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|--|----------|---|---|
| ii. Explain the differences in the nature of work between frontline workers and backend support staff. | 5 | 2 | 5 |
| iii. Analyze how service failure and recovery strategies impact HR practices in service industries. | 5 | 4 | 5 |

Total No. of Questions: 6

Total No. of Printed Pages:4

Enrollment No.....



Faculty of Engineering
End Sem Examination Dec 2024
OE00091 Human Resource Management

Programme: B.Tech.

Branch/Specialisation: All

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d. Assume suitable data if necessary. Notations and symbols have their usual meaning.

		Marks	BL	PO	CO	PSO
Q.1	i. Which of the following is NOT a component of human resource accounting? (a) Valuation of human capital (b) Employee satisfaction surveys (c) Cost of employee training (d) Replacement costs	1	2		1	
	ii. Which function is primarily responsible for measuring HR performance and auditing? (a) HR Philosophy (b) Line management (c) Human resource accounting (d) HRIS	1	2		1	
	iii. Which of the following is a core functional area of HRD? (a) Recruitment (b) Potential appraisal (c) Employee turnover management (d) Inventory management	1	1		1	
	iv. Which HR system focuses on integrating technology into payroll management and data collection? (a) Training and development (b) Employee relations (c) HRIS (d) Compliance	1	2		2	

P.T.O.

[2]

v.	Succession planning primarily focuses on:	1	2	3
	(a) Retention strategies			
	(b) Training recruits			
	(c) Identifying future leaders			
	(d) Employee redeployment			
vi.	Which of the following is a method of demand forecasting in HR planning?	1	1	3
	(a) Job rotation			
	(b) Trend analysis			
	(c) Employee engagement			
	(d) Training needs analysis			
vii.	Which HR strategy is closely aligned with achieving a competitive advantage?	1	3	3
	(a) Training programs			
	(b) Employee grievance handling			
	(c) Strategic Human Resource Management (SHRM)			
	(d) Payroll management			
viii.	Managing diversity in the workplace primarily aims to:	1	4	4
	(a) Improve compliance			
	(b) Enhance teamwork and innovation			
	(c) Reduce training costs			
	(d) Automate HR processes			
ix.	Which of the following practices is most critical for managing the interaction between employees and customers?	1	4	5
	(a) Succession planning			
	(b) Training and communication			
	(c) Payroll management			
	(d) Recruitment drives			
x.	What is the main focus of flexible working practices in the service sector?	1	2	5
	(a) Increasing compliance			
	(b) Enhancing employee satisfaction and performance			
	(c) Reducing work hours			
	(d) Managing employee redundancy			

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Q.2	Attempt any two:			
i.	Explain the challenges faced by HR managers in today's dynamic business environment.	5	4	1
ii.	What is the significance of HR philosophy, policies, and procedures in designing an effective HR system?	5	2	1
iii.	Discuss the role of Line Management in HRM. How does it differ from the role of the HR department?	5	5	1
Q.3	i. Explain the relationship between training and development and employee performance in an organization.	4	4	2
	ii. Describe the key components of a Human Resource Information System (HRIS).	6	2	2
OR	iii. Analyze the impact of organizational design on HR practices. Provide examples to support your answer.	6	4	2
Q.4	i. Discuss the importance of demand forecasting in human resource planning.	3	2	3
	ii. What are the key strategies for employee retention in organizations? Provide examples.	7	4	3
OR	iii. Evaluate the effectiveness of succession planning as a tool for organizational growth.	7	5	3
Q.5	i. Explain the relationship between HR strategy and overall corporate strategy.	4	2	4
	ii. Discuss how managing workplace diversity can become a source of competitive advantage.	6	4	4
OR	iii. Evaluate the challenges and opportunities of Strategic HRM in a globalized economy.	6	5	4
Q.6	Attempt any two:			
i.	Discuss the importance of employee empowerment in enhancing customer satisfaction in the service sector.	5	4	5

Marking Scheme
OE00091 Human Resource Management (T)

Q.1	i)	b) Employee satisfaction surveys	1
	ii)	c) Human Resource Accounting	1
	iii)	b) Potential Appraisal	1
	iv)	c) HRIS	1
	v)	c) Identifying future leader	1
	vi)	b) Trend analysis	1
	vii)	c) Strategic Human Resource Management (SHRM)	1
	viii)	b) Enhance teamwork and innovation	1
	ix)	b) Training and communication	1
	x)	b) Enhancing employee satisfaction and performance	1

Q.2	i.	Explain the challenges faced by HR managers in today's dynamic business environment. (at least 5)	5
	ii.	What is the significance of HR philosophy, policies, and procedures in designing an effective HR system? (Logic & Example)	5
OR	iii.	Discuss the role of Line Management in HRM. 3M How does it differ from the role of the HR department? 2M	5

Q.3	i.	Explain the relationship between training and development 2M and employee performance in an organization. 2M	4
	ii.	Describe the key components of a Human Resource Information System (HRIS).	6
OR	iii.	Analyze the impact of organizational design on HR practices. 4M Provide examples to support your answer. 2M	6

Q.4	i.	Discuss the importance of demand forecasting in human resource	3
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		planning.	
	ii.	What are the key strategies for employee retention 5M in organizations? Provide examples. 2M	7
OR	iii.	Evaluate the effectiveness of succession planning as a tool for organizational growth.	7
Q.5	i.	Explain the relationship between HR strategy and overall corporate strategy. 4 relationship points	4
	ii.	Discuss how managing workplace diversity can become a source of competitive advantage. 6 points	6
OR	iii.	Evaluate the challenges and 3M opportunities of Strategic HRM in a globalized economy. 3M	6
Q.6			
	i.	Discuss the importance of employee empowerment in enhancing customer satisfaction in the service sector. 5 importance	5
	ii.	Explain the differences in the nature of work between frontline workers and backend support staff. 5 differences	5
	iii.	Analyze how service failure and recovery-3 M strategies impact HR practices in service industries. -2M	5
