

Total No. of Questions : 5]

SEAT No. :

PD-2881

[Total No. of Pages : 3

[6430]-511

M.B.A.

**HRM-553 MJ GC- 11 : HUMAN RESOURCE
MANAGEMENT**

(2024 Pattern) (Semester - II)

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Attempt all questions.*
- 2) *Figures to the right indicate full marks.*
- 3) *Draw a neat labelled diagram wherever necessary.*

Q1) Solve any 5 of the following :

[5 × 2 = 10]

- a) What is Human Resource Management (HRM)?
- b) What are the two objectives of Human Resource Planning?
- c) How does recruitment differ from selection?
- d) How can 1ks principles be applied to training and development?
- e) State the current trends in compensation.
- f) List any two fringe benefits.
- g) What are the benefits of e-learning in training?
- h) Define grievance in HRM.

Q2) Solve any two of the following :

[2 × 5 = 10]

- a) What are the key objectives and features of HRM and how do they contribute to organizational success?
- b) Explain in detail the process of performance appraisal.
- c) 'Recruitment is positive & selection is negative' Do you agree and why?

P.T.O.

Q3) Solve any one of the following :

[1 × 10 = 10]

- a) Define Human Resource Planning, explain its importance and process in detail.
- b) How can organizations measure the effectiveness of their training initiatives to ensure continuous employee growth & development?

Q4) Solve any one of the following :

[1 × 10 = 10]

- a) Global operations & HRM Complexity at world wide foods.

Worldwide foods, a multinational food co., operates in multiple countries with diverse workforce. Due to this global presence, the HR dept. faces problems in applying consistent HR policies across regions, leading to various challenges related to recruitment, compensation and performance management. There were several challenges faced by the company. Leading to inconsistent HR policies across. This led to varying employee satisfaction, engagement & morale. Due to cultural diversity effective communication and collaboration was affected. Differences in labour laws made difficult to standardize compensation & benefits HR team lacked a unified approach to appraisals and development.

Answer the following :

- i) How did cultural diversity contribute to HRM challenges at worldwide co.
- ii) What impact did the lack of standardized HR policies have on employee satisfaction? How would you resolve it?

OR

- b) What are the four levels of Kirkpatrick Models and how do they differ in assessing the effectiveness of training program?

Q5) Solve any one of the following :

[1 × 10 = 10]

- a) In a medium sized tech company, an employee has raised a grievance regarding being passed over for a promotion despite strong performance reviews. The employee believes this decision was unfair and has filed a formal grievance. As an HR manager, how would you handle the grievance redressal process? Outline the steps you would take to investigate the issue, communicate with the concerned employee, and ensure that the grievance is resolved in line with company policies.

OR

- b) Design a training program for a marketing manager of ABC fincorp. limited.
