

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	Which of the following is NOT an objective of management? a) Profit maximization b) Employee exploitation c) Customer satisfaction d) Growth and expansion	K1	CO1
	2	Who is considered the "Father of Scientific Management"? a) Henry Fayol b) Frederick W. Taylor c) Elton Mayo d) Peter Drucker	K1	CO1
2	3	Human Resource Planning (HRP) mainly focuses on: a) Managing company profits b) Ensuring the right number of employees at the right time c) Reducing employee benefits d) Increasing organizational expenditure	K1	CO2
	4	The process of Human Resource Planning includes: a) Forecasting demand and supply b) Analyzing current workforce c) Developing action plans d) All of the above	K1	CO2
3	5	Job Analysis includes: a) Job Description b) Job Specification c) Evaluating work roles d) All of the above	K1	CO1
	6	Job Enrichment refers to: a) Increasing the scope of a job b) Making a job more meaningful and challenging c) Assigning additional tasks d) Shuffling employees between departments	K1	CO1
4	7	ISO 9000 is related to: a) Quality Management Systems b) Employee Benefits c) Wage Structure d) Marketing Strategies	K1	CO1
	8	Kaizen refers to: a) Continuous improvement in small steps b) Large-scale business restructuring c) Rapid workforce changes d) Cost-cutting strategies	K1	CO1
5	9	HR Accounting deals with: a) Valuing human assets b) Measuring employee performance c) Calculating the cost of human resources d) Increasing financial profits	K1	CO1
	10	HR Outsourcing involves: a) Hiring external agencies for HR functions b) Managing HR activities internally c) Delegating HR processes to third parties d) Removing employees from the organization	K1	CO2

Cont...

ALL questions carry EQUAL Marks (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Illustrate how HRM contributes to organizational success and sustainability.	K2	CO1
	(OR)			
	11.b.	Explain the shift from traditional personnel management to modern HRM practices and their impact on organizations.		
2	12.a.	Explain the importance of these methods in designing effective training programs for employees.	K4	CO2
	(OR)			
	12.b.	Distinguish how HR planning helps in managing the workforce and achieving organizational goals.		
3	13.a.	Analyze how effective job analysis can improve employee performance and job satisfaction.	K4	CO4
	(OR)			
	13.b.	Examine how a sound wage structure can contribute to employee motivation and retention.		
4	14.a.	Discuss how HR can support work-life balance, employee satisfaction, and team-building efforts in an organization.	K6	CO4
	(OR)			
	14.b.	Discuss the role of HR in implementing TQM and continuous improvement processes.		
5	15.a.	Critically evaluate the methods used for valuing human resources and how it impacts decision-making in HRM.	K5	CO5
	(OR)			
	15.b.	Discuss how outsourcing certain HR functions can reduce costs, increase flexibility, and improve overall performance.		

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 transition from traditional personnel management to modern HRM practices and the impact of this change on organizational performance and employee satisfaction.	K2	CO2
2	17	Analyze how job analysis contributes to HR practices such as performance appraisals, training, and compensation.	K4	CO4
3	18	Evaluate how effective HRP leads to better recruitment, retention, and development strategies.	K4	CO4
4	19	Discuss the role of HR in embedding TQM practices such as continuous improvement, quality circles, and employee involvement. Evaluate the impact of TQM on organizational performance and employee morale.	K6	CO5
5	20	Critically examine the challenges faced in implementing HRA and the benefits it brings to HRM and organizational performance	K5	CO5

Z-Z-Z

END