostering a culture ready for change. The transformation not only enabled the integration of an online platform but also preserved workforce morale and motivation. This case demonstrates the critical role HRM plays in managing change, aligning human capital

**Q3A. Serene Wellness, a luxury spa and wellness retreat, prides itself on offering exceptional guest experiences. The company believes that a strong organizational culture and motivated employees are the foundation of its success. To enhance workplace satisfaction, the HRM team introduced initiatives that focused on employee well-being, continuous learning, and career growth. They implemented mindfulness sessions, wellness workshops, and professional training programs to align employees’ personal and professional development with the company’s mission. A mentorship system was also introduced, allowing senior employees to guide newcomers, fostering a sense of belonging and collaboration. Over time, these efforts created a positive and supportive work environment where employees felt valued and committed to the company’s long-term vision.**

**Based on Serene Wellness' approach, analyze how HRM can shape a strong organizational culture that encourages employees to remain committed. (5 Marks)**

**Ans 3a.**

**Introduction**

At Serene Wellness, creating memorable guest experiences begins with building a strong and motivated internal team. The company understands that organizational culture significantly impacts employee behavior, satisfaction, and retention. HRM plays a central role in fostering this culture by introducing programs that support both personal well-being and professional development. Through mindfulness sessions, wellness initiatives, and mentorship, Serene

**Q3B. What additional HRM strategies could be introduced to further strengthen employee engagement and loyalty? (5 Marks)**

**Ans 3b.**

**Introduction**

Employee engagement and loyalty are key to organizational sustainability, especially in service-oriented businesses like Serene Wellness. While wellness programs and mentorship have laid a strong foundation, evolving employee expectations call for even more dynamic HR strategies. Building on the existing culture of support and development, additional HRM practices can further enhance emotional connection, productivity, and retention. This section