



**K. K. Wagh Institute of Engineering Education & Research, Nashik**  
(An Autonomous Institute From A.Y. 2022-23)

SUMMER-2024	
Exam Seat No.:	
Academic Year:2023-2024	Semester:IV
Class:SY	Program:MBA
Branch Code:M.B.A.	Pattern:2022
Name of Course:Business CASE STUDY in HRM	Course Code:MBA224306
Max. Marks:30	Duration:1:15 Hrs.

**Instructions:** Candidates should read carefully the instructions printed on the Question Paper and on the cover page of the Answer Book, which is provided for their use.

1. This question paper contains \_\_3\_\_ page(s).
2. Answer to each new question is to be started on a new page.
3. Assume suitable data wherever required, but justify it.
4. Draw the neat labelled diagrams, wherever necessary.
5. The last columns indicates the Course Outcome and level of Blooms Taxonomy of the Question/sub-question.

**Question No. 1 Attempt following Question( Solve Any TWO )**

- a) XYZ Corporation is a multinational technology company known for its innovative products and services in the software industry. With a workforce spread across different continents, XYZ has established itself as a leader in developing cutting-edge solutions for various sectors including finance, healthcare, and entertainment. (15) CO1, CO2, CO3, CO4, CO5

**\*\*Leadership Scenario:\*\***

John Smith, the CEO of XYZ Corporation, is recognized for his exceptional leadership qualities. Under his guidance, the company has experienced significant growth and expansion. However, recently, XYZ Corporation faced a major setback due to a security breach in one of its flagship products. The breach not only tarnished the company's reputation but also led to financial losses and a decline in customer trust.

Despite the crisis, John Smith remained steadfast in his approach and took decisive action to address the situation. He initiated a thorough investigation into the security breach, collaborated with cybersecurity experts to reinforce the company's defenses, and implemented stringent measures to prevent similar incidents in the future. Furthermore, John personally reached out to affected customers, demonstrating transparency and accountability.

**\*\*Questions:\*\***

1. How did John Smith's leadership style contribute to XYZ Corporation's response to the security breach crisis?
  2. What strategies could John Smith employ to rebuild customer trust and restore XYZ Corporation's reputation in the aftermath of the security breach?
- b) XYZ Manufacturing Co. is a medium-sized manufacturing company operating in the automotive industry. With a workforce of around 500 employees, the company specializes in producing various (15) CO1, CO2,

automotive components and parts for both domestic and international markets. Headquartered in Cityville, XYZ Manufacturing Co. has been in operation for the past 25 years, striving to maintain high-quality standards while ensuring compliance with relevant labor legislation.

CO3,  
CO4,  
CO5

**\*\*Labor Legislation Compliance:\*\***

In recent years, XYZ Manufacturing Co. has faced several challenges in ensuring compliance with labor legislation. Despite efforts to uphold fair labor practices and maintain a safe working environment, the company has encountered issues related to overtime regulations, employee classification, and workplace safety standards.

**\*\*Overtime Regulations:\*\***

One of the primary areas of concern for XYZ Manufacturing Co. is compliance with overtime regulations. Due to fluctuations in production demands, employees often work beyond their scheduled hours to meet deadlines. However, the company has struggled to accurately track and compensate employees for overtime hours, leading to potential violations of labor laws.

**\*\*Employee Classification:\*\***

Another challenge faced by XYZ Manufacturing Co. is correctly classifying employees according to labor legislation. With the rise of the gig economy and flexible work arrangements, the company has employed a mix of full-time, part-time, and contract workers. However, misclassification of employees has raised concerns regarding entitlements such as benefits, overtime pay, and job security.

**\*\*Workplace Safety Standards:\*\***

Ensuring workplace safety is a top priority for XYZ Manufacturing Co. Nevertheless, compliance with safety standards outlined in labor legislation has proven to be a continuous challenge. Despite implementing safety protocols and providing training programs, the company has experienced accidents and injuries, raising questions about its adherence to occupational health and safety regulations.

**\*\*Questions:\*\***

1. How can XYZ Manufacturing Co. improve its compliance with overtime regulations while balancing production demands?
2. What measures should the company take to accurately classify its diverse workforce and ensure equitable treatment under labor legislation?

- c) TechSavvy Inc. is a leading technology company specializing in software development, IT consulting, and digital solutions. Founded in 2005, the company has rapidly grown to become a key player in the industry, with a workforce of over 2000 employees spread across multiple locations globally. As TechSavvy expanded its services and client base, it faced challenges related to organizational structure, communication, and alignment of goals.

(15) CO1,  
CO2,  
CO3,  
CO4,  
CO5

**\*\*Organization Design and Development Initiative:\*\***

In response to the evolving market demands and internal inefficiencies, TechSavvy embarked on a comprehensive organization design and development initiative. The primary goals of this initiative were to streamline operations, enhance collaboration, and foster innovation within the organization. The key components of the initiative included:

1. **\*\*Restructuring of Departments:\*\*** TechSavvy reorganized its departments to align with its core business functions and strategic objectives. This restructuring aimed to eliminate silos, improve cross-functional communication, and increase agility in responding to market changes.
2. **\*\*Implementation of Agile Practices:\*\*** The company adopted agile methodologies across various teams to enhance flexibility and responsiveness in product development and project management. Agile frameworks such as Scrum and Kanban were introduced to promote iterative development and continuous improvement.
3. **\*\*Leadership Development Program:\*\*** Recognizing the importance of strong leadership in driving organizational change, TechSavvy launched a leadership development program. This program focused on equipping managers and executives with the skills needed to lead teams effectively, navigate change, and foster a culture of innovation.

4. **\*\*Employee Engagement Initiatives:\*\*** To enhance employee morale and foster a sense of belonging, TechSavvy introduced various employee engagement initiatives, including team-building activities, recognition programs, and opportunities for professional development and career advancement.

**\*\*Questions:\*\***

1. How did the restructuring of departments contribute to TechSavvy's ability to adapt to market changes and improve collaboration among teams?
2. What metrics or indicators can be used to assess the effectiveness of TechSavvy's organization design and development initiatives, particularly in terms of employee satisfaction, productivity, and overall business performance?

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