

08/12/22

[Time: 2 ½ Hours]

[Marks:75]

- N.B.**
1. Answer **all** the questions.
  2. The Marks are assigned on the R.H.S.
  3. Draw Illustrations, **diagrams** and **Schedules** wherever necessary.
  4. Use of **simple calculator** is allowed.

**Q.1 A) Choose Correct Alternative. (Attempt Any 8 questions)****8**

1. Outbound Logistics is also known as \_\_\_\_\_ Logistics.  
a. Upstream    b. Downstream    c. Reverse    d. Green
2. The 3 C's in business are Company, Customer and \_\_\_\_\_.  
a. Cycle    b. Competitor    c. Carrier    d. Creditors
3. \_\_\_\_\_ is a qualitative technique of demand forecasting.  
a. Moving average    b. Delphi Method    c. Exponential smoothing    d. Regression
4. COFC stands for \_\_\_\_\_.  
a. Container on Flat car    b. Car on Flat Car    c. Container on Freight Carrier    d. Carrier of Freight car
5. Inter Modal Transportation which combines Air & Road \_\_\_\_\_.  
a. Fishy Back    b. Birdy Back    c. Land Bridge    d. Piggy Back
6. \_\_\_\_\_ ware houses are licensed by the government to store goods prior to payment of taxes.  
a. Bonded    b. Contract    c. Public    d. Cross-dock
7. Total cost approach is extension of \_\_\_\_\_.  
a. Activity based costing    b. Extension of mission based costing    c. Traditional P/L and Balance Sheet    d. Extension of ABC & MBC both
8. RORO is a type of \_\_\_\_\_.  
a. Material handling equipment    b. Warehouse    c. Packaging material    d. Shipping vessel
9. A network of highways connecting India's 4 Metropolitan cities is called \_\_\_\_\_.  
a. Golden Quadrilateral    b. Logistics Parks    c. Trainload    d. Dedicated freight container
10. Elimination of waste is an important characteristic of \_\_\_\_\_ supply chain  
a. Agile    b. Lean    c. Global    d. Domestic

**B) State whether the following statements are True or False:**

7

- a) Lack of communication between members of supply chain leads to Bull with effect.
- b) Customer service is a process of providing significant value added benefits to the supply chain in a cost-effective way.
- c) Time series is a qualitative method of demand forecasting
- d) When the ownership of the warehouse is with the company is called as Public warehouse.
- e) Geographical flexibility is high in Private warehouses.
- f) The purpose of material handling is to reduce the total efforts and arrive at an optimal cost.
- g) SDE analysis stands for Seasonable- Desirable – Essential.
- h) In Milk run operation a Single Truck Deliver shipment from a single supply to multiple retailers.
- i) EDI refers to storage and Communication of data in electronic form.
- j) Lean supply chain works best in high volume. Low variety and predictable environment.

Q.2) A) Explain what is logistical performance measurement? What are the elements of logistics internal performance measurement? (08)

B) Explain Inbound and Out bound logistics with example. (07)

**OR**

C) From the following data, calculate a 3 period weighted moving averages from 4th Month to 8 th Month, with weights as 3, 2 and 1. The largest weight is being assigned to most recent period and current Demand Value. (10)

| Period ( Month ) | 1   | 2   | 3   | 4   | 5   | 6   | 7   | 8 |
|------------------|-----|-----|-----|-----|-----|-----|-----|---|
| Demand in Units  | 200 | 220 | 230 | 250 | 260 | 270 | 290 | ? |

D) Compare Public and Private Warehousing (05)

Q.3 A) Explain the concept of Mission Based Costing (MBC). Compare MBC with traditional method of Costing. (08)

B) Explain Pipeline as a mode of transport with related advantages and disadvantages. (07)

**OR**

C) What are the benefits of Logistical Outsourcing? Differentiate between 3PL and 4PL Logistics. (08)

D) What is Primary, Secondary & tertiary Packaging. Explain the benefits of Good packaging in Modern Logistics (07)

Q.4 A) Define EOQ. The annual demand for a particular item is 20000 units. unit cost is Rs. 5/- Carrying cost on an average inventory is 20% and the ordering cost per order Rs. 40/-.

(08)

- Find
- 1) EOQ
  - 2) Total Inventory Cost.

