

(6 pages)

Reg. No. :

Code No. : 5274

Sub. Code : ZHDM 11

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

First Semester

Human Resource Development

ESSENTIALS OF MANAGEMENT

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ process is circular, composite, continuous and social.
 - (a) Management
 - (b) Controlling
 - (c) Coordination
 - (d) Staffing

2. _____ can be defined as an economic resource, as a group, as a subject of study and as a process.
- (a) Administration (b) Management
(c) Environment (d) Managerial skills
3. _____ functions may be classified into planning, organizing, staffing, directing and controlling.
- (a) Marketing (b) Administration
(c) Managerial (d) Production
4. _____ is helpful in improving planning, coordination, control and motivation.
- (a) Systems approach
(b) Delegation
(c) Orientation
(d) Management by Objectives
5. Objectives, strategies, policies and rules are _____.
- (a) the standing plans
(b) single use plans
(c) routine plans
(d) the planning premises.

6. _____ is the fundamental task of each and every manager.
- (a) Administration
 - (b) Decision making
 - (c) Planning
 - (d) Coordination
7. Assignment of duties, granting authority and creating responsibility are the main steps in the process of _____
- (a) System
 - (b) Decentralization
 - (c) Delegation of authority
 - (d) goal setting
8. _____ aims at making organizations more effective and making jobs more satisfying to employees.
- (a) Change management
 - (b) Organization culture
 - (c) Organizational climate
 - (d) Organization development

9. _____ is the process of stimulating people to adopt the desired course of action by satisfying their motives.
- (a) Motivation (b) Organizing
(c) Decision making (d) Controlling
10. _____ is the process of influencing group of persons towards a desired goal.
- (a) Communication
(b) Leadership
(c) Coordination
(d) Controlling

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) “Managers are made not born.” Elucidate.
- Or
- (b) Distinguish between management and administration.
12. (a) Explain the concept of planning.
- Or
- (b) “Planning is a waste of time and money.”
Comment.

13. (a) “Whatever a manager does, he does through decision making” Examine critically.

Or

- (b) Distinguish between delegation and decentralization.

14. (a) “Motivation is the core of management” Comment.

Or

- (b) What are the common barriers to communication?

15. (a) What do you understand by organization development?

Or

- (b) Explain briefly the objectives of organization development.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)
Each answer should not exceed 600 words.

16. (a) Discuss the concept of management as a human process.

Or

- (b) How will you classify the different levels of management? Describe the functions of different levels of management.

17. (a) Discuss the process of corporate planning.

Or

(b) What do you understand by Management by Objectives (MBO)? Explain the various steps involved in MBO.

18. (a) Explain the process of delegation of authority.

Or

(b) "There are various methods of creating departmentation in an enterprise" Discuss.

19. (a) Make a critical study of Maslow's theory of motivation.

Or

(b) "Communication channels are of two types — Formal and Informal" Discuss.

20. (a) Discuss the steps in the process of organization development.

Or

(b) Discuss the different ways of improving productivity.

(6 pages)

Reg. No. :

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M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

First Semester

Human Resource Development – Core

ORGANIZATIONAL BEHAVIOUR

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer :

1. Forces affecting organisational behavior are _____.
(a) People (b) Environment
(c) Technology (d) All of these

2. Scope of organizational behaviour does not include _____.
(a) Leadership (b) Perceptions
(c) Job design (d) Technology

3. Which personality theories give recognition to _____ of personalities?
- (a) Humanistic
 - (b) Integrative
 - (c) Trait
 - (d) Both (a) and (b)
4. Which of the following is not an internal motivational force?
- (a) Goals
 - (b) Needs
 - (c) Attitudes
 - (d) Feedback
5. What are the stages of group building?
- (a) Closed
 - (b) Open
 - (c) Trust
 - (d) Belief
6. Power is _____.
- (a) Capacity to influence
 - (b) Dependency
 - (c) Independent
 - (d) Both (a) and (b)

7. _____ conflict supports to the goals of the group and improves its performance.
- (a) Formal
 - (b) Informal
 - (c) Functional
 - (d) All of these
8. The traditional view of conflict is the belief that conflict is _____.
- (a) harmful (b) natural
 - (c) necessary (d) neutral
9. What type of organizational culture is most likely to deliver stability and efficiency?
- (a) Role culture
 - (b) Task culture
 - (c) Power culture
 - (d) None of these
10. Organizational Development is a _____ team effort.
- (a) Short
 - (b) Long
 - (c) Medium
 - (d) Temporary

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) State the elements of Organizational Behaviour.
Or
(b) Bring out the scope of Organisational Behaviour.
12. (a) Discuss the process of perception.
Or
(b) Bring out the importance of motivation.
13. (a) Why groups are formed? Explain.
Or
(b) Discuss the different types of power.
14. (a) What are the different stages of conflict?
Or
(b) Describe the qualities of a leader.
15. (a) Explain the causes of resistance of change.
Or
(b) List out the characteristics of organizational culture.

PART C — (5 × 8 = 40 marks)

Answer ALL the questions choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Explain the five models of Organisational Behaviour.

Or

- (b) State the nature of Organisational Behaviour.

17. (a) Describe the characteristics of learning.

Or

- (b) Elaborate the external factors influencing the selection of stimuli in the context of perceptual process.

18. (a) Discuss the various types of group.

