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Daffodil International University
Faculty of Science & Information Technology
Department of Information Technology & Management
Midterm Examination, Spring-2026
Course Code: ITM202, Course Title: Human Resources Management
Level: **Term:** **Section: A**
Instructor: DAR

Duration: 1.30 Hours **Marks: 25**

Exam instructions:

A) Answer all the Questions. [*at right side the allocated marks and corresponding course outcomes are indicated*]
B) During the exam you are not allowed to leave the exam hall to have water or restroom, but if you finish early, you may leave the hall submitting the script.
C) Do not keep your mobile phone or digital watch in your bag during the exam and keep all your belongings in a secure place.
D) Be respectful to the Exam ethics. Use own Stationary.

No		Questions	Marks	C/L
Q 1	a)	***What*** is Human Resource Management and ***why*** is it important for organizations?	2.5	CLO-1 L-1
	b)	***What*** defines knowledge workers in an organization, and what makes them pivotal contributors to the organization's success and competitiveness?	2.5	CLO-1 L-1
Q2	a)	***Explain*** how can fostering workforce diversity enhance organizational innovation, productivity, and adaptability in today's global business environment?	5.	CLO-3 L-2
Q3	a)	*"Grameenphone" customer service team reports high turnover due to monotonous tasks (e.g., processing transactions, routine queries). Surveys reveal employees feel undervalued and disengaged. The HR Director wants to implement job enrichment but worries about increased training costs and resistance to change.* **Question:** ***a) Plan*** a job enrichment process for the customer service team using Herzberg's Two-Factor Theory.	5	CLO-2 L-3
Q4	a)	*"A retail company is expanding quickly, but their job descriptions for store managers are outdated. Managers now handle tasks like online order systems and social media promotions, which were not part of their original roles. Employees are confused about their responsibilities."* **Question:** a. ***Why*** might traditional job analysis methods (like written questionnaires) not work well here? b. ***Choose*** two simple ways HR could update job descriptions to keep up with changing tasks. ***Explain*** your ideas.	5	CLO-2 L-4
Q5	a)	**"YELLOW"-** *a popular clothing retailer, experiences drastic seasonal demand fluctuations. During festival seasons (e.g., Eid, Puja, Pahela Baishak), sales triple, requiring 50% more staff in stores and warehouses.*	5	CLO-2 L-3

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However, during off-peak months, labor costs strain profits due to overstaffing."

Question:

a. In this situation how they will be managed to control the labour supply. Please ***explain*** in light of HRM practice.

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