

Register No : _____

THE KAVERY ENGINEERING COLLEGE

(An Autonomous Institution)

MBA DEGREE END SEMESTER THEORY EXAMINATIONS, NOV /DEC 2024

Second Semester

Master of Business Administration

BA4203 – Human Resource Management

Regulations – 2021

Duration : 3 Hrs

Maximum : 100 Marks

PART – A (ANSWER ALL QUESTIONS) (Marks 10*2=20)

<i>Q.No</i>	<i>Questions</i>	<i>BLT</i>	<i>CO</i>	<i>Marks</i>
1.	Identify any four importance of the human capital.	UN	1	2
2.	Define human resource audit.	RE	1	2
3.	List out importance of Human Resource Planning.	RE	2	2
4.	Interpret about recruitment.	UN	2	2
5.	Label purpose of training.	RE	3	2
6.	Infer about knowledge management.	UN	3	2
7.	Recall about reward.	RE	4	2
8.	Summarize about employee engagement.	UN	4	2
9.	Differentiate promotion and demotion.	RE	5	2
10.	Describe importance of redressal methods on grievances.	UN	5	2

PART – B (ANSWER ALL QUESTIONS) (Marks 5*13 = 65)

<i>Q.No</i>	<i>Questions</i>	<i>BLT</i>	<i>CO</i>	<i>Marks</i>
11.	a Explain different roles and challenges of human resource manager in Indian Human Resource Management System with illustrations.	UN	1	13
Or				
	b Examine the trends in Human resource policies on mobilizing human resource management in India.	UN	1	13
12.	a Describe methods of forecasting human resource requirement for matching demand and supply of human resources.	UN	2	13
Or				
	b i Explain various factors influencing on the requirement of human resources through internal and external sources.	AP	2	7
	ii Interpret different methods Induction programmes organized for improvement of human resources.	AP	2	6

13.	a	Analyze various methods of training practices given for the improvement of employees' skills and knowledge.	AP	3	13
Or					
	b	Discuss essential elements and practices needed for Self development through executive development programme.	AP	3	13
14.	a i	Elaborate different theories of motivation with substantial evidences.	AN	4	7
	ii	Appraise effectiveness of mentoring system among the employees for the development of industry with examples.	AN	4	6
Or					
	b	Analyze theories and models of organizational citizenship behavior in retail industries with illustrations.	AN	4	13
15.	a	Enumerate methods of performance evaluation in manufacturing industries with examples.	AP	5	13
Or					
	b i	Evaluate methods and importance of control techniques in a pharmaceutical industry.	EV	5	7
	ii	Validate essentials and requirements of effective control system in India.	EV	5	6

*PART - C (Marks 1*15 = 15)*

<i>Q.No</i>		<i>Questions</i>	<i>BLT</i>	<i>CO</i>	<i>Marks</i>
16	a	Case Study: Impact of Training and Development practices through Employees Performance Mala is a careful, hard-working employee in a private company. She has been serving as a book keeper or more than seven years before problems developed with her performance. Many employees begin as clerks and progressively move up lead book keeper. As such, Mala was responsible for a large, active petty cash fund and was working with dedication and utmost responsibility. During a spot check by the internal audit of the company, her immediate supervisor notices pencil erasures on expense reports and assumed that employees had been directed by memo to record their expenses in ink. Mala's immediate supervisor called Mala and confronted her. When the supervisor called Mala, other employees became aware of the fact that some unpleasant incident has taken place. The situation in the department became very hostile as Mala walked to the office of the supervisor. Mala confessed to temporarily borrowing some money from the petty cash fund. She explained that her child had been in and out of the hospital for a few months, and she had exhausted the family resources. She explained that she had to pawn her jewelry to perform some expensive medical tests. Mala admitted that she used the petty cash money to pay bills of the last medical test for her child. Mala further said that she has never done anything of this sort before and that this was the first time she borrowed money intending on returning the money immediately.	AN	3	15

Mala apologized and pleaded with her immediate supervisor stating that this incident is one of the most extraordinary situations she has experienced in all her life. The immediate supervisor told Mala that he would consult the company's HR manager and let her know of the decision. When the immediate supervisor consulted the company HR manager, he said that while he did not want to sidestep his responsibility and planned on making a final decision, he wanted to consult the HR manager first for his opinion on this matter. Speaking as a certified HR practitioner, the manager said that he has a clear course of action for this kind of incident. He said any employee who steals should be terminated.

Questions:

- i. As a HR Manager, apply your decision making practices on Mala's issues. (8)
- ii. Analyze the need of training practices to the employees in this organization. (7)

Or

b Case Study:

AN

4

15

Employees Job Satisfaction through Flexi-Time in IT Sector

A good employer is differentiated from any other employer through the feeling of 'wellbeing' that is generated at the work place by the employees. A balance between work and personal goals, and wants of an employee contributes positively to retain the employees. Although, compensation given, employees long for an employer who understands the importance of employees work as well as/her personal requirements. Flexi-timing is one of the popular initiatives that IT company has implemented to bring in work-life balance. Employees are allowed to put in an average of nine hours of work a day according to their convenience. Working mothers were offered a choice to work half days and allowed to complete work from home. Telecommuting was another facility allowing greater flexibility; here, employees could work from their homes using new technologies such as broadband for conferencing.

The importance of employee's families began to be recognized and efforts were made to build strong bond between the company and entire family of each employee. Sometimes, they give a day off on the employee's birthday or on an anniversary or organizing annual events, parties and picnics for employee and their families or providing easy educational loans to benefit the children of the employees or initiating school drop and pickup services for them. The idea was to build a sense of extended family among the families associated with the company. The programme was targeted at the wives of employees who were asked to volunteer few hours a day for a social cause in associated with NGOs. In addition to this programme, an employee portal was also established simultaneously to help employees in relocation children's education etc.

Question:

- i. Analyze the impact of flexi-timing and how the employee can manage the work-life balances for bringing the job satisfaction towards IT Industry with suitable examples.