Or

- (b) Examine the circumstance under which power is acquired.

19. (a) Classify the different kinds of leadership style.

Or

- (b) Explain the causes of conflicts in a workplace.

20. (a) Bring out the characteristics of organizational development.

Or

(b) Briefly explain the different types of organizational culture.

(6 pages)

Reg. No. :

Code No. : 5276

Sub. Code : ZHDM 13

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

First Semester

Human Resource Development

HUMAN RESOURCE ECONOMICS

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ is the cohesiveness in a society that creates a conducive working environment that allows productivity.
 - (a) Social Capital
 - (b) Cohesiveness
 - (c) Diligence
 - (d) Tactical knowledge

2. _____ models of forecasting are based on mathematical and statistical techniques for estimating future human resource demand.
- (a) Delphi Technique
 - (b) Econometric models
 - (c) Work Study technique
 - (d) Flow model
3. Large number of firms try to hire an identical type of labour in _____ market
- (a) Perfectly Competitive
 - (b) Monopoly product market
 - (c) Monopsony
 - (d) Monopolistic
4. _____ differentials reflect the relative wage levels of workers in different plants in the same area and occupation.
- (a) Occupational
 - (b) Inter-firm
 - (c) Inter-area
 - (d) Inter-industry
5. Fringe benefits does not include
- (a) Pension plan
 - (b) Profit sharing plans
 - (c) Vacation pay
 - (d) Bonus

6. _____type of bonus is awarded to high-tenure employees or workers in competitive job roles to decrease their potential for leaving.
- (a) Referral bonuses
 - (b) Retention bonuses
 - (c) Spot bonuses
 - (d) All the above
7. When a worker of a lower grade and status in an occupation moves to another occupation in a higher grade and status, it is called as _____
- (a) Vertical mobility
 - (b) Horizontal mobility
 - (c) Geographical mobility
 - (d) Mobility between industries
8. One of the following is a pull factor of migration
- (a) Few jobs
 - (b) Low wages
 - (c) More jobs
 - (d) Over population
9. One of the following does not come under the purview of bargaining issue
- (a) Mandatory
 - (b) Permissive
 - (c) Legal
 - (d) Illegal

10. The bargaining issues that are identified by laws and court decisions are classified as
- (a) Permissive issue
 - (b) mandatory issue
 - (c) Provision security issue
 - (d) Illegal issue

PART B — (5 × 5 = 25 marks)

Answer ALL questions by choosing (a) or (b).

Each answer should not exceed 250 words.

11. (a) Discuss in detail the elements of human capital.

Or

- (b) Evaluate the factors that correlate human resource and demand elasticity.

12. (a) Explain the important functions the wage differentials perform under market economies.

Or

- (b) Cite the several decisions that has to be taken for the preparation of a wage structure.

13. (a) Identify the problematic areas in performance based pay.

Or

- (b) Evaluate the advantages of incentive wage plans.

14. (a) Identify the types of labour mobility

Or

- (b) Evaluate the employment trends in India.

15. (a) Mention the types of collective bargaining. Discuss them in detail.

Or

- (b) Assess the advantages and disadvantages of having membership in a trade union.

PART C — (5 × 8 = 40 marks)

Answer ALL questions by choosing (a) or (b).

Each answer should not exceed 600 words.

16. (a) Develop some techniques for human resource demand forecasting.

Or

- (b) Identify the factors influencing human resource supply.

17. (a) Identify the important factors that are responsible for the differences in wages between occupations.

Or

- (b) Illustrate the wage rate determination under the conditions of imperfect competition.

18. (a) Identify few theories relating economics to compensation of employees.

Or

- (b) Explain the common criteria which forms basis of performance based pay.

19. (a) Identify the barriers in the mobility of labour.

Or

- (b) Identify and group the pull factors of migration.

20. (a) Identify the challenges faced by trade unions in India.

Or

- (b) How do you improve the process of collective bargaining?

(6 pages)

Reg. No. :

Code No. : 5277

Sub. Code : ZHDM 14

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

First Semester

Human Resource Development – Core

FUNDAMENTALS OF HUMAN RESOURCE
DEVELOPMENT

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer :

1. Integrative framework of SHRM was given by
 - (a) Young and Berman
 - (b) Federick Taylor
 - (c) John Nadler
 - (d) Dale S beach

2. _____ gives correct identification of the problem and its causes and determines the scope of future action.
- (a) Symptoms
 - (b) Diagnostic
 - (c) Attributes
 - (d) Interviews questionnaires
3. If the employee doesn't meet the performance standards for an accountable task, what type of HRD program would be more appropriate?
- (a) Coaching (b) Training
 - (c) Mentoring (d) Counseling
4. The most neglected group in HRD are the.
- (a) Line managers
 - (b) Employees
 - (c) Labour organization
 - (d) None of the above
5. _____ is a mechanism of maintaining good industrial relation.
- (a) Negotiation (b) Collective bargaining
 - (c) Attrition rate (d) Business

6. Demonstrates the real links between learning, development and training activities.
- (a) Learning
 - (b) Training
 - (c) HRD strategy
 - (d) Development
7. _____ gives tailor made solutions to the development of an employee.
- (a) Mentoring
 - (b) Coaching
 - (c) Training programme
 - (d) Career development
8. Balance scorecard was designed by
- (a) Robert Kaplan
 - (b) David Norton
 - (c) Federick Taylor
 - (d) John Nadler
9. _____ have made clear that HRD is innate for the very existence of the organization.
- (a) Increase in the very existence of the organization
 - (b) Liberalization
 - (c) Developmental and productive activities
 - (d) Process consultation

10. An organization can develop only when it's _____ are developed.

- (a) All resource (b) Human resources
(c) Financial resources (d) Labor

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Explain the concept of Human Resource Development and its importance.

