

MBA (FT/PT) II Semester University End Semester Examination – June, 2022
21-371-0204 / 21-372-0203: HUMAN RESOURCE MANAGEMENT

Duration: 3 Hours

Max. Marks: 50

Course Outcomes:

| Course Outcome | Cognitive Ability | Course Outcomes |
|----------------|-------------------|---|
| CO1 | Remembering | Ability to recall the basic concepts and terms related to Human Resource planning, strategic HRM, recruitment, training and development, performance management, compensation and industrial relations. |
| CO2 | Understanding | Enable the incumbents to understand comprehensively the concepts delivered at the remembrance level to make them cognitively fit for application. |
| CO3 | Applying | Develop application skills in HRM based on the understanding of the different contents delivered to apply them with illustrations and cases. |
| CO4 | Analysing | Impart skills to analyse human resource practices to explore and establish relationships in the areas of human resource decisions. |
| CO5 | Evaluating | Make the students capable to evaluate the impact of human resource management practices on business performance and appraise existing HR practices |
| CO6 | Creating | Generate new ideas and create human resource plans and proposals for overall business expansion and developments. |

BL – Bloom's Taxonomy: (L1- Remember, L2 - Understand, L3 – Apply, L4-Analyse, L5-Evaluate, L6-Create)

PART A

(Answer ALL questions. Each question carries 2 marks)

| Q. No. | Questions | Marks | BL | CO | PO |
|--------|---|-------|----|-----|------|
| 1 | Write a short note on Strategic HRM with a suitable example | 2 | 1 | 2 | 5,12 |
| 2 | Differentiate training and development | 2 | 2 | 2,5 | 5,12 |
| 3 | Outline the modern challenges in performance appraisal | 2 | 3 | 3 | 4,7 |
| 4 | List out the implications of organization-based-performance driven compensation | 2 | 3 | 4,5 | 9,12 |
| 5 | Analyze which stage of knowledge management process is the most challenge in Indian context? Specify the reasons. | 2 | 4 | 4,5 | 4,9 |

(5X2=10 marks)

PART B
(Answer ANY FIVE Questions. Each question carries 4 marks)

| Q No. | Question | Marks | BL | CO | PO |
|-------|---|-------|----|---------|---------|
| 6 | Evaluate the present day scenario of HRM in Indian corporate. | 4 | 2 | 2,5 | 1,10,12 |
| 7 | “Selection interviews reveal more than the selection tests” – Substantiate the statement. | 4 | 3 | 2,4 | 1,4,10 |
| 8 | Briefly discuss the various aspects for employee counseling, especially in a situation like Covid-19 | 4 | 4 | 1,2 | 9,10,12 |
| 9 | Examine the relevance of Systems Approach to Industrial Relations. | 4 | 3 | 1,2,3,4 | 1,2,3,4 |
| 10 | “Stress is a good servant, but a bad master”- Make a critical analysis of the statement. | 4 | 3 | 4,5 | 4,8,9 |
| 11 | Workplace automation can be counterbalanced only through “Hi Tech, Hi Touch” approach. Substantiate your views on this with appropriate examples. | 4 | 4 | 4,5,6 | 6,10,12 |
| 12 | Suggest measures to contain sexual harassment in the workplace from the points of view of potential consequences for both the victim and the culprit. | 4 | 3 | 6 | 8,10 |

(5X4=20 marks)

PART C
(Answer ANY TWO questions. Each question carries 10 marks)

| Q No. | Questions | Marks | BL | CO | PO |
|-------|--|-------|----|-------|----------|
| 13 | Imagine that you are the Chief Digital Officer of your company, how effectively will you use the social media to handle employee grievances and employee recognition? | 10 | 5 | 3,5,6 | 6,9 |
| 14 | Analyze how Maslow’s need hierarchical theory is relevant to motivate the employees impacted by the Covid-19. | 10 | 3 | 1,2 | 2,12 |
| 15 | Many food delivery platforms launched ‘food deliveries in 10 minutes’. This short delivery timeline may put added pressure on already overworked delivery persons, potentially prompting them to engage in rash driving and traffic violations. However, the companies claim that it will not put any pressure on delivery workers to deliver faster. Telangana Gig and Platform Workers Union said that these companies should see delivery workers “as human beings”, and not as “data points” for an algorithm to manage. One | 10 | 5 | 3,4 | 4,7,9,12 |

Parliamentarian raised concerns around lack of social security benefits available for gig workers called the 10-minute delivery pilot “absurd”. “It’s going to put undue pressure on the delivery personnel, who are not employees and who have no benefits or security, who have no bargaining power. Home Minister of a State has opined that “the quick delivery timeline would result in its delivery workers violating traffic rules. It is like playing with the lives of its employees (delivery partners) as well as the lives of other people”

Questions

- a) Identify the core HR issue in the above model. Make specific suggestions to mitigate it.
- b) Assess whether the improved navigation technologies made the 10-minute delivery possible without affecting the interest of the delivery persons.
- c) Recommend your suggestions to make this model sustainable from HR perspective?

(2x10=20 marks)

L1 - 4% ; L2-8% ; L3 -60% ; L4- 20% ; L5- 20% ; L6-0%
