PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

MSW DEGREE EXAMINATION MAY 2025
(Fourth Semester)

Branch – **SOCIAL WORK**

HUMAN RESOURCE MANAGEMENT AND HUMAN RESOURCE DEVELOPMENT

Time: Three Hours   Maximum: 75 Marks

SECTION-A (10 Marks)
Answer ALL questions
ALL questions carry EQUAL marks   (10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	What is the primary objective of management? a) Achieving profit b) Efficient use of resources c) Employee welfare d) Organizational growth	K1	CO1
	2	The concept of HRM evolved as a shift from: a) Employee welfare to personnel management b) Personnel management to human resource management c) Strategic management to HR development d) Traditional management to scientific management	K2	CO1
2	3	What is the first step in the HR planning process? a) Recruitment b) Human resource forecasting c) Identifying training needs d) Job evaluation	K1	CO2
	4	Which of the following is an objective of training for operatives? a) To reduce the turnover rate b) To enhance the skill set of employees c) To improve the organizational structure d) To increase profits	K2	CO2
3	5	Job analysis primarily helps in: a) Determining the compensation structure b) Identifying training needs c) Creating job descriptions and specifications d) Improving employee satisfaction	K1	CO1
	6	Which of the following is considered a monetary reward system? a) Employee recognition programs b) Pay-for-performance schemes c) Flexible work schedules d) Job rotation	K2	CO2
4	7	The concept of Total Quality Management (TQM) focuses on: a) Employee involvement in decision-making b) Improving product and service quality continuously c) Maximizing profits for shareholders d) Customer loyalty programs	K1	CO1
	8	What is the primary goal of work culture in an organization? a) To increase employee salary b) To create a supportive and collaborative environment c) To maximize organizational hierarchy d) To enhance competitive advantage through marketing	K2	CO2
5	9	What is Human Resource Accounting used for? a) To evaluate employees' performance b) To determine the cost of human resources c) To forecast the future HR needs d) To establish the salary structure	K1	CO1

5	10	HR outsourcing helps an organization primarily by: a) Increasing its budget b) Allowing external vendors to handle specific HR functions c) Developing an internal HR strategy d)Enhancing employee engagement	K2	CO2

SECTION - B (35 Marks)
Answer ALL questions
ALL questions carry EQUAL Marks   (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Explain the significance of Human Resource Management (HRM) in modern organizations.	K2	CO2
		(OR)		
	11.b.	Describe the evolution of Human Resource Management (HRM).		
2	12.a.	Discuss the various methods of identifying training needs in an organization.	K3	CO2
		(OR)		
	12.b.	Explain the importance of HR planning.		
3	13.a.	Explain the concept of Job Discription.	K4	CO3
		(OR)		
	13.b.	Discuss the importance of wage administration and compensation systems in an organization.		
4	14.a.	Evaluate the role of HR in promoting a positive work culture.	K4,K5	CO3
		(OR)		
	14.b.	Critically analyze the impact of Total Quality Management (TQM) strategies on employee performance and organizational success.		
5	15.a.	Discuss the significance of Human Resource Accounting (HRA) in modern organizations.	K5	CO4
		(OR)		
	15.b.	Analyze the impact of HR outsourcing on organizational efficiency.		

SECTION -C (30 Marks)
Answer ANY THREE questions
ALL questions carry EQUAL Marks   (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Explain the concept of Human Resource Management (HRM), its objectives, and its evolution over time.	K3	CO3
2	17	Discuss the process of Human Resource Planning (HRP) at different organizational levels.	K3	CO4
3	18	Evaluate the role of job analysis in determining job descriptions and specifications.	K4	CO3
4	19	Evaluate the impact of work culture on employee performance and organizational success.	K4	CO4
5	20	Explain the concept of HR Matrix.	K4	CO4

Z-Z-Z   END