

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

**5      2      5**

*Total No. of Questions: 6*

*Total No. of Printed Pages: 4*

**Enrollment No.....**

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Programme: B.Tech.

Branch/Specialisation: All

**OE00091 Human Resource Management**

**Faculty of Engineering**

**End Sem Examination Dec 2024**

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

	[2]		[3]
v.	Succession planning primarily focuses on: (a) Retention strategies (b) Training recruits (c) Identifying future leaders (d) Employee redeployment	1      2      3	Q.2      Attempt any two: i. Explain the challenges faced by HR managers in today's dynamic business environment.      5      4      1
vi.	Which of the following is a method of demand forecasting in HR planning? (a) Job rotation (b) Trend analysis (c) Employee engagement (d) Training needs analysis	1      1      3	ii. What is the significance of HR philosophy, policies, and procedures in designing an effective HR system?      5      2      1
vii.	Which HR strategy is closely aligned with achieving a competitive advantage? (a) Training programs (b) Employee grievance handling (c) Strategic Human Resource Management (SHRM) (d) Payroll management	1      3      3	iii. Discuss the role of Line Management in HRM. How does it differ from the role of the HR department?      5      5      1
viii.	Managing diversity in the workplace primarily aims to: (a) Improve compliance (b) Enhance teamwork and innovation (c) Reduce training costs (d) Automate HR processes	1      4      4	Q.3      i. Explain the relationship between training and development and employee performance in an organization.      4      4      2
ix.	Which of the following practices is most critical for managing the interaction between employees and customers? (a) Succession planning (b) Training and communication (c) Payroll management (d) Recruitment drives	1      4      5	ii. Describe the key components of a Human Resource Information System (HRIS).      6      2      2
x.	What is the main focus of flexible working practices in the service sector? (a) Increasing compliance (b) Enhancing employee satisfaction and performance (c) Reducing work hours (d) Managing employee redundancy	1      2      5	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. planning.	7
	ii) c) Human Resource Accounting	1		ii. What are the key strategies for employee retention <b>5M</b> in organizations? Provide examples. <b>2M</b>	
	iii) b) Potential Appraisal	1		OR iii. Evaluate the effectiveness of succession planning as a tool for organizational growth.	
	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			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 <b>2M</b> and employee performance in an organization. <b>2M</b>	4			5
	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			