Or

(b) Distinguish the relationship between HRD and HRM.

12. (a) Examine the need for human resource development.

Or

(b) Steps for designing HRD intervention.

13. (a) Explain the employee-developing activities in the workplace.

Or

(b) Access the roles and responsibilities of trade unions in HRD.

14. (a) Evaluate the steps in competency mapping.

Or

(b) Differentiate PCMM and Explain its level.

15. (a) Criticize the advantages of having HRD practices in an organization.

Or

(b) Explain international experience of HRD.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)
Each answer should not exceed 600 words.

16. (a) Justify the journey of HRD and its role in organizational development.

Or

(b) Determine human resource development and explain the challenges faced by the organization and the HRD professionals.

17. (a) Discuss the framework for implementing HRD programs.

Or

(b) Distinguish between HRD culture and climate.

18. (a) Verify the develop leadership skills in Human Resource development.

Or

(b) Evaluate the Intellectual capital and HRD.

19. (a) Estimate the technology relate to human resource development.

Or

(b) Criticize the trends in employer branding and other emerging trends

20. (a) Explain HRD at an organisational level.

Or

(b) Discuss the role of HRD in public sectors.

(6 pages)

Reg. No. :

Code No. : 5279

Sub. Code : ZHDE 12

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022

First Semester

Human Resource Development

Elective – HUMAN RESOURCE PLANNING

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer :

1. _____ serves as a guide to the management of human resources.
 - (a) Human resource planning
 - (b) Human resource information system
 - (c) Job analysis
 - (d) Job redesign

2. _____ is a list of quantities in terms of education, training ,experience, personality and aptitudes required for a job.
- (a) Job description
 - (b) Job specification
 - (c) Job rotation
 - (d) Job enrichment
3. _____ consists of the title, duties and responsibilities, working conditions, social environment and supervision involved in a job.
- (a) Job enrichment (b) Job specification
 - (c) Job description (d) Job design
4. Behavioural and classical are the two main approaches to _____
- (a) job redesign (b) job enrichment
 - (c) job rotation (d) job design
5. _____ differs both from manpower planning and succession planning.
- (a) Career planning
 - (b) Career opportunity
 - (c) Career counseling
 - (d) Career goal

6. _____ helps to realize the career goals of employees.
- (a) Career goal
 - (b) Career counseling
 - (c) Career development
 - (d) Succession planning
7. _____ means reducing the size of the organization through planned elimination of positions and jobs.
- (a) Rightsizing
 - (b) Exit policy
 - (c) Downsizing
 - (d) Diversity
8. _____ is a golden handshake under which employee agrees to leave the organization in exchange of an agreed compensatory package.
- (a) Compulsory retirement
 - (b) Fringe benefit
 - (c) Rewarding loyalty
 - (d) Voluntary retirement scheme
9. Employee resistance, uncertainties, lack of top management support etc., are the main problems in
- (a) Career planning
 - (b) human resource planning
 - (c) merger
 - (d) acquisition

10. _____ is actual evaluation of human resource policies, programmes and results.
- (a) Human resource planning
 - (b) Human resource audit
 - (c) Human resource research
 - (d) Human resource report

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Identify the key elements in human resource planning.

Or

- (b) Explain briefly the concept of human resource planning.

12. (a) Describe the contents in job description.

Or

- (b) Distinguish between Job analysis and Role analysis.

13. (a) Explain the limitations of career planning.

Or

- (b) Distinguish between career planning and succession planning.

14. (a) How will you identify the surplus workforce in an organization, and what are the options for downsizing the surplus staff?

Or

- (b) Examine how globalization is influencing human resource management.
15. (a) What do you understand by human resource audit?

Or

- (b) Why should organizations engage in human resource planning?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Describe the process of human resource planning with suitable illustrations.

Or

- (b) How will you determine the man power requirements of a multinational company? Explain with the help of an example.

17. (a) “Job description and job specification are the two by products of job analysis” Elucidate.

Or

- (b) Critically examine the classical approach to job design.

18. (a) “Career planning and management is essential for long run survival and satisfaction of both employees as well as organizations” Explain.

Or

- (b) Explain the importance of succession management.

19. (a) Discuss the merits and demerits of VRS as a downsizing strategy.

Or

- (b) Explain the various issues involved in voluntary retirement scheme.

20. (a) Explain the importance of human resource planning evaluation.

