MBHC-2.4

Sl.No. : **Total No. of Pages : 3**

Second Semester M.B.A. Degree Examination, November - 2024
(SLM Scheme) (CBCS)
MANAGEMENT
Human Resource Management

Time : 3 Hours **Max. Marks : 80**

SECTION - A

Answer any five questions. Each question carries five marks. **[5 × 5 = 25]**

Q1) Define HRM. State the objectives of HRM.

Q2) Briefly explain the on the job training methods.

Q3) What is job enrichment? Explain.

Q4) State the objectives of Training Need Assessment.

Q5) Briefly explain the concept of competency mapping.

Q6) Mention the functions of HR manager.

Q7) Highlights the causes of employee grievance.

SECTION - B

Answer any four questions. Each question carries ten marks. **[4 × 10 = 40]**

Q8) Explain the nature and scope of Human resource management.

Q9) Discuss the process of selection methods.

Q10) Describe the various sources of recruitments.

Q11) Elucidate the various causes for accidents? Explain the effective ways to prevent employees from accidents.

Q12) What are the various environmental factors which affect HR management practices in today's changing business scenario?

Q13) Explain the employee retention strategies adopted by the organizations.

SECTION - C

Q14) **Case (Compulsory) :** **[1 × 15 = 15]**

Tech Innovators Inc., a mid-sized technology company specializing in software development, faced several challenges related to human resource management. With a rapidly growing team of 150 employees, the company struggled with high employee turnover, low engagement levels, and inefficiencies in HR processes.

Challenges :

1. **High Turnover Rate :** The company had an annual employee turnover rate of 25%, which was significantly higher than the industry average of 15%. This was impacting team productivity and morale.
2. **Employee Engagement :** Surveys revealed that only 40% of employees felt engaged in their work, and there was a noticeable lack of enthusiasm and motivation among staff.
3. **Inefficient HR Processes :** The HR department was bogged down by manual processes, including paper-based recruitment, performance evaluations, and leave management, which were time-consuming and prone to errors.

HR Management Implemented the following Strategies

1. **Revamping Recruitment and Onboarding :**
   * **Adoption of an ATS (Applicant Tracking System)**: Implemented an ATS to streamline the recruitment process, improve candidate tracking, and enhance the candidate experience.
   * **Enhanced Onboarding Program:** Developed a structured onboarding program with a focus on cultural integration and clear role expectations. Included a mentorship component where new hires were paired with experienced employees.
2. **Improving Employee Engagement :**
   * **Regular Feedback Mechanisms:** Introduced quarterly performance reviews and ongoing feedback sessions to provide employees with regular, actionable feedback and recognition.
   * **Career Development Opportunities:** Launched a professional development program offering training workshops, access to online courses and career coaching sessions.
   * **Employee Recognition Program:** Established a peer-to-peer recognition system where employees could acknowledge each other's contributions, along with monthly awards for outstanding performance.

3. **Streamlining HR Processes:**

   * **HR Management Software:** Invested in an integrated HR management system to automate payroll, leave management, and performance tracking, reducing administrative burdens.
   * **Data-Driven Decision Making:** Leveraged HR analytics to gain insights into turnover trends, employee satisfaction, and effectiveness of HR initiatives.

     Used this data to make informed decisions and continuous improvements

Questions :

a) Do you think these strategies yield good results?

b) If not what else would you suggest.

