Program: S.Y.B.Com (MS)	**Semester:** III	**Program Code:** UGMS02	
Course: Introduction to HRM		**Course Code:** NUMS306	
Duration: 2 Hour	**Examination Pattern:** NEP-Autonomous-External	**Max. Marks:** 60	

Instructions:

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.
4. CO (Course Outcome), KL (Knowledge Level).

Examination:
REGULAR

Q. 1		**Attempt the following.**	[15]	CO's	KL's
	(a)	**Fill in the blanks with an appropriate answer from the alternatives given.**	[08]		
	I	_____ is not a benefit of HRP.			
		a. Reduces uncertainty **b.** Promotes employee development			
		c. Increases labor cost **d.** Supports organizational goals			
	II	Providing safe working conditions and health measures are part of _____.			
		a. Employee Welfare **b.** Appraisal			
		c. Supervision **d.** Downsizing			
	III	A quality of a good HR manager is_____.			
		a. Technical rigidity **b.** Poor communication			
		c. Avoidance of teamwork **d.** Empathy			
	IV	An effective strategy for reducing employee turnover is _____.			
		a. Increasing workload **b.** Reducing communication			
		c. Providing career development opportunities **d.** Ignoring employee concerns		CO1	
	V	The Human Relations approach emphasized the importance of _____ in the workplace.		CO2	L1
		a. Machines **b.** Human needs and relationships		CO3	L2
		c. Financial control **d.** Production targets only		CO4	
	VI	Social approach in HRM emphasizes_____.			
		a. Employee relations and motivation **b.** Ignoring feedback			
		c. Cost-cutting **d.** Technology only			
	VII	In _____ leadership, employees are given considerable freedom to make decisions.			
		a. Democratic **b.** Participative			
		c. Autocratic **d.** Laissez-faire			

		VIII	HRP helps in bridging the gap between _____.						
			a.	Product and price	b.	Finance and audit			
			c.	Demand and supply of human resources	d.	Employer and union			
	(b)	**State whether the following statements are true or false.**					[07]	CO's	KL's
		I	Human Resource Management considers employees an important organizational resource						
		II	Recognition and appreciation does not contribute to higher employee morale.					CO1	
		III	Diversity management aims to create an inclusive workplace for employees with different backgrounds.					CO2	L1
		IV	High stress levels always improve employee productivity.					CO3	L2
		V	Surplus of manpower may lead to overtime and work pressure.					CO4	
		VI	Job analysis helps in preparing job descriptions and specifications.						
		VII	Job description explains the duties and responsibilities associated with a job.						
Q. 2		**Attempt the following.**					[15]	CO's	KL's
	(a)	Define Human Resource Management and explain its functions in modern organizations.					08	CO1	L2
	(b)	Analyze the challenges faced by a Human Resource Manager in the contemporary business environment.					07	CO3	L4
		OR							
	(p)	Explain the steps involved in the HRP process.					08	CO1	L2
	(q)	Define stress management and analyze the major causes of stress in organizations.					07	CO3	L4
Q. 3		**Attempt the following.**					[15]	CO's	KL's
	(a)	Analyze the concept and techniques of Job Analysis with suitable examples.					08	CO1	L4
	(b)	Elaborate on the impact of International HR Practices on contemporary Human Resource Management.					07	CO4	L2
		OR							
	(p)	Differentiate between transactional and transformational leadership.					08	CO1	L4
	(q)	Discuss the concept of HR Audit and its process.					07	CO4	L2
Q. 4		**Read the following case study and answer the following questions:**					[15]	CO's	KL's
		Sunrise Retail Ltd. noticed a decline in employee morale among its sales staff. Employees complained about excessive workload and a lack of appreciation for their efforts. Absenteeism and employee turnover also began increasing within the organization. The HR manager conducted an employee morale survey to understand the reasons behind employee dissatisfaction. The survey revealed that employees felt their contributions were not adequately recognized by							

		management. Employees also reported poor communication and limited interaction with their supervisors. The company introduced an employee recognition programme to appreciate good performance. Managers were encouraged to communicate regularly with their teams and address employee concerns. The organization also improved welfare facilities and introduced flexible working arrangements wherever possible. Team-building activities were conducted to strengthen relationships and cooperation among employees. After three months, employees reported greater job satisfaction and a more positive attitude towards work. Absenteeism decreased and employee productivity improved as employee morale gradually increased.			
	(a)	Analyze the factors affecting employee morale in Sunrise Retail Ltd.	**05**	**CO2**	**L4**
	(b)	Explain how employee morale affects organizational performance in Sunrise Retail Ltd.	**05**	**CO2**	**L2**
	(c)	Suggest five measures that the HR manager can use to improve employee morale.	**05**	**CO3**	**L3**

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