Or

- (b) Describe the objectives of human resource audit.
-

(6 pages)

Reg. No. :

Code No. : 5280

Sub. Code : ZHDE 13

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022

First Semester

Human Resource Development

Elective – STRESS MANAGEMENT

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer :

1. _____ is the result of environment and its inevitable part of life.
(a) Stress (b) Distress
(c) Networking (d) Coping strategy
2. Stress arises due to individual, organizational and _____ factors.
(a) technological (b) environmental
(c) social (d) technical

3. _____ denotes the presence of high level of stress in an individual which affects job performance adversely and creates many type of physical, psychological and behavioural problems.
- (a) Eustress (b) Financial stress
- (c) Distress (d) Negative stress
4. Which of the following are the basic sources of stress?
- (a) The Environment
- (b) Social stressors
- (c) Thoughts
- (d) All of the above
5. _____ denotes the presence of optimum level of stress in an individual which contributes positively to his performance.
- (a) Eustress
- (b) Distress stress
- (c) physical symptoms
- (d) None of the above

6. _____ is a good strategy to get body fit and to overcome stress.
- (a) Cognitive therapy
 - (b) Physical exercise
 - (c) Relaxation
 - (d) Networking
7. Impact of stress can be overcome by _____
- (a) Work home transition
 - (b) Therapy
 - (c) Relaxation
 - (d) None of the above
8. The symptoms of stress can be divided into the following categories
- (a) Cognitive (b) Emotional
 - (c) Physical (d) All of the above
9. _____ may help individuals to learn the dynamics of stress and methods of overcoming its ill effects.
- (a) Stress control workshops
 - (b) Employee assistance programmes
 - (c) Counselling
 - (d) None of the above

10. _____ is the physical and emotional breakdown due to overwork.
- (a) Networking (b) Burnout
- (c) Rust out (c) Relaxation

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Explain briefly the concept of stress.
- Or
- (b) How are the terms stress and distress related to performance?
12. (a) What are the causes of burnout?
- Or
- (b) What psychological disorders associated with stress?
13. (a) What are the practical skills of stress management?
- Or
- (b) State some stress management techniques.

14. (a) How can time management help in reducing stress?

Or

- (b) Explain the role of personality in stress management.

15. (a) Can stress be managed through emotional tension.

Or

- (b) What are the different types of life events that cause stress?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) What is stress? Is it always bad for people? Discuss.

Or

- (b) How stress and job performance are interrelated?

17. (a) Explain the causes and consequences of stress.

Or

- (b) There are different causes of stress; some lie within the individual himself and others lie – outside” Explain this statement by bringing out the factors responsible for generating stress.

18. (a) Discuss the ways in which people may overcome the negative consequences of stress.

Or

- (b) Discuss the various techniques for reducing stress.

19. (a) Explain the basic principles of time management.

Or

- (b) Discuss the various methods of managing stress.

20. (a) What factors are responsible for increasing stress within the organization?

Or

- (b) Discuss the different ways to keep calm in stressful situation.
-

(6 pages)

Reg. No. :

Code No. : 5281

Sub. Code : ZHDM 21

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Second Semester

Human Resource Development – Core

**BUSINESS ETHICS AND CORPORATE SOCIAL
RESPONSIBILITY**

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Business ethics deals primarily with
 - (a) Social responsibility
 - (b) The pricing of products and services
 - (c) Moral obligation
 - (d) Being unfair to the competition

2. Fairness in employment practices centers on
 - (a) Hiring no family members or friends
 - (b) Giving people equal rewards for accomplishing the same tasks
 - (c) Obeying equal employment opportunity legislation
 - (d) Avoiding conflicts of interest

3. The stakeholder view of social responsibility states that organizations must respond to the needs of
 - (a) Employees and customers
 - (b) Shareholders and owners
 - (c) All interested parties
 - (d) All those who might use the organization

4. A firm is said to have good corporate social performance when
 - (a) Stockholders invest in socially responsible causes
 - (b) Charitable deductions are automatically deducted from pay without the consent of employees
 - (c) The company has not been convicted of ethical violation for five consecutive years
 - (d) Stakeholders are satisfied with its level of social responsibility.

5. Which of the following is a disadvantage of social responsibility?
 - (a) Possession of resources
 - (b) Ethical obligation
 - (c) Public image
 - (d) Violation of profit maximization

6. When social criteria is applied on investment decisions it is called
 - (a) Social responsiveness
 - (b) Ethical obligation
 - (c) Social screening
 - (d) Financial return

7. Ethics are moral principles and values which
 - (a) Guide a firm's behaviour
 - (b) Govern the actions of an individual
 - (c) Provide employees with rules on how to behave
 - (d) Are legally enforceable

8. CSR stands for
 - (a) Customer satisfaction ratios
 - (b) Corporate sales returns
 - (c) Customer sales ratios
 - (d) Corporate social responsibility

9. Truthfulness in marketing communications in an example of
- (a) Ethics
 - (b) Business ethics
 - (c) Corporate social responsibility
 - (d) Marketing ethics
10. Exaggerated claims made by promotional marketing communications are referred to as
- (a) Deceptive selling
 - (b) Marketing misdemeanour
 - (c) Misleading advertising
 - (d) Sugging

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Detail the principles of business ethics.

Or

- (b) State the factors influencing CSR in business organizations.

12. (a) Explain the various ethical decision-making frameworks.

Or

- (b) Explain the mechanism of corporate governance.

13. (a) What are the guidelines for effective consumer protection in electronic commerce?

Or

- (b) Write a note on computer crimes.

14. (a) Examine the challenges in incorporating CSR activities in organizations.

Or

- (b) Brief the labor related issues in CSR and the way to solve it.

15. (a) Highlight the primary rights of shareholders.

