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Daffodil International University
Faculty of Science & Information Technology
Department of Information Technology & Management
Final Examination Spring 2026
Course Code: ITM 204, Course Title: Human Resource Management
Level: 1 Term: 1 Section: A
Instructor: DAR

Duration: 2 Hours **Marks: 40**

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.

Answer all the questions

No		Questions	Marks	CLO Level
Q1	a)	Workplace violence, repetitive injuries, smoke-free environments, and indoor air quality are major contemporary issues in organizations. As a top management please ***develop*** strategies to reduce their detrimental effects on the workplace environment.	6	CLO-3 L-3
Q2	a)	***Define*** stress and ***identify*** its major causes and symptoms in the workplace. Furthermore, ***select*** the effective strategies that organizations and individuals can adopt to reduce stress and prevent employee burnout.	8	CLO-3 L-3
Q3	a)	***Explain*** selection procedure in a large organization setting. Demonstrate the procedures you would follow if you were Nestle Bangladesh's HR manager when it came to conducting the hiring process.	5	CLO-3 L-2
Q4	a)	In an IT business firm, employee benefits are not always uniform across all levels of employees, and different groups receive different kinds of financial and non-financial benefits. Please ***identify*** which benefits are more suitable for various categories of employees (such as executives, developers, and support staff), and ***evaluate*** how such differentiation affects employee motivation, fairness, and overall organizational performance.	8	CLO-4 L-3
Q5	a)	"Executive compensation is higher than that of rank-and-file personnel and also includes other financial and nonfinancial benefits not otherwise available to operative employees." ***Justify*** your answer with proper argument.	5	CLO-4 L-5
Q6	a)	*A Bangladeshi multinational company is preparing to send several employees on long-term assignments to Germany.* ***Evaluate*** how the balance-sheet approach to international compensation can be applied in this scenario by ***explaining*** the role of each component such as base pay, differentials, incentives, and assistance programs in ensuring fairness and motivation for the expatriate employees.	8	CLO-4 L-5