B) Explain Logistics parks and Deep waterPorts. What is their importance in Modern Logistical Infrastructure? (07)

OR

C) Define Material Handling. Explain Guidelines or Principles of Material handling (08)

D) State the Principles for designing effective LIS (Information Functionality) (07)

Q.5) Case Study:-

According to official records, from national health organizations, as of September 27, 2021, a total of 6.1 billion doses of COVID-19 vaccination have been administered globally. Although the rapid development of COVID-19 vaccines had generated enormous excitement, health-care systems around the globe were facing the complex task of maintaining the supply chain of vaccines for their populations. There were several aspects to the COVID-19, a vaccine supply chain that makes its biggest challenges: Scale, traceability, speed, temperature control, safety and security, and the global nature of the effort and distribution. A typical supply chain solution would focus on any one of these issues, but the scientific community needs to tackle these problems altogether.

Another issue with the vaccine was the temperature control of the cold chain with extreme heat and humidity; as in many countries, daytime temperatures reach around 50°C with extensive changes in humidity. It appears to be the world's most incredible logistical difficulty, requiring a convoluted distribution, storage, freezing, and communication system. According to the WHO, 2.8 million vaccine doses were lost owing to Cold Chain problems.

Some Findings and Learnings from the challenges faced were –India being a developing nation has very limited Cold Chain storages which are otherwise also used for many other activities- needs to improve on this aspect, develop and strengthen supply chain strategies to receive, store, distribute and manage COVID-19 vaccines and their ancillary products; distribute COVID-19 vaccines from port of entry up to the most remote vaccination sites; ensure the quality, efficacy, proper tracking, reporting of vaccine utilization and safety of COVID-19 vaccines throughout the supply chain; assess, design and implement appropriate waste management mechanisms to safely treat and dispose waste while protecting the environment and populations; strengthen appropriate cold chain and logistics requirements, including reverse logistics; and provide tools to support country readiness activities to be Future ready for any catastrophic event.

- a) State the Facts and analyse the case. 05  
b) Explain what is Cold Chain Logistics and its importance? 05  
c) Critically explain the role of Cold Chain Logistics in Effective distribution & administration of Covid -19 Vaccines? 05

OR

B) Write Short Notes on: (Any 3) (15)

- a) Reverse Logistics  
b) Perfect Order  
c) Bullwhip Effect  
d) Global Logistics Trends  
e) LASH

Maximum Marks: 75

Duration: 2.5 hrs

Note:

1. All questions are compulsory.
2. Draw well labelled diagrams where necessary.
3. Figures to the right indicate full marks.

**Q 1 A. Choose the correct answers from the given alternatives: ( Any Eight) (8)**

1. Corporate communication does not entail -----  
(Corporate identity, Corporate Image, Corporate Reputation, Corporate Competition)
2. ----- is the most important part of the public relations that involves journalists  
(press relations, employee relations, investor relations, supplier relations )
3. Written defamation is called -----  
(libel, slander , grapevine, rumour)
4. PR and ----- are two closely associated fields.  
(politics, production, policies, pricing)
5. The----- is the most accessible and oldest medium to disseminate information.  
( newspaper, television, radio, internet)
6. The first rule of crisis management is to-----  
(communicate, ignore ,avoid media, defend)
7. The -----theory views organization as a part of social unit  
(systems , social exchange ,situational, diffusion)
8. The word -----is short for "weblog"  
(blog, skype, twitter, log book )
9. A firm's communication must always be -----  
(two-way, one-way, informal. dubious)
10. An E-Zine is an online -----  
(magazine , book , journal, website )

**B. Match the following: ( Any Seven ) (7)**

| A                              | B                            |
|--------------------------------|------------------------------|
| 1. Right to information        | a. Management function       |
| 2. Corporate communication     | b. Access to records         |
| 3. CSR                         | c. Internal and external     |
| 4. Stakeholders                | d. Corporate reputation      |
| 5. Crisis                      | e. 1986                      |
| 6. The Consumer Protection Act | f. Strike                    |
| 7. Media relations             | g. Intrusion of solitude     |
| 8. RSS                         | h. Maximum coverage          |
| 9. Zig Bee                     | i. Really simple syndication |
| 10. Invasion of privacy        | j. Wireless communication    |

