## B.E. / B.Tech. - DEGREE EXAMINATIONS, NOV / DEC 2025
Seventh Semester
### Computer Science and Business Systems
### 20CBMG701 - HUMAN RESOURCE MANAGEMENT
Regulations - 2020

Duration: 3 Hours                                                      Max. Marks: 100

### PART - A (MCQ) (10 × 1 = 10 Marks)
Answer ALL Questions

| | | Marks | K-Level | CO |
|---|---|---|---|---|
| 1. | Which of the following best defines Human Resource Management? | 1 | K1 | CO1 |
| | (a) Managing machines    (b) Managing people at work | | | |
| | (c) Managing finance    (d) Managing materials | | | |
| 2. | Which of the following is a challenge of HRM? | 1 | K1 | CO1 |
| | (a) Technological change    (b) Climate change | | | |
| | (c) Natural resources    (d) Product innovation | | | |
| 3. | Human Resource Planning helps in _____. | 1 | K1 | CO2 |
| | (a) Reducing employee turnover    (b) Increasing absenteeism | | | |
| | (c) Decreasing productivity    (d) none of the above | | | |
| 4. | Which method is commonly used for forecasting HR demand? | 1 | K1 | CO2 |
| | (a) Delphi technique   (b) Pareto chart   (c) SWOT analysis   (d) Decision tree | | | |
| 5. | Which of the following is not a source of recruitment? | 1 | K1 | CO3 |
| | (a) Internal   (b) External   (c) Informal   (d) Experimental | | | |
| 6. | Payroll processing is generally part of which HR system? | 1 | K2 | CO3 |
| | (a) HRIS   (b) MIS   (c) DSS   (d) CRM | | | |
| 7. | Quality of Work Life primarily focuses on _____. | 1 | K2 | CO4 |
| | (a) Employee well-being and satisfaction    (b) Company profits | | | |
| | (c) Production cost    (d) Product design | | | |
| 8. | Which of the following helps in managing workplace stress? | 1 | K1 | CO4 |
| | (a) Delegation of tasks    (b) Ignoring deadlines | | | |
| | (c) Increasing workload    (d) Job rotation | | | |
| 9. | SHRM stands for _____. | 1 | K1 | CO5 |
| | (a) Strategic Human Resource Management (b) Systematic Human Resource Mechanism | | | |
| | (c) Strategic Human Relations Method    (d) Structured Human Resource Management | | | |
| 10. | Competency Mapping helps in _____. | 1 | K2 | CO5 |
| | (a) Identifying key skills and abilities    (b) Reducing recruitment | | | |
| | (c) Enhancing product design    (d) Controlling sales targets | | | |

### PART - B (12 × 2 = 24 Marks)
Answer ALL Questions

| | | Marks | K-Level | CO |
|---|---|---|---|---|
| 11. | Define Human Resource Management. | 2 | K1 | CO1 |
| 12. | List any two challenges faced by HR managers. | 2 | K1 | CO1 |
| 13. | What is Human Resource Forecasting? | 2 | K1 | CO2 |
| 14. | State two benefits of Performance Appraisal. | 2 | K2 | CO2 |
| 15. | What is Recruitment? | 2 | K1 | CO3 |
| 16. | List two types of promotion in HRM. | 2 | K1 | CO3 |
| 17. | Define Quality of Work Life. | 2 | K1 | CO4 |
| 18. | What is the importance of Emotional Quotient (EQ) in workplaces? | 2 | K2 | CO4 |
| 19. | What is Strategic Human Resource Management (SHRM)? | 2 | K1 | CO5 |

*K1 – Remember; K2 – Understand; K3 – Apply; K4 – Analyze; K5 – Evaluate; K6 – Create*                  **13861**

| | | | |
|---|---|---|---|
| 20. Define Competency Mapping. | *2* | *K1* | *CO5* |
| 21. State any two reasons for talent retention. | *2* | *K1* | *CO5* |
| 22. What is the relationship between HR strategy and corporate strategy? | *2* | *K1* | *CO5* |

**PART - C (6 × 11 = 66 Marks)**
Answer ALL Questions

| | | | | |
|---|---|---|---|---|
| 23. | a) Explain the importance of HRM in achieving organizational objectives. | *11* | *K2* | *CO1* |
| | **OR** | | | |
| | b) Analyze the challenges of implementing HR policies in multinational companies. | *11* | *K2* | *CO1* |
| 24. | a) Apply HR forecasting techniques to determine manpower needs in a growing IT firm. | *11* | *K3* | *CO2* |
| | **OR** | | | |
| | b) Evaluate the effectiveness of different performance appraisal methods. | *11* | *K3* | *CO2* |
| 25. | a) Discuss the significance of training and development in improving employee productivity. | *11* | *K2* | *CO3* |
| | **OR** | | | |
| | b) Examine how job security impacts employee motivation in software divisions. | *11* | *K2* | *CO3* |
| 26. | a) Explain how organizations can improve Quality of Work Life to reduce stress and increase productivity. | *11* | *K2* | *CO4* |
| | **OR** | | | |
| | b) Summarize the importance of cultural adaptability in MNC environments. | *11* | *K2* | *CO4* |
| 27. | a) Discuss how competency mapping contributes to effective recruitment and retention strategies. | *11* | *K4* | *CO5* |
| | **OR** | | | |
| | b) Examine the role of SHRM in aligning HR practices with corporate strategy. | *11* | *K4* | *CO5* |
| 28. | a) Apply the actual impact of Strategic Human Resource Management on the firm's current performance and its sustainability in the long run. | *11* | *K3* | *CO5* |
| | **OR** | | | |
| | b) Apply the actual impact of Quality of Work Life initiatives on organizational performance and long-term sustainability. | *11* | *K3* | *CO5* |

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