Or

- (b) Brief the advantages of good corporate citizenship.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Explain the various methods for integrating business ethics in an organization.

Or

- (b) Examine the sustainability issues managers must confront in dealing with social responsibility issues.

17. (a) Outline few moral principles for ethical managers.

Or

(b) Enumerate few factors that would influence managers in making unethical decisions.

18. (a) Analyze critically about the social responsibilities of business towards customers and community.

Or

(b) Describe the ethical issues in marketing practices in the present business era.

19. (a) Discuss the importance of human values in solving environmental problems.

Or

(b) Elucidate the role of audit committee in enhancing good corporate governance practices in India.

20. (a) "Business can succeed if management maintains good relations with all the stakeholders" - Discuss.

Or

(b) Cost benefit analysis play a vital role in the implementation of CSR – Evaluate the statement in Indian perspective.

(7 pages)

Reg. No. :

Code No. : 5287

Sub. Code : ZHDE 23

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Second Semester

Human Resource Development – Core

Elective — EMOTIONAL INTELLIGENCE

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Emotional intelligence is different from other intelligences in that _____
 - (a) it is a set of skills
 - (b) it can be measured using tests easily
 - (c) the focus is on emotional reasoning, ability and knowledge
 - (d) it is a new type of intelligence

2. Which of the following describes how Ability Emotional Intelligence and Trait Emotional Intelligence are different?
- (a) The way they are measured
 - (b) The way they are conceptualized
 - (c) The way they correlate with other constructs
 - (d) All of the above.
3. When predicting intellectual academic performance in medical students, EI showed _____
- (a) it is essentially social skills
 - (b) large incremental validity
 - (c) no incremental validity
 - (d) a deterioration in its display
4. Mixed Emotional Intelligence models have _____
- (a) significant overlap with conscientiousness, extraversion, and self-efficacy
 - (b) no significant overlap with conscientiousness, extraversion, and self-efficacy
 - (c) non-significant overlap with conscientiousness, extraversion, and self-efficacy
 - (d) little overlap with conscientiousness, extraversion, and self-efficacy

5. EI is linked to romantic relationship satisfaction because EI may be linked to _____
- (a) having better understanding of the partner's emotions
 - (b) giving the person higher self-esteem
 - (c) agreeing with the partner all the time
 - (d) Getting what one wants out of the relationship.
6. Ability EI tests are more objective than Trait EI tests because _____
- (a) they are easier to demonstrate one's own strength
 - (b) participants tended rate their own Trait EI as higher than they actually are
 - (c) they are made up of multiple-choice questions
 - (d) they cost money
7. If a person has positive attitude about his job, it will be reflected by _____ performance.
- (a) worst
 - (b) cheating
 - (c) good
 - (d) wrong

8. What is one major criticism of EI?
- (a) That it is just the ability to share empathy
 - (b) It does not exist
 - (c) Women display it more than men
 - (d) There is a lack of empirical data or valid definition
9. Having high EI may not always be adaptive. Why?
- (a) Others will likely ignore them
 - (b) They will have high opinion of themselves
 - (c) These people are more sensitive to mood manipulation
 - (d) All of above
10. What idea did Howard Gardner propose?
- (a) That footballers were intelligent
 - (b) That entrepreneurs are just as clever as Einstein
 - (c) That the definition of intelligence should be broader than IQ
 - (d) That anyone could be considered so be intelligent

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Detail the five components of emotional intelligence as proposed by Daniel Goleman.

Or

- (b) Write about the benefits of emotional intelligence.

12. (a) Write about the advantages and disadvantages of IQ testing.

Or

- (b) Point out the consequences of High EQ.

13. (a) What is meant by social and emotional learning? Give its significance.

Or

- (b) Explain about seven types of intelligence.

14. (a) How to develop high self-esteem?

Or

- (b) What are the different ways used to control your anger?

15. (a) Mention the domains of emotional competencies.

Or

- (b) Brief the importance of leadership.

PART C — (5 × 8 = 40 marks)

Answer ALL questions choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) How do you recognize an emotionally intelligent person in the present competitive world?

Or

- (b) How EQ helps in professional success of an individual?

17. (a) Compare and contrast EQ and IQ.

Or

- (b) Where do emotions come from the heart or the brain? Discuss.

18. (a) Write about the EI competencies developed by performance consultants coaching approach.

Or

- (b) Explain about the different types of conflict in detail.

19. (a) Elucidate the relationship between EI and leadership effectiveness.

Or

- (b) Explain how you empathize with others.

20. (a) Describe the concept of personal competence in brief.

Or

- (b) Discuss the different ways of reducing the stress in the workplace.