Q.2 a) What do you mean by corporate communication? Explain its scope. (8)

b) What is corporate reputation? State the benefits of corporate reputation (7)

OR

c) Define corporate image. Explain the factors influencing corporate image. (8)

d) Enumerate on defamation in detail and its types. (7)

Q.3 a) Define public relations. Describe various objectives of public relations (8)

b) Describe the causes of growth of public relations (7)

OR

c) Explain the systems theory of public relations with diagram (8)

d) Describe the economic and social issues in public relations environment (7)

Q.4 a) Describe the steps in implementing an effective employee communication Programme. (8)

b) What is the role of communication in crisis? (7)

OR

c) What is the role of management in employee communication? (8)

d) What is financial advertising? Explain its advantages. (7)

Q.5 a) Describe the functions of communication technology in corporate communication. (8)

b) Discuss on technological tools of communication. (7)

OR

c) Write short notes: (Any Three) (15)

1. Corporate Blogs

2. Really simple syndication

3.E- Media Relations

4. RTI

5. Sources of media information

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BMS - Sem-5

12/12/2022

Duration : 2.5 Hours

Marks: 75

- N.B 1) All questions are compulsory.  
2) Figures to the right indicate the maximum marks.

Q1. (A) Choose the correct answer from the given options and rewrite any 8 statements: (8)

1. COBRA requirement is generally for \_\_\_\_\_ months
  - a. 18-36
  - b. 20-48
  - c. 10-24
  - d. 5-9
2. An organization's \_\_\_\_\_ are the standards and benchmarks of pay packages to different groups or hierarchy of employees, the payment structure, their breakups and modes of payment in any organization.
  - a. compensation plans
  - b. pay structure
  - c. compensation
  - d. compensation objectives
3. \_\_\_\_\_ refers to the pay corresponding to the difficulty level of the job assigned to an employee.
  - a. Individual equity
  - b. Internal equity
  - c. External equity
  - d. Social Equity
4. An HR professional is a \_\_\_\_\_ help to determine the worth of various jobs so that job evaluation is properly conducted.
  - a. Negotiator
  - b. Evaluator
  - c. Notifier
  - d. Communicator
5. Which of the following is considered the first wage incentive plan in modern industrial era?
  - a. Halsey plan
  - b. Taylor's differential piece-rate plan
  - c. Barth plan
  - d. Gantt Task plan
6. \_\_\_\_\_ is a richer package of benefits with various rewards like stock options, multiple years of compensation bonus, retirement packages, extended health care coverage etc.
  - a. Golden parachutes
  - b. strategic pay
  - c. Salary Progression Curve
  - d. broadbanding
7. \_\_\_\_\_ represent hourly rates of pay.
  - a. Wages
  - b. Salary
  - c. Compensation
  - d. Allowance

8. Compensation = Wage or Salary + Employee benefits + \_\_\_\_\_ + Non-pecuniary rewards.
- Recurring financial rewards
  - Non-recurring financial rewards
  - Financial Rewards
  - non financial
9. Discrimination in a selection or promotion decision:
- is an issue, but only because of the human rights legislation now in force.
  - is always illegal.
  - violates the law only if the basis for discrimination is gender or race.
  - is unavoidable, and only is a legal problem if the basis for discrimination is on a legally prohibited attribute
10. Insurance schemes, retirement benefits and leave travel concession are examples of
- indirect monetary compensation
  - direct monetary compensation
  - non-monetary compensation
  - None of the above

Q.1 (B) True or False (Attempt any 7)

(7)

- Maximum limit of Gratuity payable is of Rs.20 Lakh as per Amendment made in March 2018.- True
- Employees provident fund is applicable to industries with less than 20 employees.-
- Broad- banding allow greater flexibility in compensation.
- Sales compensation mostly rely on sales commission which may differ from organisation to organisation.
- Profit sharing can never be on individual basis.
- Human Resource Accounting is the process of estimating the cost benefit of investments on human resources with a view to assessing their value to the organisation.
- There is no provident fund facility available for unorganized sector.
- COBRA cover plans that provide both life insurance and disability benefits.
- Factories Act, 1948 specifies every adult worker is required to work for more than 48 hours per week.
- Pay structures should be appropriate to the culture, characteristics and needs of the organization and its employees.

