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Question Paper Code	12758
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**MBA - DEGREE EXAMINATIONS, APRIL / MAY 2024**

Second Semester

**Master of Business Administration**

**20MBT202 - HUMAN RESOURCE MANAGEMENT**

Regulations - 2020

Duration: 3 Hours

Max. Marks: 100

**PART - A (10 × 2 = 20 Marks)**

Answer ALL Questions

*Marks* *K-  
Level* *CO*

1. List out three key historical developments that have influenced the evolution of HRM. 2 *K1 CO1*
2. Define HR policy and its importance in guiding HRM practices within organizations. 2 *K1 CO1*
3. Describe two traditional and two modern methods of recruitment used by organizations. 2 *K2 CO2*
4. List and briefly explain three benefits organizations can derive from effective induction programs. 2 *K1 CO2*
5. Mention any two traditional and two modern methods of training commonly used in organizations. 2 *K1 CO3*
6. Discuss the importance of conducting a cost-benefit analysis for training and development initiatives. 2 *K2 CO3*
7. Identify and discuss three factors that influence wage and salary administration decisions within organizations. 2 *K2 CO4*
8. Define fringe benefits and discuss their significance in the total compensation package offered by organizations. 2 *K1 CO4*
9. Explain two primary objectives of performance appraisal within organizations. 2 *K1 CO5*
10. Define 360-degree performance appraisal methods. 2 *K1 CO5*

**PART - B (5 × 13 = 65 Marks)**

Answer ALL Questions

11. a) Examine Challenges to Human Resource Managers in the changing global context. 13 *K3 CO1*
- OR**
- b) Define human capital and explain its significance in the context of HRM. How can HR policies be designed to effectively manage and leverage human capital? 13 *K3 CO1*
12. a) Discuss the importance of Human Resource Planning (HRP) for organizations. How does effective HRP contribute to strategic decision-making and organizational success? 13 *K3 CO2*

*K1 – Remember; K2 – Understand; K3 – Apply; K4 – Analyze; K5 – Evaluate; K6 – Create*

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**OR**

- b) Explain the significance of induction and socialization for new employees. Provide examples of successful induction programs? 13 K3 CO2
- 13 a) How can organizations create a culture of empowerment and foster employee engagement? Discuss strategies and best practices. 13 K3 CO3

**OR**

- b) Find out the contemporary strategies employed, challenges faced, and outcomes achieved in successful training and development initiatives within organizations? 13 K3 CO3
14. a) Discuss the objectives of compensation management and factors influencing wage administration. How can organizations ensure equitable and competitive compensation structures? 13 K3 CO4

**OR**

- b) Define employee morale and discuss its impact on organizational performance. How can fringe benefits contribute to enhancing employee morale and job satisfaction? 13 K3 CO4
- 15 a) How should organizations handle job changes such as promotions, demotions, and transfers within the context of performance management? 13 K3 CO5

**OR**

- b) Discuss the causes of employee discipline issues and grievances within organizations. How can organizations implement fair and effective disciplinary procedures and grievance handling mechanisms? 13 K3 CO5

**PART - C (1× 15 = 15 Marks)**

16. Nisar Shoes Ltd is a shoe company situated in Ranipet Vellore district Tamilnadu. The company was having a turnover of Rs.175 crores per annum. The total strength of employees is 325. The company had to operate on double shifts. The workers are paid overtime charges. To earn higher wages workers try to go slow during normal working hours and complete their targets during overtime hours. Though the manager could achieve his target and produced 5000 units but at a higher production cost. Moreover, the employees had salary issues at supervisory level. The salary of each supervisor was not the same. The promotion was on performance basis not on seniority basis. Hence there was strong politics among supervisors. 15 K4 CO5

**Questions:**

- a. In your point of view, what is lacking in management?
- b. Identify the values missing in the production manager and the employees of the organization.
- c. How can the supervisor's issues be solved?
- d. As a HR manager, decide on the promotion policy of supervisors.