**Human Resource Management**

**April 2025 Examination**

**1. Stellar Electronics, a leading consumer electronics company, is preparing to launch a new line of smart home devices. The company anticipates a significant increase in demand, requiring additional staff across production, marketing, and customer support. The HR department has been tasked with developing a comprehensive staffing plan to meet these new demands while aligning with the company's strategic goals. HR is also exploring strategies to foster a motivated workforce, including performance incentives, flexible work arrangements, and professional development programs. Identify and explain the key factors affecting human resource planning in this scenario. (10 Marks)**

**Ans 1.**

**Introduction**

Human Resource Planning (HRP) is a strategic function that ensures an organization has the right number of employees with the necessary skills to meet its business objectives. For Stellar Electronics, the launch of a new line of smart home devices requires careful workforce planning to meet the anticipated increase in demand across production, marketing, and customer support. The HR department must align staffing decisions with the company's long-term strategic goals

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**2. AlphaTech Solutions, a mid-sized IT company, has recently launched a new customer management software product. The leadership team has noticed that customer support representatives struggle to resolve queries related to this software efficiently. Customer satisfaction scores have declined, and complaints have increased.**

**To address this issue, the HR department has been tasked with conducting a Training Needs Analysis (TNA) to identify gaps in knowledge and skills among the customer support team. The HR manager, Riya, must follow a systematic approach to ensure that the training program addresses the team's specific needs effectively. What steps should Riya take to conduct an effective Training Needs Analysis? (10 Marks)**

**Ans 2.**

**Introduction**

Training Needs Analysis (TNA) is a critical process that helps organizations identify skill gaps and develop targeted training programs to enhance employee performance. For AlphaTech Solutions, the launch of a new customer management software has led to challenges in customer support, resulting in increased complaints and declining satisfaction scores. To address this, the HR department, led by Riya, must systematically assess the knowledge and skill

**3. VisionTech Corp, a mid-sized software development company, has been facing a significant increase in employee turnover over the past year. The HR department is concerned, as the frequent exits of skilled employees are disrupting ongoing projects, increasing recruitment costs, and lowering team morale.**

**A recent internal survey identified several issues contributing to the high turnover. The CEO, Priya Deshmukh, has tasked the HR team with addressing these issues urgently to retain top talent and restore employee morale.**

**a. What could be the major causes of employee turnover at VisionTech Corp? (5 Marks)**

**Ans 3a.**

**Introduction**

Employee turnover is a critical challenge for organizations, particularly in industries where skilled professionals drive business success. VisionTech Corp, a mid-sized software development company, has been experiencing a high attrition rate, leading to project disruptions, rising hiring costs, and declining team morale. A recent internal survey has highlighted various factors contributing to this issue. Understanding the root causes of turnover is essential

**b. How can VisionTech Corp address these causes to reduce turnover and improve employee retention? (5 Marks)**

**Ans 3b.**

**Introduction**

Reducing employee turnover is essential for VisionTech Corp to maintain project stability, lower recruitment costs, and boost team morale. Addressing the underlying causes of attrition requires a comprehensive approach that enhances employee engagement, job satisfaction, and career growth. The HR team must implement targeted strategies to create a positive work environment that