

B.M.S COLLEGE FOR WOMEN AUTONOMOUS
BENGALURU – 560004

END SEMESTER EXAMINATION – SEPTEMBER / OCTOBER 2022

Open Elective - II Semester
People Management

Course Code: BBA2OE02A

Duration: 2 ½ Hours

QP Code: 2208

Max marks: 60

Instruction: Answer all the sections.

SECTION-A

1. Answer any FIVE questions. Each sub-question carries TWO marks (5x2=10)

- a. What is diversity?
- b. Define Performance management.
- c. List any three challenges of getting work done from employees.
- d. State any two importance of peer networks in an organization.
- e. Define Prioritization.
- f. Define Motivation.
- g. State any two importance of Work-life balance.

SECTION-B

Answer any FOUR questions. Each question carries FIVE marks. (4x5=20)

2. Difference between People Management and Human Resource Management.
3. Explain the role of a manager in the different stages of the performance management process.
4. What are the barriers to effective communication?
5. Briefly explain the importance of team motivation.
6. What are the causes of stress?

SECTION-C

Answer any TWO questions. Each question carries TWELVE marks. (2x12=24)

7. Explain the impact of individual and organizational factors on people management.
8. Explain the type and channel of Communication.
9. Explain the various factor influencing Work-life Balance.

SECTION-D

Answer any ONE question, carries SIX marks

(1x6=6)

10. The Performance Appraisal after spending several weeks on the job, Jennifer was surprised to discover that her father had not formally evaluated any employee's performance for all the years that he had owned the business. Jack's position was that he had "a hundred higher-priority things to attend to," such as boosting sales and lowering costs, and, in any case, many employees didn't stick around long enough to be appraisable anyway. Furthermore, contended Jack, manual workers such as those doing the pressing and the cleaning did periodically get positive feedback in terms of praise from Jack for a job well done, or criticism, also from Jack, if things did not look right during one of his swings through the stores. Similarly, Jack was never shy about telling his managers about store problems so that they, too, got some feedback on where they stood.

Questions:

1. Is Jennifer right about the need to evaluate the workers formally? The managers? Why or why not?
 2. Draw the process of performance appraisal to evaluate the task of workers in an organization.
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11. Providing a magical experience for every guest (customer), Disney, with all its hotels and parks, is a global leader in the theme-park and service industry. The company's performance depends on a motivated workforce. In 2005, Hong Kong Disneyland (HKDL) opened its doors to the public. Since then, the theme park has served 46 million guests from around the world. Representing about 30 different nationalities, the resort employs workforce of more than 8,000 full-time and part-time employees at the theme park and its two hotels during the most popular summer period. The magic begins with the recruitment of employees who are friendly, innovative, responsible, and are passionate about Disney stories. Disney management understands what is important to cast members or what excites them in HKDL. Therefore, HKDL address the value proposition of young talents through comprehensive training programs, transparent career paths and opportunities, recognition and engagement, and by providing a fun environment. They help employees to become knowledgeable cast members, fostering open communication and having fun with their guests. This involves organizing a number of internal and external programs to encourage its cast members to support initiatives for education, health, social, and other outreach services. The resort also conducts employee surveys to better understand its staff. The results show that cast members in HKDL take pride in their roles and they are motivated and empowered to excel in their roles. As a result, HKDL has received outstanding guest-satisfaction

ratings and a range of awards from the hospitality and entertainment sectors including the recipient of the 2014 Randstad Award for Best Workplace Culture. They are also working to provide each park with a fresh feel and competitive business environment by providing new investments on theme attractions and promotional offers. Furthermore, the management at HKDL must continue to use HR programs to motivate cast members.

Questions:

1. List any six practices adopted by Hong Kong Disneyland (HKDL) to motivate its employees.
2. How motivation has helped the Hong Kong Disneyland (HKDL) to achieve its objective?

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