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**(FOR THE CANDIDATES ADMITTED DURING THE ACADEMIC YEAR 2023 ONLY)** **23PSW4A4**

**REG.NO. :**

**N.G.M.COLLEGE (AUTONOMOUS): POLLACHI**

**END-OF-SEMESTER EXAMINATIONS: MAY AND 2025**

**COURSE NAME: MSW** **MAXIMUM MARKS: 75**

**SEMESTER: IV** **TIME: 3 HOURS**

**PART - III**

**23PSW4A4- HUMAN RESOURCE MANAGEMENT**

**SECTION – A (10 X 1 = 10 MARKS)**

**ANSWER THE FOLLOWING QUESTIONS.**

**(Objective Questions with four Multiple Choices) (K1)**

**(Qn. No. 1 - 5)**

1. Which of the following falls under the scope of HRD? **(K1)**

   a) Inventory management b) Career development and training programs

   c) Market analysis and research d) Financial auditing

2. What is a key objective of training evaluation? **(K1)**

   a) To assess the effectiveness of training programs b) To delay future training initiatives

   c) To increase employee workload d) To reduce organizational spending

3. Which of the following is a common barrier to effective performance appraisal? **(K1**

   a) Clear and open communication b) Regular feedback sessions

   c) Lack of standard evaluation criteria d) Proper training of appraisers

4. Which of the following is an objective of career development? **(K1)**

   a) Reducing employee motivation b) Limiting opportunities for employee growth

   c) Avoiding performance evaluations d) Enhancing employee skills for future roles

5. Which ISO standard is specifically related to quality management systems? **(K1)**

   a) ISO 14001 b) ISO 9001 c) ISO 45001 d) ISO 27001

**ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES** **(K2)**

**(Qn. No. 6 - 10)**

6. Define Human Resource Development (HRD)? **(K2)**

7. What is Training Need Analysis (TNA)? **(K2)**

8. Define the performance appraisal? **(K2)**

9. What is career development? **(K2)**

10. Discuss the 5S methodology in quality management? **(K2)**

**(CONTD …. 2)**

**SECTION – B (5 X 5 = 25 MARKS)**

**ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.**

**(Qn. No. 11 to 15)Questions for Short Answers with internal choices – 2 questions from each unit. (K3)**

11. a) Examine the principles of Human Resource Development (HRD). **(K3)**

**(OR)**

b) Interpret the nature and concept of Human Resource Development (HRD). **(K3)**

12. a) Discover the purpose of training and development.? **(K3)**

**(OR)**

b) Assess the principles of effective training programs? **(K3)**

13. a) Describe the objectives of performance appraisal? **(K3)**

**(OR)**

b) Examine the balanced scorecard system as a performance appraisal tool. **(K3)**

14. a) Sketch the objectives of career planning. **(K3)**

**(OR)**

b) Describe the steps involved in the career development process? **(K3)**

15. a) Examine the Total Quality Management (TQM). **(K3)**

**(OR)**

b) Find out the McKinsey's 7S Framework align with quality management systems. **(K3)**

**SECTION – C (5 X 8 = 40 MARKS)**

**ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS.**

**(Qn. No. 16 to 20 Questions for Long Answers with internal choices – 2 questions from each unit. (K4 (Or) K5)**

16. a) Analyze the compare and contrast HRM and HRD in terms of their focus and functions. **(K4)**

**(OR)**

b) Critically assess the approaches to HRD, such as training and development? **(K5)**

17. a) Analyze the different methods of training and development? **(K4)**

**(OR)**

b) Explain the competency mapping and talent development? **(K5)**

18. a) Categorize the traditional and modern methods of performance appraisal? **(K4)**

**(OR)**

b) Evaluate the role of feedback in the performance appraisal process? **(K5)**

19. a) Outline the importance of career planning and fostering employee motivation in an organization? **(K4)**

**(OR)**

b) Summarize the challenges organizations face in implementing career planning and succession planning strategies. **(K5)**

20. a) Criticize the importance of Total Productive Maintenance (TPM). **(K4)**

**(OR)**

b) Discuss the different types of ISO systems, including ISO 9001 and ISO 14001. **(K5)**