P6907

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M.B.A.
404 - HR : CURRENT TRENDS AND CASES IN HUMAN RESOURCE MANAGEMENT
(2019 Pattern) (Semester - IV)

Time : 2½ Hours]   *[Max. Marks : 50*

Instructions to the candidates:

1) All questions are compulsory.
2) Each question has an internal choice.
3) Each question carries 10 marks.

Q1) Multiple Choice Question (Any 5) :   **[5 × 2 = 10]**

a) A _____ is a software application used to conduct an on-line chat conversation via text or text to speech, in lieu of providing direct contact with a live human agent.

   i)   Messenger   ii)   Chatbot

   iii)   Cloud computing   iv)   Mobile App

b) Which analysis uses statistical modes to analyze historical data in order to forecast future risks or oppertunities.

   i)   Predictive Analysis   ii)   Prescriptive Analysis

   iii)   Descriptive Analysis   iv)   HR Analysis

c) _____ refers to the radical redesigning of the business or work process to achieve dramatic improvement in critical aspects like quality, output, costs, services & speed.

   i)   TQM

   ii)   Business Process Re-engineering

   iii)   Value chain

   iv)   Techtonic

d) _____ refers to norms & values of an organization which together makes the personality of the company.

   i)   Policies   ii)   Organizational culture

   iii)   Ethics   iv)   Vision

e) _____ is the state of equilibrium where an individual gives equal priority to the demands of careers & personal life.

   i)   Carrer planning   ii)   Work life balance

   iii)   Employee commitment   iv)   Employee engagement

f) The Equal Remuneration Act, 1976 of India prohibits _____.

   i)   Equal rights to people

   ii)   Differential pay to men and women workers for performing the same work or work of similar nature

   iii)   Diversity in the organisation

   iv)   All of the above

g) _____ measures the efficiency of an organization towards generating revenue through its employees.

   i)   Revenue per employee   ii)   Training efficiency

   iii)   Turnover rate   iv)   Human capital risk

h) _____ is an effect that changes the fundamental expectations & behaviors in a culture, market, industry or process that is caused by or expressed through digital capabilities, channel or assets.

   i)   Digital Technology   ii)   Digitalization

   iii)   Digital Disruption   iv)   All of the above

Q2) Short notes (Any 2) :   [2 × 5 = 10]

   a) Digital Human Resource planning & Management.

   b) Managing workforce diversity.

   c) Technology enabled employee Training & Development.

Q3) Answer any one question :   [10]

   a) Explain the technological interventions in HR processes & Management.

   b) Explain the impact of feedback tools to engage employees & improve their productivity.

Q4) Answer any one question :   [10]

   a) Elaborate the role of Artificial Intelligence in recruitment with an example.

   b) Elaborate the employee's changing skill requirement with regards to tectonic shif in HRM priorities.

Q5) Answer any one question :   [10]

   a) Elaborate how techtools impact the organizational culture & its effectiveness.

   b) Illustrate the importance of employee satisfaction & elaborate how company boosts its employees with an example.

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