Q2. A. Explain the dimensions of compensation. (8)

Q2.B. State the process of designing a compensation system. (7)

Or

Q2.C. Describe the models of compensation. (8)

Q2.D. State the factors contributing to wage differentials? (7)

Q3. A. What are the prerequisites of effective incentive plans?  
Explain any seven prerequisites in brief. (8)

Q3.B. "Technology is significant for incentive management." validate the statement  
with examples. (7)

Or

Q3. C. What is Human Resource cost Accounting? State Human Resource cost Accounting  
approaches in brief. (8)

Q3. D. State the criterias on which a team can be compensated. (7)

Q4. A. What do you mean by cafeteria approach? Is this approach beneficial? If yes,  
state why? (8)

Q4. B. Explain Golden Parachutes and Salary Progression Curve. (7)

Or

Q4. C. Explain different types of wage differentials. (8)

Q4. D. What is a profit sharing plan? What are its features? (7)

Q5.A. Explain Golden Parachutes and Salary Progression Curve. (7)

Q5.B. Explained Skilled based compensation tools. (8)

Or

Q5. Write Short notes (any 3) (15)

- a. Explain Subsistence Theory
- b. 3 'P's of compensation.
- c. Adjudication
- d. Wage Boards
- e. Pay Commissions

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TY-BMS Sem-5

13/12/2022

(2½ Hours)

Total Marks: 75

- NB:** (1) All Questions Compulsory Subject to Internal Choice.  
 (2) Figures to the right indicates Full Marks.

**Q.1. (A) Match the columns (Any Eight). (8)**

**(B) Choose the Correct Answers (Any Seven) (7)**

1. \_\_\_\_\_ benefits from flexibility of e-mentoring
- Employers
  - Employees
  - Mentees
  - Organisations

| A                        | B                                            |
|--------------------------|----------------------------------------------|
| (1) Forecasting          | (a) Complete picture of the job requirements |
| (2) SHRM                 | (b) Top Management                           |
| (3) Technological trends | (c) Good player Structure                    |
| (4) Retention Strategies | (d) Virtual online communities               |
| (5) Job Satisfaction     | (e) Business level outcomes                  |
| (6) Strategic HRP        | (f) Coaching                                 |
| (7) General policies     | (g) Careful, methodological preparation      |
| (8) Equity               | (h) Step in SHRM                             |
| (9) Selection            | (i) treating all employees fairly            |
| (10) Succession Planning | (j) Dynamic                                  |

2. Turnover or retention may be used to indicate employee. \_\_\_\_\_
- Performance
  - Commitment
  - Salary
  - Training
3. \_\_\_\_\_ policies arise because the particular case is not covered by a particular policy.
- Appealed
  - Specific
  - Imposed
  - Originated

4. \_\_\_\_\_ should be conducted before any appointment is made and should be carried out in a consistent manner.
- Salary check
  - Reference check
  - Employers check
  - Employer Branding
5. \_\_\_\_\_ is concerned with the long-term direction and scope of and Organization.
- Training
  - Evaluation
  - Competition
  - Strategy
6. Building powerful employer \_\_\_\_\_ is require more than aggressive hiring practices.
- Profitability
  - Commitment
  - Brand
  - none
7. \_\_\_\_\_ is the first company to set up Personnel Department.
- Microsoft
  - Google
  - TISCO
  - L&T
8. \_\_\_\_\_ has changed the Business Landscape and businesses have expanded overseas and domestic businesses are facing competition from abroad.
- SHRM
  - Globalisation
  - Strategy
  - Compensation
9. Right HR Strategy is essential to improve \_\_\_\_\_ and \_\_\_\_\_ of Business.
- recruitment and selection
  - training and development
  - performance and competency
  - productivity and effectiveness

10. \_\_\_\_\_ is estimating future Manpower requirements for achieving organisational Goals.