(6 pages)

Reg. No. :

Code No. : 5288

Sub. Code : ZHDM 31

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Human Resource Development – Core

ORGANISATIONAL CULTURE AND
DEVELOPMENT

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The subject of organizational culture has been most influenced by which behavioural science discipline?
 - (a) Anthropology
 - (b) Psychology
 - (c) Social psychology
 - (d) Political science

2. Organizational Culture
- (a) It refers to a set of beliefs, values and attitudes shared by everyone in the organization.
 - (b) It refers to the way in which organizations are managed
 - (c) Both (a) and (b)
 - (d) None
3. _____ is/are developed through external adaptation and internal integration.
- (a) Organizational culture
 - (b) Organizational politics
 - (c) Organizational philosophy
 - (d) Organizational ceremonies
4. _____ through values, rituals or duties and functions, the principle held by employees of public organization.
- (a) External adaptation
 - (b) External integration
 - (c) Internal integration
 - (d) Adaptation

5. _____ can emerge in an organisation where the organisation pursues multiple and conflicting goals
- (a) Hard work culture
 - (b) Strong work culture
 - (c) Weak work culture
 - (d) Soft work culture
6. _____ is what happens to an entire culture when alien traits diffuse in on a large scale and substantially replace traditional cultural patterns.
- (a) Diffusion
 - (b) Acculturation
 - (c) Transculturation
 - (d) Ethnocentrism
7. A technique to bring changes in the entire organization, rather than focusing attention on individuals to bring changes easily.
- (a) Organizational development
 - (b) Organizational change
 - (c) Organizational culture
 - (d) Organizational conflicts

8. _____ values holds importance for fair and equitable treatment for all
- (a) Humanistic (b) Paternalistic
(c) Pragmatic (d) Democratic
9. As a result of OD intervention, the result obtained is a
- (a) Win-win situation
(b) Win – lose situation
(c) Lose-lose situation
(d) None of the above
10. Quality Circles to be successful essentially need,
- (a) Involvement of the management support
(b) Involvement of union leaders of the organization
(c) No support
(d) Support of the participants

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) What are the five elements of organizational culture?

Or

- (b) Why do companies need culture?

12. (a) What are the main challenge companies faced by external adaptation?
Or
(b) How do you analyze organizational culture?
13. (a) How are Cultures Created?
Or
(b) What are the benefits for culture change in the workplace?
14. (a) What is process of organizational development?
Or
(b) Elucidate the values that are important for organisational development.
15. (a) What are the goals of team development OD interventions?
Or
(b) State the benefits of MBO.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)
Each answer should not exceed 600 words.

16. (a) Explain the different types of organizational cultures.
Or
(b) Discuss the different ways to Manage sub cultures.

17. (a) Explain the external factors affect the organizational culture.

Or

(b) Briefly explain the tools used for measure organisational Culture.

18. (a) Explain the importance and strategies of creating and sustaining the organisational culture.

Or

(b) Discuss the role of a manager / leader in shaping organizational culture.

19. (a) Enlist the various foundations of OD while discussing any three in detail.

Or

(b) Discuss OD as an Applied Behavioral Science.

20. (a) Briefly explain Recent trends in Organizational Development.

Or

(b) Discuss the advantages and disadvantages of Sensitivity Training.

(6 pages)

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M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Human Resource Development - Core

LABOUR LEGISLATIONS

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Who is an adult as per Factories Act, 1948?
 - (a) Who has completed 18 years of age
 - (b) Who is less than 18 years
 - (c) Who is more than 14 years
 - (d) Who is more than 15 years

2. Under Workmen's Compensation Act, 1923
 - (a) Individual manager subordinate to an employer cannot act as managing agent
 - (b) Managing agent includes an individual manager subordinate to an employer.
 - (c) Only employer can act as managing agent.
 - (d) The appropriate government shall appoint managing agent.

3. According to this Act, the maximum wage period or payment of wages to employees by employer should not exceed
 - (a) 45 days (b) 15 days
 - (c) 30 days (d) 60 days

4. The minimum wages as fixed under the Minimum Wages Act, 1948 must be revised at least once in
 - (a) 2 years
 - (b) 3 years
 - (c) 5 years
 - (d) No mention under the Act

5. Under the Payment of Gratuity Act, 1972 the maximum gratuity payable is
 - (a) Rs. 20 lakhs (b) Rs. 10 lakhs
 - (c) Rs. 5 lakhs (d) Rs. 3.5 lakhs

6. The contribution which shall be paid by the employer to the Fund shall be
- (a) 5%
 - (b) 7%
 - (c) 12%
 - (d) 10%
7. The ongoing globalization in India requires drastic changes under which of the labour legislations?
- (a) The Factories Act
 - (b) The Employees' State Insurance Act
 - (c) The Industrial Disputes Act
 - (d) The Employees' Provident Funds Act
8. Draft standing orders are to be submitted within
- (a) Two years from the date on which the Act is applicable in five copies.
 - (b) One year from the date on which the Act is applicable in five copies
 - (c) Six months from the date on which the Act is applicable in five copies
 - (d) Six months from the date on which the act is applicable in ten copies
9. Equal pay for equal work for both men and women is a
- (a) Directive Principles of State Policy
 - (b) Fundamental Right
 - (c) Fundamental Duty
 - (d) None of the above

10. As per Maternity Benefit Act, the maximum period for which any woman shall be entitled to maternity benefit shall be
- (a) Twenty-six weeks
 - (b) twelve weeks
 - (c) four months
 - (d) sixteen weeks

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) What are the objectives of Factories Act 1948.
- Or
- (b) How to calculate the workmen compensation.
12. (a) Narrate the fixation and revision of minimum wages.
- Or
- (b) Explain the importance of the Payment of Bonus Act 1965.
13. (a) Describe the scope of Miscellaneous Provisions Act 1952.
- Or
- (b) Write a brief note on rule for Payment of Gratuity Act 1972.

14. (a) Explain the methods for settlement of industrial disputes.

