**Essentials of HRM**

**NMIMS Centre for Distance and Online Education (NCDOE)**

**Internal Assignment Applicable for June 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.**

**Answer:**

**Introduction:**

Fine Bags and Trolley is a new and dynamic company that is poised to expand its operations at a lightning speed to service the ever-increasing demand for its services. In this critical phase, one of the key factors to succeed is to get the right people in to match this growth. As the HR Head, my role is to make the hiring process not only swift but also efficient and strategic. Prior to starting the hiring process, there is a need to communicate to top level management the merits of conducting a job analysis. A job analysis assists us to comprehend the job we are hiring people to do in-depth and sets the stage for efficient recruitment, selection, training, and appraisal.

Many a time, in the haste to hire quickly, companies end up hiring without knowing the exact requirements of the job. This results in mismatched expectations, high attrition, and poor productivity. As a result, job analysis becomes an essential step that cannot be waived. It assists in defining the very specific duties, skill sets needed, work conditions, and desired results of a job. By doing this prior to the hiring process, we guarantee that each new employee will be more aligned with the requirements of the firm, its values, and objectives. This will save time, decrease errors in the hiring process, and facilitate sustainable growth.

**Concepts and Application:**

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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.**

**Answer:**

**Introduction:**

XYZ Corp. is a rapidly developing and successful technology firm that has established a reputation in software development and IT services. Within a span of only five years, the firm has expanded its workforce considerably, with the population now exceeding 1,200 people, compared to 200. This growth is a good sign of the firm’s growth, but at the same time, new issues have emerged, especially those associated with managing people. The firm has witnessed a reduction in the level of employee satisfaction, especially that of mid-management and junior staff. This has been accompanied by a reduction in employee engagement and an increase in the rate of turnover, notably within critical departments such as IT and product development.

These are telltale signs that people management and internal culture are not keeping up with the firm’s aggressive growth. A good team is at the heart of a technology firm’s success, and when talent begins to depart, this has ramifications in terms of innovation, client satisfaction, and long-term stability. The XYZ Corp. leadership is aware that to remain competitive and take their growth to the next level, they have to get more focused on staff engagement, developing leadership capability, and staff turnover reduction. A solid HR strategy is key to addressing such issues, keeping top talent, and ensuring that employees are motivated, encouraged, and aligned to the firm’s aims.

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**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 mind how you will do Training Needs Analysis in the given situation.**

**Answer:**

**Introduction:**

The hospital is also witnessing severe problems like slow response time, variable care, and inadequate communication by the nurses, and all this is directly impacting patient satisfaction and safety. As a Training Manager, analyzing the reasons behind all this is essential to formulate any kinds of training programs. A Training Needs Analysis (TNA) serves the purpose here. TNA assists in the development of learning gaps in knowledge, skill, and attitude in the staff. It helps in delivering appropriate training to the appropriate people to enhance performance, make procedures more efficient, and ultimately provide better care to the patients.

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**Q3B. In the above situation you prefer the internal or external trainer and why?**

**Answer:**

**Introduction:**

When a hospital experiences patient complaints against delayed response, uneven care, and poor communication by the nurses, the need arises to conduct targeted training to overcome such issues. A significant part of this effort is a choice of whether to hire an internal or external trainer. As a Training Manager, the selection of the type of trainer is based upon various factors like the nature of the issue, availability of expertise, sense of urgency, and cost. In this case, the preference of an internal trainer is more suitable since internal personnel are more aware of the hospital's particular environment, processes, and problems than anyone outside.

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