- a. HR
- b. HRP
- c. SHRM
- d. HRIS

Q.2.(A) Explain the Advantages of Strategic HRM. (8)  
(B) Explain the features of Strategic HRM. (7)

OR

Q.2.(C) Explain the role in Strategic HRM. (8)  
(D) Explain the barriers to Strategic HRM. (7)

Q.3.(A) What is Resourcing Strategy? What are its objectives? (8)  
(B) What is Strategic HR Planning? What are its advantages? (7)

OR

(C) Explain How to improve employee Performance in a Company. (8)  
(D) Explain what are the employee Retention Strategies? (7)

Q.4.(A) State the purpose of Human Resource Policies. (8)  
(B) What are the areas of HR Policies in an Organisation? (7)

OR

(C) What are the features of Human Resource Policies? (8)  
(D) What are the barriers to effective implementation of HR policies? (7)

Q.5.(A) What are the Strategies for enhancing employee engagement. (8)  
(B) Explain the New Approaches Of Recruitment. (7)

OR

Q.5.Short note (Any three) (15)

- a. Employee branding
- b. Mentoring Vs Coaching
- c. Requisites of Sound HR Policies.
- d. Benchmarking
- e. E-mentoring

TY-BMS Sem-5  
(2 ½ Hours)

14/12/2022  
Total Marks: 75

N.B.:

- (1) All questions are compulsory subject to internal choice.
- (2) Figures to the right indicate full marks.

Q.1. (A) State whether the following statements are True or False (Any Eight): (8)

1. Performance management can be defined as a systematic process for improving the organizational performance by improving the performance of individuals & teams
2. Planning means regularly measuring & recording performance & providing continuous feedback to employees & work groups on their progress toward reaching their goals
3. Job perfection skills are those that are needed to successfully perform one's job.
4. Under performance is consistent failure to meet pre-defined, realistic objectives & performance standards.
5. Metric Benchmarking involves measuring & comparing various units in order to find gaps & the reason behind it.
6. A list of desirable ethical behavior by an employee is called as Code of Conduct.
7. Providing Intensive Feedback & Coaching to New Employees can be considered as one of the Best Practices in PM
8. A team's achievement beyond a certain target, or a department's successful completion of a critical project, may be rewarded by the way of individual performance pay.
9. Career planning is a managerial technique for mapping out the entire career of young employees.
10. Performance appraisal can be defined as the informal review & rating of managers by their subordinates.

Q.1. (B) Choose the Correct answer: (Any Seven): (7)

1. \_\_\_\_\_ is considered to be the soul of High Performance Teams
  - a) Innovation
  - b) Maximization
  - c) Aggressiveness
2. \_\_\_\_\_ is identified as a method of identifying, learning & adopting outstanding practices from others
  - a) Process Benchmarking
  - b) Metric Benchmarking
  - c) Diagnostic Benchmarking
3. \_\_\_\_\_ help determine the promotability of an individual to a higher position & help chalk out his career plan
  - a) Career Planning
  - b) Career Development
  - c) Potential Appraisal
4. \_\_\_\_\_ means improving the capability of employees to perform through training, giving assignments that introduce newer competencies or higher level of responsibility, improving work processes
  - a) Developing
  - b) Rewarding
  - c) Rating

- 5 One of the objectives of \_\_\_\_\_ is to **attract** and **retain** the right type of persons in the organization
- a) Career Development
  - b) Career Planning
  - c) Career Modification
- 6 \_\_\_\_\_ may be generally defined as the ability of an individual to apply his or her knowledge & skills & the behaviours necessary to perform the job well
- a) Capability
  - b) Competency
  - c) Coaching
7. An \_\_\_\_\_ is a preset, formal discussion between the manager & the employee to review the latter's progress in meeting the agreed objectives & responsibilities in middle of the appraisal period
- a) Periodic Appraisal
  - b) Performance Appraisal
  - c) Interim Review
- 8 Performance \_\_\_\_\_, is a continuous *process of evaluating employee performances*
- a) Management
  - b) Appraisal
  - c) Evaluation
- 9 A \_\_\_\_\_ is an experienced person in a company or institution who trains & counsels new employees
- a) Mentor
  - b) Coach
  - c) Trainer
- 10 Setting Clear Goals is one of the essentials for establishing \_\_\_\_\_ criteria
- a) Management
  - b) Performance
  - c) Development

- Q.2. (a) Distinguish between Performance Appraisal & Performance Management (08)  
(b) Explain the components of Performance Management (07)

OR

- (c) Explain in detail all the steps of Performance Management Cycle (15)

- Q.3. (a) Explain the strategies for effective implementation of Performance Management (15)