Or

- (b) Narrate the liabilities of registered trade unions.

15. (a) Explain the nature of Maternity Benefits Act 1961.

Or

- (b) Write a brief note on Contract labour Act 1976.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Describe the Health and safety measures in Factories Act 1923.

Or

- (b) Explain the important provision of Factories Act 1948.

17. (a) Describe the provisions regarding Minimum Wages Act 1948.

Or

- (b) Explain the provisions relating to Payment of Wages Act 1936.

18. (a) Discuss the objectives and scope of Employee Provident Fund Act 1952.

Or

(b) Explain the benefits of Employee State Insurance Act 1948.

19. (a) Explain the procedure for registration of Trade unions.

Or

(b) What are the objectives and scope of Industrial Employment Act 1946.

20. (a) Explain the provisions regarding Equal Remuneration Act 1976.

Or

(b) Describe the regulation and abolition of contract labour Act 1976.

(6 pages)

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M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Human Resource Development — Core

RESEARCH METHODOLOGY

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Research means
 - (a) Application of a method
 - (b) Generating new knowledge
 - (c) Investigate
 - (d) All the options

2. Scientific method means:
 - (a) Systematic observation
 - (b) Measurement and experiment
 - (c) Verification of hypothesis
 - (d) All the options

3. Hypothesis means:
 - (a) Testable statement
 - (b) Prediction of a researcher
 - (c) Expected outcome of a research
 - (d) All the options

4. A literature review is a piece of academic writing demonstrating _____ on a specific topic placed in context.
 - (a) Knowledge and understanding
 - (b) Qualification of the researcher
 - (c) The design applied
 - (d) The usefulness of the research

5. A sample in research refers to _____ manageable version of a large group?
 - (a) An extended
 - (b) A smaller
 - (c) The large part
 - (d) None of the options

6. "The population should be well represented in the sample" is:
 - (a) A wish of every researcher
 - (b) The principle of sampling
 - (c) Not possible
 - (d) None of the options

7. When all members of the population have equal chance of being in the sample, it is:
 - (a) A universe
 - (b) Census method
 - (c) Non-probability sampling
 - (d) Probability sampling

8. A questionnaire is a research instrument that consists of a set of questions that aims to ----- a respondent.
 - (a) Inform
 - (b) Test the reliability of
 - (c) Collect information from
 - (d) Address an issue of

9. Some of the sources of secondary data are:
 - (a) Interviews and questionnaires
 - (b) Observations and participation
 - (c) News and journals
 - (d) Calls and consultations

10. An index is an alphabetical listing of the topics/subjects in a document and is typically located _____ of a document.
- (a) At the beginning (b) In the middle
(c) At the end (d) Anywhere

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Describe and explain briefly the types of research.

Or

- (b) Differentiate the descriptive and experimental research.

12. (a) What is the review of literature and its importance in scientific research?

Or

- (b) What are the factors affecting research design?

13. (a) Illustrate the advantages and disadvantages of sampling methods.

Or

- (b) What are the factors affecting the sample size?

14. (a) Differentiate the primary to the secondary data in research methodology.

Or

- (b) Discuss the scaling method in data collection.

15. (a) What is the use of abbreviations in report writing of research?

Or

- (b) What is the use of footnotes in research reporting?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Substantiate the inductive and deductive method of research.

Or

- (b) Illustrate the process of research.

17. (a) Describe the process involved in research planning.

Or

- (b) Elaborate a note on steps of research design.

18. (a) Differentiate the census and sampling methods of data collection.

Or

(b) Differentiate probability and non-probability sampling methods.

19. (a) What are the steps involved in data analysis?

Or

(b) Differentiate the observation to the interview method of data collection.

20. (a) Give and describe any three types of referencing in research reporting.

Or

(b) What is the use of tables and figures in research reporting?

(6 pages)

Reg. No. :

Code No. : 5292

Sub. Code : ZHDE 32

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Human Resources Development

Elective — HUMAN RESOURCE COMPENSATION

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Direct compensation towards the contribution of labour is
 - (a) Money
 - (b) Pay
 - (c) Reward
 - (d) Wages

2. The objective of salary administration is to offer
 - (a) More wages
 - (b) Lesser wages
 - (c) Poor wages
 - (d) Fair wages

3. A behaviour which has rewarding experience is likely to be repeated is postulated by
 - (a) Reinforcement and expectancy theory
 - (b) Equity theory
 - (c) Agency theory
 - (d) Equivalence theory

4. Any compensation plan must be
 - (a) Understandable, workable, acceptable
 - (b) Reasonable, workable, acceptable
 - (c) Understandable, feasible, acceptable
 - (d) Understandable, workable, compensable

5. Public recognition such as an award in organized function is best classified as an example of
 - (a) Financial awards
 - (b) Non-financial rewards
 - (c) Proportional award
 - (d) Fixed award

6. Which performance appraisal technique lists traits and a range of performance values for each trait?
 - (a) Behaviorally anchored rating scale.
 - (b) Graphic rating scale
 - (c) Forced distribution
 - (d) Critical incident

7. Occasional incentives such as bonuses, sales prizes are mostly paid with the
 - (a) Salary plan
 - (b) Commission plan
 - (c) Combination plan
 - (d) Proportionate plan

