

**NEP - Semester End Examination – October 2025**

**Program:** S.Y.B.COM (M S)      **Course:** INTRODUCTION TO HRM  
**SEM -III**

**Program Code:** UGMS02      **Course Code:** NUMS306

**Duration:** 2 Hours      **Max. Marks:** 60

**Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Draw neat diagrams wherever necessary.

<b>Q. I</b>	<b>Attempt the following.</b>	<b>[15]</b>	<b>Course</b>	<b>Knowledge</b>
			<b>Outcome</b>	<b>Level</b>
	<b>(a) Fill in the blanks with an appropriate answer from the alternatives given.</b>	<b>08</b>		
	I) _____ department is mainly responsible for hiring employees.			
	a. Finance      b. HR			
	c. Operation      d. Marketing			
	II) Training and development is part of _____ HR function.			
	a. Procurement      b. Maintenance			
	c. Development      d. Integration			
	III) _____ phase introduced the concept of 'Human Capital'.		CO1	
	a. Scientific Management      b. Behavioral Science Era		CO2	L1
	c. Modern HRM      d. Industrial Revolution		CO3	L2
	IV) Social approach in HRM emphasizes _____.		CO4	
	a. Employee relations and motivation      b. Ignoring feedback			
	c. Cost-cutting      d. Technology only			
	V) The quality of a good HR manager is _____.			
	a. Technical rigidity      b. Poor communication			
	c. Avoidance of teamwork      d. Empathy			
	VI) Good communication, motivation, and leadership are essential elements of _____.			

		a. Human Relations	b. Finance Management			
		c. Industrial policy	d. Marketing Strategy			
VII)		Providing safe working conditions and health measures are part of _____.				
	a. Employee Welfare	b. Appraisal				
	c. Supervision	d. Downsizing				
VIII)		An _____ helps to systematically review HR policies, practices, and performance.				
	a. HR Audit	b. Job Evaluation				
	c. Performance Appraisal	d. Benchmarking				
<b>(b)</b>	State whether the following statements are true or false.			<b>07</b>		
I)	Retention of employees is not a challenge in modern HRM.					
II)	Strategic HRM aligns HR strategies with organizational goals.					
III)	Autocratic leadership style means giving complete freedom to employees.				<b>CO1</b>	
IV)	Employee morale refers to the mental and emotional condition of employees.				<b>CO2</b>	<b>L1</b>
V)	Job analysis helps in preparing job descriptions and specifications.				<b>CO3</b>	<b>L2</b>
VI)	Downsizing is required when there is a shortage of employees.				<b>CO4</b>	
VII)	HRM focuses on managing people effectively.					
<b>Q. 2</b>	Attempt any TWO of the following.			<b>[15]</b>	<b>Course Outcome</b>	<b>Knowledge Level</b>
(a)	What is morale? Describe the factors affecting morale.			<b>08</b>	<b>CO2</b>	<b>L1, L2</b>
(b)	Explain the process of Human Resource Planning.			<b>07</b>	<b>CO1</b>	<b>L2</b>
<b>OR</b>						
(c)	What is Leadership? Explain the qualities of a good leader.			<b>08</b>	<b>CO2</b>	<b>L1, L2</b>
(d)	Describe the objectives of HRM with examples.			<b>07</b>	<b>CO1</b>	<b>L2</b>

<b>Q. 3</b>	<b>Attempt any TWO of the following.</b>	<b>[15]</b>	<b>Course Outcome</b>	<b>Knowledge Level</b>
	(a) Analyze the process of HR audit.		08	CO4 L4
(b)	Suggest effective strategies to reduce stress at the workplace.	07	CO3	L3
<b>OR</b>				
<b>Q.4</b>	<b>Read the following case study and answer the following questions:</b>	<b>[15]</b>	<b>Course Outcome</b>	<b>Knowledge Level</b>
	<p>Soft Link IT Solutions, a mid-sized software company, began facing a serious challenge of high employee turnover, especially among young software engineers. Many employees resigned within two years, creating frequent vacancies and higher recruitment costs. Exit interviews revealed that career stagnation, lack of recognition, and attractive offers from competitors were the major reasons for leaving. The HR department realized that retaining talent was more cost-effective than continuous hiring. As a response, the company introduced career development programs, mentoring sessions, and competitive salaries. Flexible work-from-home options and employee recognition awards were also launched to enhance job satisfaction. Over time, employee turnover declined, productivity improved, and recruitment costs reduced.</p>			
(a)	Suggest how mentoring sessions and career development programs from the case can be implemented in another software company to improve employee retention.	05	CO4	L3
(b)	Apply the employee recognition and flexible work-from-home initiatives from the case to design a plan that boosts job satisfaction in a similar organization.	05	CO4	L3
(c)	Apply the retention strategies used by Soft Link IT Solutions to reduce turnover in a mid-sized IT firm with frequent resignations.	05	CO4	L3

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