OR

- (b) Explain the methods & benefits of Performance Benchmarking (08)  
(c) Explain the steps for setting up performance criteria (07)

Q.4. (a) What do you mean by Ethical Performance Management? What are the principals of Ethical Performance Management? (15)

OR

(b) What are Competency & skills based pay & their advantages & disadvantages (08)

(c) Explain the key issues & challenges in Performance Management (07)

Q.5. (a) Explain the role of Mentor in Career Planning (8)

(b) Discuss the role of employer & employee in career development (7)

OR

Q.5. **Short Notes (Any three):** (15)

1. Pyramidal Model of Career Development
2. Under Performance
3. Contribution based pay
4. Best Practices in Performance Management
5. Need of Performance Management

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Time: (2 ½ Hours)

Max Marks: 75

Notes:

- (1) All questions are compulsory.
- (2) Figures to the right indicate full marks.

(1) (A) Fill in the blanks with appropriate alternatives. (Any Eight) (8)

- (i) \_\_\_\_\_ means integration of the economy of the country with the world economy.  
a) Liberalisation      b) Privatisation      c) Globalisation      d) Integration
- (ii) \_\_\_\_\_ encourage employees to participate in the decision making process of the organisation.  
a) Quality Management      b) Process management  
c) Participative management      d) Quantity management
- (iii) \_\_\_\_\_ concept not applicable to factories.  
a) Protected workman      b) Protected Employer  
c) Protected Industry      d) Protected employment
- (iv) \_\_\_\_\_ deals with the conditions of employment of workers in an industrial establishment.  
a) Standing order      b) Single order      c) Fixed order      d) Flexible order
- (v) Overtime wages are \_\_\_\_\_ the rate of wages are payable if working hours are beyond 9 hour in a day or 48 hours in a week.  
a) single      b) double      c) thrice      d) Five times
- (vi) In Factories, Child above the age of 14 but below 15 years can be employed for \_\_\_\_\_ hours in a day  
a) 4.5      b) 4      c) 3.5      d) 5
- (vii) As per Minimum Wages Act, Minimum wages covers all workers in the \_\_\_\_\_ sectors  
a) Agricultural, industrial and small scale      b) Industrial  
c) Agricultural      d) small industry
- (viii) \_\_\_\_\_ team is the prerequisites of Collective bargaining.  
a) Strong      b) weak      c) Group      d) Positive
- (ix) \_\_\_\_\_ is the first step in the collective bargaining process.  
a) Preparation      b) Negotiation      c) Agreement      d) Contract
- (x) A \_\_\_\_\_ union is the simplest form of trade union. It is formed of employees belonging to the same craft or occupation.  
a) Craft      b) General      c) white Collar      d) Blue Collar

(1) (B) Write True or False. (Any Seven) (7)

- a) A factory worker must be given an interval of rest of at least half an hour after five hours of work
- b) A creche is to be provided in a factory wherein more than 30 women are employed.
- c) Discipline system should be progressive in nature.

- d) Lockouts and Gheraos both are similar forms of protest by employees.
- e) Society does not play any role in the matters of industrial relations.
- f) Right disputes refers to the disputes over the understanding, interpretation and application of rules & regulations.
- g) Disciplinary action against employees should always be partial and biased.
- h) Trade unions play a highly centric role in the betterment of industrial relations.
- i) In a hunger strike the employees undertake fasting by abstaining from both food and work as a protest.
- j) Disputes are generally clouded by a sense of exploitation, distrust and discontent.

- (2) (a) Bring out the factors affecting Industrial Relations. (8)  
(b) What are the essentials of a good Industrial Relations System? (7)

OR

- (c) Explain the major stakeholders of Industrial Relations. (8)  
(d) Briefly explain the significance of Industrial Relations. (7)

- (3) (a) What are the methods of settling industrial disputes? (8)  
(b) State and explain the grievance redressal procedure in India. (7)

OR

- (c) Explain the following concepts related to industrial disputes  
i) Lay off ii) Retrenchment. (8)  
(d) What is employee discipline? State the causes of indiscipline among employees. (7)

- (4) (a) What are the rights and privileges of registered Trade Unions? (8)  
(b) State and explain the levels of collective bargaining. (7)

OR

- (c) Bring out the obstacles to collective bargaining in India. (8)  
(d) What is the impact of Globalisation on Trade Unions in India? (7)

- (5) (a) Elaborate the Industrial Disputes Act, 1947. (8)  
(b) Write a note on Trade Unions Act, 1926. (7)

OR

- (5) (c) Write short notes on (any 3) (15)  
i) Objectives of Industrial Relations  
ii) Industrial Tribunal  
iii) HMS  
iv) Types of Industrial Disputes  
v) Problems of Trade Unions in India



(2½ Hours)

[Total Marks: 75]

Note – All questions are compulsory.

