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**PRESIDENCY UNIVERSITY
BENGALURU**

**SCHOOL OF ENGINEERING
MAKE UP EXAMINATION JULY 2024**

Semester : MAKE UP
Course Code : MGT2023
Course Name : People Management
Program : B.Tech.

Date : JULY 3,2024
Time : 9:30 AM – 12:30PM
Max Marks : 100
Weightage : 50%

Instructions:

- (i) Read all questions carefully and answer accordingly.
- (ii) Question paper consists of 3 parts.
- (iii) Scientific and non-programmable calculator are permitted.
- (iv) Do not write any information on the question paper other than Roll Number.

PART A

ANSWER ANY 4 THE QUESTIONS

4 X 5M = 20M

1. Differentiate between Training and Development in the context of employee learning. Provide a real-world example to illustrate how an organization might use both training and development initiatives to enhance employee skills and capabilities.
(CO2) [Knowledge]
2. Examine the significance of employee welfare programs in organizations. Discuss three key aspects of employee welfare and how they contribute to overall job satisfaction and organizational success. Support your answer with examples illustrating the positive impact of employee welfare initiatives on workplace dynamics.
(CO3) [Knowledge]
3. Discuss three best practices for facilitating internal mobility within an organization. Highlight the key strategies that companies can implement to effectively manage and promote internal career transitions. Support your answer with brief examples illustrating successful internal mobility practices in the workplace.
(CO2) [Knowledge]
4. Discuss the importance of employee health and safety in the workplace. Outline three key benefits that organizations gain from prioritizing the well-being of their employees. Provide a brief example illustrating how a focus on health and safety contributes to a positive work environment and organizational success.
(CO3) [Knowledge]
5. Explain the importance of employee benefits in the workplace. Discuss three key reasons why organizations offer comprehensive benefits packages and how these contribute to employee satisfaction, retention, and overall well-being. Support your answer with examples to illustrate the impact of employee benefits on organizational success.

PART B

ANSWER ANY 5 THE QUESTIONS

5 X 10M = 50M

6. Implement an employee incentive program by providing a drawing of its framework and also incorporate real-world examples to strengthen your implementation.
(CO2) [Comprehension]
7. Discuss the benefits of networking in the context of professional and business environments. Identify and elaborate on at least five advantages that individuals and organizations gain from building and maintaining effective networks. Support your answer with real-world examples illustrating how networking has positively impacted careers, business opportunities, and overall success.
(CO2) [Comprehension]
8. Analyze the causes of indiscipline in an organization and implement a progressive discipline framework to overcome it. Provide real-life examples to illustrate the practical application of the approach.
(CO2) [Comprehension]
9. Categorize the uses and benefits of people analytics in a workplace with real-time examples.
(CO3) [Comprehension]
10. Elaborate the various types of employee benefits commonly offered by organizations. Provide a detailed overview of at least five distinct categories of employee benefits, such as health and wellness, retirement plans, and professional development. Discuss the significance of each type of benefit in enhancing employee satisfaction, retention, and overall well-being. Provide examples to illustrate how organisations strategically leverage these benefits to attract and retain top talent.
(CO2) [Comprehension]
11. Assess the steps in grievance handling techniques and elaborate on their significance in an organization with a practical example.
(CO3) [Comprehension]
12. Describe the five stages of the performance management process in detail. Outline each stage, starting from goal setting to performance appraisal, feedback, and development planning. Provide examples to illustrate how organizations can navigate through these stages to enhance employee performance and achieve organizational goals.
(CO2) [Comprehension]

PART C

ANSWER ANY 2 THE QUESTIONS

2 X 15M = 30M

13. Articulate the major eight things to consider while implementing people analytics in an organization with relevant examples.
(CO3) [Application]
14. Case Study: Addressing Employee Grievances and their Effects in an Organization.
XYZ Corporation, a medium-sized manufacturing firm, has recently witnessed a surge in employee grievances. It has a diverse workforce with employees engaged in various departments, including manufacturing, sales, and administration. Over the past few months, there has been a noticeable increase in formal and informal grievances raised by employees across departments.
Analyze the case study and explore the root causes of these grievances and their potential effects on both individual employees and the organizational climate. Discuss the impact on employee morale, productivity, and organizational reputation. Support your answer with real-world examples that highlight the significance of managing employee grievances for organizational success.
(CO3) [Application]

15. Case Study: Effective Communication

Imagine a scenario in a dynamic technology company, TechSolutions Ltd, where communication challenges are hindering organizational effectiveness. Employees are experiencing misunderstandings, leading to delays in project timelines and decreased morale. Apply the 7 C's of communication—clearness, conciseness, consideration, completeness, coherence, courtesy, and correctness—to propose a comprehensive communication strategy for TechSolutions Ltd. Each 'C' should be addressed with specific recommendations tailored to the organization's context. Support your proposed solutions with relevant communication theories or frameworks, and discuss how the implementation of the 7 C's can positively impact internal communication, employee engagement, and overall organizational success.

(CO2) [Application]