



PRESIDENCY UNIVERSITY

BENGALURU

Roll No.													
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End - Term Examinations – MAY 2025

Date: 21-05-2025

Time: 09:30 am – 12:30 pm

School: SOM-PG	Program: MBA	
Course Code : MBA2027	Course Name: HUMAN RESOURCE MANAGEMENT	
Semester: II	Max Marks: 100	Weightage: 50%

CO - Levels	C01	C02	C03	C04	C05
Marks	19	16	34	31	-

Instructions:

- (i) Read all questions carefully and answer accordingly.
- (ii) Do not write anything on the question paper other than roll number.

Part A

Answer ALL the Questions. Each question carries 3marks.

10Q x 3M=30M

1.	Describe how Human Resources are superior to physical resources in organisations.	3 Marks	L1	C01
2.	List and briefly describe the four ways David Ulrich suggests HR can contribute to organizational excellence	3 Marks	L1	C01
3.	Human resource planning is a prime function of Human Resource Management. Define the concept of HRP (Human Resource Planning).	3 Marks	L1	C01
4.	Many a time, Performance Appraisals are reduced to mere formality, and there is no value added for the organisation or employees. Illustrate the problems faced during the Performance evaluation.	3 Marks	L2	C02
5.	Illustrate some important executive development methods practised in the organisations.	3 Marks	L2	C02
6.	Fringe benefits are “indirect financial and nonfinancial payments employees receive for continuing their employment with the company.” Identify and explain a few fringe benefits that are usually part of compensation.	3 Marks	L3	C03

7.	Labour welfare relates to taking care of the well-being of workers by employers, trade unions, governmental, and non-governmental institutions. Identify and compare the intramural and extramural welfare activities.	3 Marks	L3	C03
8.	Identify the provisions of the Factory Act 1948 regarding the establishment of a canteen in factories and demonstrate their practical implementation in a workplace setting.	3 Marks	L3	C03
9.	Examine the factors contributing to industrial disputes in organizations and evaluate their impact on workplace dynamics.	3 Marks	L4	C04
10.	Analyze the concept of collective bargaining and assess the steps necessary for its effective implementation in an organizational context	3 Marks	L4	C04

Part B

Answer the Questions.

Total Marks 40M

11.	a.	As per Edwin B. Flippo, 'Human resource management, is the planning, organizing, directing and controlling of the procurement, development, compensation, integration, maintenance and separation of human resources to the end that individual, organizational and social objectives are accomplished.' In keeping with this definition, Define the functions and objectives of Human Resource Management in detail.	10 Marks	L1	C01
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Or

12.	a.	As per Economic Times dated 13.01.2025, 'several major American companies, including Meta and Amazon, are winding down diversity programs ahead of Donald Trump's return to the US presidency. However, companies like Apple want to keep diversity programs. Illustrate different discriminations at workplaces and the need for DEI (Diversity, Equity, and Inclusion) programs in companies.	10 Marks	L1	C01
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13.	a.	According to Dale Yonder, 'Selection is the process by which candidates for employment are divided into two classes- those who will be offered employment and those who will not.' Explain the types of tests and interviews practised in the process of selection.	10 Marks	L2	C01
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Or

14.	a.	Behaviourally Anchored Rating Scales (BARS) and 360 degree Appraisals are commonly used executive performance evaluation methods. Design and illustrate with examples both methods for marketing executives for ABS Foods Ltd.	10 Marks	L2	C02
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15.	a.	Article 43 of the Indian Constitution speaks of the state's responsibility to provide social security to the citizens of this	10 Marks	L2	C03
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		country. Discuss the concept of Social Security and the salient features of the Employees' Compensation Act 2017.			
Or					
16.	a.	"Compensation means all forms of pay or rewards going to employees and arising from their employment." Develop a competitive salary structure for blue colour workers (Unskilled, Semi-Skilled, Skilled, and Highly Skilled) and calculate the CTC (cost to company) of a medium-scale manufacturing company.	10 Marks	L3	CO3

17.	a.	As per R. Wayne Mondy, "Discipline is the state of employees' self-control and orderly conduct that indicates the extent of genuine teamwork within an organization." Explain the concept, types, and code of discipline in the organizations.	10 Marks	L2	CO4
Or					
18.	a.	'Industrial dispute' means any dispute or difference between employers and employees, or between employers and workmen, or between workmen and workmen, which is connected with the employment or non-employment.' Explain the industrial disputes settlement methods and machinery available in India.	10 Marks	L2	CO4

Part C

Answer all the Questions. Each question carries 15marks

2Q x 15M=30M

19.	a.	<p>Modern Textiles is in the business of producing garments and has an average annual turnover of Rs 3 billion. Since a large volume of its products is exported, the company has been very conscious of its quality commitment. It provides induction training to every new employee for two weeks and then on-the-job training by a supervisor for four months. This had been proving sufficient for the workers in meeting the clients' quality expectations even while maintaining the high volume of production.</p> <p>As part of its ambitious expansion programme, the company recently imported ultramodern machinery to double its production capacity. After the machinery was installed, the production volumes increased as expected, but the reject rates too rose dramatically. Consequently, the cost of production increased and the export deadlines too became very tight. The management discussed the issue at the different levels of the organization and held the machine operators' inadequate knowledge and improper handling of the new machines as the primary reason for the unusual rejects. To remedy the situation, the HR department hurriedly organized the necessary training programmes for the employees' handling this machine and the reject rates situation started to improve.</p> <p>Meanwhile, the production manager found the HR department at fault for the crisis and blamed it for not undertaking training-needs assessment among the production department employees. However, the HR department retorted by saying that</p>	15 Marks	L3	CO3
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		<p>barely three months before the arrival of the new machine, a routine training needs assessment had been made among those employees but it had revealed no pressing training requirements. On their part, the HR personnel held the production manager responsible for failing to inform them about the imminent arrival of the new machine at the time of the assessment of the training necessities. The blame game continued.</p> <p>Q1. Identify who is responsible for the whole incident resulting in high reject rates and the other associated problems? (04 marks)</p> <p>Q2. Discuss, if you were the HR manager, what would you do to avert this crisis? (06 marks)</p> <p>Q3. Explain and suggest the long-term strategy of this company in terms of training policy. (06 marks)</p>			
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20.	a.	<p>Mr. Vijay the HR Manager of ABC Ltd. got call by store officer that few workers had argument in the factory store and one employee was badly beaten by the group of 3-4 person.</p> <p>Q1. Interpret the immediate reaction of Mr. Vijay. (05 marks)</p> <p>Q2. Elaborate the disciplinary action procedure to be adopted by Mr. Vijay. (10 marks)</p>	15 Marks	L3	CO 4
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