- I. a. Choose the correct alternative (Any Eight) (8)
1. \_\_\_\_\_ is the cluster of related abilities, knowledge, commitments and skills that enable a person or organization to act effectively in a job or a situation.
    - a. Competence
    - b. Competency
    - c. Abilities
    - d. Skills
  2. Talent management includes:
    - a. Talent acquisition
    - b. Learning and development
    - c. Talent acquisition and learning and development
    - d. Employee welfare
  3. \_\_\_ principle of Talent management helps to decide on whether to make or buy talent.
    - a. Reduce the risk of being wrong
    - b. Avoid mismatch cost
    - c. Recoup talent investment
    - d. Balancing employee interests
  4. Second step in developing Talent management strategy is \_\_\_\_\_.
    - a. Identify organizational goals and objectives
    - b. Identification of organizational drivers and challenges
    - c. Conduct GAP analysis
    - d. Prepare inventory of talent management processes/ functions
  5. Developing a \_\_\_\_\_ kind of network is necessary for success of talent.
    - a. Social
    - b. Emotional
    - c. Social and emotional
    - d. None of the above
  6. Who has first authored the term "competence" in an article as a concept for performance motivation?
    - a. Philip Kotler
    - b. Abraham Maslow
    - c. R.W. White
    - d. C.K. Prahalad
  7. Talent management helps in improvising \_\_\_\_\_ practices.
    - a. Hiring
    - b. Employee orientation
    - c. Employee induction
    - d. Employee training
  8. \_\_\_\_\_ indicators predict the outcome while measuring the outcomes of Talent management initiatives.
    - a. Lagging indicators
    - b. Leading indicators
    - c. Leadership indicators
    - d. None of the above
  9. \_\_\_\_\_ approach is a short sighted business strategy of developing high performers.
    - a. Inclusive
    - b. Exclusive
    - c. Both Inclusive and exclusive
    - d. None of the above
  10. \_\_\_\_\_ helps the HR manager to reduce their workload.
    - a. Automation system
    - b. Information technology
    - c. Customer survey
    - d. Employee information management
- I. b. State whether True or False (Any Seven) (7)
1. The basic foundation of talent management is hiring the right talent.
  2. A talent gap analysis allows leaders to gain an insight on future employment requirements.
  3. Talent management is needed to engage and motivate the HR resources.
  4. Talent management system is designed not to keep track of talent within the organization.

5. Talent management leads to development of world class work force.
6. Exclusive approach is time consuming than inclusive approach.
7. Employers does not develop competency maps for each job they have in the business.
8. Competitive advantages over competitors are due to higher competence standards.
9. Competency models are exclusive of technical competencies.
10. Designing success profile is an important part of effective talent management.

2. a. Define talent management? Describe the concept of Talent Value chain (8)
- b. Describe the principles of talent management. (7)

OR

2. p. Define the term talent gap. Explain the strategies to fill the gaps (8)
- q. Explain the role of talent management in building sustainable competitive advantage to an organization. (7)

3. a. Explain the steps in talent management process. (8)
- b. Describe the building blocks in talent management. (7)

OR

3. p. Explain the steps involved in developing talent management strategy process. (8)
- q. Describe the approaches to talent management. (7)

4. a. Describe the five step process in talent management information strategy. (8)
- b. Explain the contemporary talent management issues. (7)

OR

4. p. What are the current trends in talent management? Explain (8)
- q. Describe the ethical and legal obligations in TM. (7)

5. a. Discuss the Iceberg model of competency. (8)
- b. Describe the difference between competence and competency. (7)

OR

5. Write short notes – (attempt any 3) (15)
  - a) Types of competence.
  - b) Role of HR in Talent management.
  - c) Scope of talent management
  - d) Purposes of TMIS
  - e) Best practices of TM.

