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MASTER OF BUSINESS ADMINISTRATION (M.B.A.)
EXAMINATION: DECEMBER - 2022
SEMESTER - III
Sub: Strategic Human Resource Management (MHR 304)

Date: 24/12/2022**Total marks: 60****Time: 10.00 am To 12.30 pm**

SECTION – I

Q. 1. Fill in the blanks.

(5)

- Benefits of strategic human resource management are _____.
a) Increased job satisfaction b) Boost productivity
c) Better work culture d) All of these
- Strategic HRM Strategies are _____.
a) Overarching strategies b) Specific strategies
c) Both a and b d) None of the above
- _____ is the connection between a company's human resources and its strategies, objectives, and goals.
a) Strategic planning b) Strategies
c) Strategic human resource d) None of these
management
- Companies are more likely to be successful when all teams are working towards the same _____.
a) Goals b) Mission
c) Objectives d) All of the above
- The aim of strategic human resource management is to
a) Advance flexibility b) Improve business performance
c) competitive advantage d) All of the above

Q. 2. Answer the following. (Any Two)

(20)

- Explain the concept of groups and teams. Give its importance.
- What are the various leadership theories? Explain them in detail.
- Throw some light on organisational culture. Give the various components of Organisational Culture.
- There are various types of Organisational structure. Explain any 3 of them in detail.

Q. 3. Write notes on. (Any Two)

(10)

- Total Quality Management (TQM)
- Quality Circles
- Strategic Challenges for HR

SECTION – II

Q. 4. Case Study

(15)

At the end of annual conference for the year 2000, when Mr. Dilip asked the area manager whether they have any problems Mr. Rohit told that the senior finance executive of his area Mr. Mayur who had also won the best performance award of the year 1999, was not taking interest in his work. Despite Mr. Rohit's counselling, no change was noticed in the individual, rather his attitude deteriorated. Such information was also received by the national manager, but considering that Mr. Rohit being an experienced hand would solve the problem, Mr. Dilip did not interfere intentionally. Now that Rohit himself brought this to Mr. Dilip's notice, Mr. Dilip decided to call the individual and counsel him.

During the counselling, Mr. Mayur initially did not say anything, but considering his 14 years of association with Mr. Dilip, he revealed that he got married 5 years ago, (Mr. Dilip also attended his wedding) and was still without a child. He further informed that his parents were forcing him to divorce his wife, whom he loved very much. Moreover, he was not being understood by the senior managers and was disallowed any kind of leave. Therefore, Mr. Dilip concluded that, an excellent worker had been disgruntled (Dissatisfied) and had lost interest in his job.

Questions :

As a General Manager, what measures you would take to help / satisfy Mr. Ali Raza and influence change in his behavior?

1. As a General Manager what measures you would take to help / satisfy Mr. Mayur and influence change in his behaviour?
2. Give a suitable title to this case.

Q. 5. Answer the following:

(10)

- a) Throw some light on the effects of Organizational Structure on Employees.

OR

- b) Explain the concept of Organizational Development. What are Ethics in Organizational Development?