



**MBA DEGREE EXAMINATIONS: NOV/DEC 2023**

(Regulation 2021)

First Semester

**MASTER OF BUSINESS ADMINISTRATION**

P21MBC1105: Human Resource Management

**COURSE OUTCOMES**

**CO1:** Describe the role of Human Resource Functions in an Organization.

**CO2:** Enumerate the emerging trends and Practices in HRM.

**CO3:** Identify and interpret the significance of ethical issues in HR practices and the management of people.

**Time: Two Hours**

**Maximum Marks: 50**

**PART A (1Q x 10 Marks = 10 Marks) Compulsory**

1. XYZ Corporation is a global leader in the technology industry, specializing in the development and manufacturing of cutting-edge electronics and software solutions. Established in 1990, the company has steadily expanded its reach, operating in multiple countries and serving diverse markets. With a commitment to innovation and customer satisfaction, XYZ Corporation has become a household name synonymous with technological excellence. Over the years, XYZ Corporation has experienced robust growth, consistently outperforming competitors in terms of market share and revenue. However, as the technological landscape evolves rapidly, the company recognizes the need for its workforce to stay ahead of industry trends. To maintain its position as an industry leader, XYZ Corporation is keen on fostering a culture of continuous learning and skill development among its employees through a new employee training program to enhance the skills and knowledge of its workforce. The program includes both online modules and hands-on workshops, covering various aspects such as technical skills, communication, and leadership development. The company invested significant resources in designing and implementing the program to ensure employees are well-equipped for their roles.
- CO3 [K<sub>5</sub>]

Questions:

1. Why did XYZ Corporation decide to implement a new employee training program?
2. What components are included in the employee training program?

**PART B (5Q x 2 Marks = 10 Marks)**

- |    |                                                                                                                                                     |     |                   |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----|-------------------|
| 2. | Enumerate two key objectives of Human Resource Management (HRM)                                                                                     | CO1 | [K <sub>2</sub> ] |
| 3. | Define Induction and briefly explain its significance in the onboarding process                                                                     | CO1 | [K <sub>2</sub> ] |
| 4. | Define E-Learning and highlight one key advantage of utilizing E-Learning in corporate training programs.                                           | CO1 | [K <sub>2</sub> ] |
| 5. | Explain the concept of Fringe Benefits and provide one example. Discuss how fringe benefits contribute to employee well-being and work-life balance | CO1 | [K <sub>3</sub> ] |
| 6. | Discuss the scope of HR Audit and how it contributes to organizational development.                                                                 | CO1 | [K <sub>3</sub> ] |

**Part – C (3Qx10 Marks =30 marks) Compulsory**

**Answer Any Three Questions**

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|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-------------------|
| 7.  | Evaluate the significance of defining clear objectives in the context of Performance Appraisal. How does having well-defined objectives contribute to the effectiveness of the appraisal process?                                             | CO2 | [K <sub>5</sub> ] |
| 8.  | Analyze the strategies organizations can employ to retain their employees. How do factors such as career development opportunities, work-life balance, and a positive organizational culture contribute to employee satisfaction and loyalty? | CO2 | [K <sub>5</sub> ] |
| 9.  | Analyze the Grievance Procedure in the context of the Indian industry. How does an effective grievance procedure contribute to employee satisfaction, conflict resolution, and overall workplace harmony?                                     | CO2 | [K <sub>5</sub> ] |
| 10. | Evaluate the effectiveness of the Kirkpatrick Model in assessing training programs. Discuss each level of the model, its strengths, and potential limitations.                                                                                | CO2 | [K <sub>5</sub> ] |

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