8. Praise and expression of approvals in form of program are best classified as
 - (a) Social recognition program
 - (b) Performance feedback
 - (c) Fixed premium
 - (d) Financial awards

9. Concept in which pay for jobs that require similar skills, abilities and knowledge without taking duties into consideration is called
 - (a) Pay equity
 - (b) Pay exemption
 - (c) Pay primacy
 - (d) Distributive pay

10. Outcomes of competency based system such as improved and higher employee satisfaction and commitment are classified as
- (a) Quartile strategy based outcome
 - (b) Organization-related outcomes
 - (c) Employee- related outcomes
 - (d) Percentiles strategy outcomes

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) What is the principal objective of wage and salary administration?
- Or
- (b) State the factors influencing the wage structure.
12. (a) Why the job Evaluation is important for Compensation Management?
- Or
- (b) Explain the meaning of the term 'Pay Structure'.
13. (a) Differentiate between performance appraisal and potential appraisal.
- Or
- (b) List the conditions which are necessary for successfully introducing Performance related Pay (PRP).

14. (a) What are the key areas in which reward policies need to be formulated?

Or

- (b) Write a note on the benefits of a total reward approach.

15. (a) Enumerate the influence of reward preferences in attracting, retaining and motivating knowledge workers in India.

Or

- (b) Implementing reward strategy is much more about process than design – justify.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Human Resource Department plays a crucial role in Wage and Salary administration of a firm-comment.

Or

- (b) Describe the various methods of fixing wages and salaries in an organization.

17. (a) Employees motivation is affected by an effective compensation management. Elucidate.

Or

- (b) Compare and contrast internal equity and external equity.

18. (a) Elaborate the components of executive remuneration system.

Or

- (b) Write notes on Employee Stock Option Plans.

19. (a) Explain the different kinds of monetary and non monetary rewards.

Or

- (b) Analyze the future trends in reward management system in the current business era.

20. (a) Examine how an organization aligns reward strategy with its human resource strategy and business strategy.

Or

- (b) The formulation of reward strategy can be described as a process for developing and defining a sense of direction – Discuss.

(6 pages)

Reg. No. :

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Sub. Code : ZHDE 33

M.A. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Human Resource Development – Elective

COUNSELLING SKILLS

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Stress specific reactions include
 - (a) Typically normal
 - (b) Other conditions
 - (c) Inhibited
 - (d) Chronic

2. _____ is the normal response to loss and its absence is indicative of psychopathology.
- (a) Sadness (b) Grief
- (c) Sorrow (d) All the above
3. _____ bears some direct relationship to kind of reaction.
- (a) The loss of a husband
- (b) Magnitude and nature of the loss
- (c) Suicide or death by violence present special problems to the bereaved
- (d) None
4. Lev Vygotsky's theory of human cognition and learning emphasizes which of following concepts
- (a) the role of trial and error in learning
- (b) learning as a process that unfolds in a sequence of stages.
- (c) the role of social interaction in learning
- (d) learning as a conditioned response to external stimuli.

5. Which guidance service suggests importance for maintaining continuous effort of knowing the whereabouts of the graduates and drop outs?
- (a) Evaluation (b) Placement
(c) Counseling (d) follow-up
6. Which of the following psychologists developed psychometric tests based on five factors model of personality?
- (a) Wiggins (b) Eysenck
(c) Cattell (d) None of these
7. Which one of the following methods is included as strategies that add depth and enhance counseling relationship?
- (a) Probing and leading
(b) Summarizing
(c) Attending and encouraging
(d) Responding to non verbal case
8. Which one of the following is stated goal of Gestalt Counseling and psychotherapy?
- (a) The goal is reconditioning of behaviour
(b) The goal is helping individual become congruent.
(c) The goal is the interpretation of unconscious.
(d) The goal is the phenomenological exploration of the individual.

9. What response did Watson and Rayner (1920) condition?
(a) Anger (b) Anxiety
(c) Happiness (d) fear
(e) Love
10. In order for a therapy to be “cognitive behavioral”, must be based on which one of following ideas?
(a) Cognitions lead to behavioral change
(b) Unconscious leads to realization that lead to behavioral change.
(c) Behavioral change leads to cognitive change.
(d) Cognitions lead to insight that leads to behavioral change.

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) What are the scope of counselling?
Or
(b) What are the positive counselor interaction with patients?
12. (a) Briefly explain the role of a counsellor.
Or
(b) Explain the basic tenets in psychoanalysis.

13. (a) Define behavioural counselling and explain its types.

Or

- (b) Explain positive and negative reinforcers.

14. (a) Write down the benefits of relaxation techniques.

Or

- (b) What can you do to increase your assertiveness skills?

15. (a) Explain the application of cognitive counseling.

Or

- (b) What are the qualifications required for Life Skills Counsellor?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Explain the various counselling techniques used by counsellors.

Or

- (b) What are the various areas of counseling?

17. (a) What are the assumptions of psychoanalytic theory and explain them.

Or

- (b) Define counselling and explain its process in detail.

18. (a) Explain the laws of conditioning.

Or

- (b) Define Skinner's operant behaviorism theory.

19. (a) What are the steps for systematic desensitization?

Or

- (b) What are the advantages and disadvantages of Aversion theory?

20. (a) What are the criticisms of Rational Emotive Behaviour Therapy?

Or

- (b) Explain the basic assumptions of guidance.
-