TY-BMS Sem-5 19/12/22

All Questions are compulsory  
Each question carries equal marks

Marks: 75

Duration: 2.5 Hrs

Q.1A) Select the correct option; (Any 8 out of 10)

(08 marks)

1. CBT stands for \_\_\_\_\_
  - a) Chronic Behavioral Therapy,
  - b) Cognitive Behavioral therapy,
  - c) Counselling Behavioral Therapy
  - d) controlling behavioral therapy
  
2. Failing to manage your time can lead to some consequences, like.
  - a) Less stress
  - b) Greater productivity and efficiency,
  - c) Missed deadlines
  - d) A better professional reputation
  
3. In OCD, \_\_\_\_\_ are to thoughts as \_\_\_\_\_ are to actions.   opinions,
  - a) Convictions   obsessions,
  - b) Conditions    obsessions,
  - c) Compulsion    compulsions,
  - d) Obsessions
  
4. To understand anxiety disorders we need to take account of:
  - a) only biological factors
  - b) only environmental factors
  - c) both biological and environmental factors
  - d) neither biological nor environmental factors
  
5. \_\_\_\_\_ of challenges leads to positive impact on one's mind and consciousness
  - a) Emotions
  - b) Actions
  - c) Acceptance
  - d) Networking
  
6. \_\_\_\_\_ is the creation of a relaxed state of awareness of mind and body.
  - a) Meditation.
  - b) Primary.
  - c) Agenda
  - d) Task list

7. \_\_\_\_\_ may be due to anxiety where people are working in a noisy environment, unfavorable temperatures and working conditions, remote locations, overcrowded room, constant interruptions, etc.
- a) Stress
  - b) time
  - c) Decision latitude
  - d) Environmental
8. Proper \_\_\_\_\_ and \_\_\_\_\_ of individuals can reduce stress
- a) job Rotation, Job Enrichment
  - b) selection, Placement
  - c) Workshops, Role Of Clarity
  - d) Foresighted nature
9. \_\_\_\_\_ is a technique where individuals are taught to control internal body processes.
- a) Relaxation
  - b) Meditation
  - c) Biofeedback
  - d) Physical exercise
10. Tasks needs to be \_\_\_\_\_ as importance and urgency.
- a) To do list
  - b) Deadlines
  - c) Prioritized
  - d) Agenda

**B) State whether the following True or false: (Any 7 out of 10)**

**(07 Marks)**

- a) Technology does not lead to stress.
- b) Body scan is a type of relaxation technique.
- c) Stress in transactional model is about straight response to stressor.
- d) Stress is always bad.
- e) Stress management is a process.
- f) Proper recruitment and selection of individuals can reduce stress.
- g) High stress improves one's ability to remember information.
- h) Techno stress is an impact of stress due to technology.
- i) Once it reaches exhaustion stage, a person's body is no longer equipped to fight stress.
- j) Self-hypnosis is also called as auto hypnosis.

**Q.2 A) Explain the consequences of Stress.**

**(07 Marks)**

**B) Explain the scenario of Stress at Workplace.**

**(08 Marks)**

**OR**

**C) What are the various types of Stress?**

**(08 Marks)**

**D) Explain the features of stress**

**(07 Marks)**

Q.3 A) What are the Approaches of Time Management (08 Marks)  
B) Explain the techniques of Relaxation. (07 Marks)

**OR**

C) Explain in brief the pre-requisites for stress life? (08 Marks)  
D) What are the benefits of stress management? (07 Marks)

Q.4 A) Discuss the stress model in detail. (08 Marks)  
B) Explain the benefits of stress management therapy. (07 Marks)

**OR**

C) What is the importance of meditation? (08 Marks)  
D) Explain the prevention stress management mechanisms. (07 Marks)

Q.5 A) Explain the various approaches to Stress Management. (08 Marks)  
B) Explain the role of Yoga in organisation with an example. (07 Marks)

**OR**

Q.5C) Write Short Notes on (Any THREE out of FIVE) (15 marks)

- 1) Stress and Technology
- 2) General Adaptation Syndrome
- 3) Burnout
- 4) Eustress
- 5) Transactional model

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