O.P.Code: 20MB9008

**R20** 

H.T.No.

## SIDDHARTH INSTITUTE OF ENGINEERING & TECHNOLOGY:: PUTTUR (AUTONOMOUS)

## MBA I Year II Semester Regular & Supplementary Examinations August-2023 **HUMAN RESOURCES MANAGEMENT**

Time: 3 Hours		Max. Marks: 60		
	SECTION – A			
	(Answer all Five Units $5 \times 10 = 50$ Marks)			
	UNIT-I		*	
1	Define HRM & Explain the Nature and scope of HRM.	CO1	L2	10M
-	OR	001		101.1
2	a Define policies? Explain the types of human resource policies	CO1	L1	5M
_	<b>b</b> Describe the different Strategies of HRM in Detail.	CO1	L2	5M
	UNIT-II			
3	List out the steps in recruitment and selection.	CO2	L1	10M
3	OR	CO2		101/1
4	Explain the different methods of performance appraisal with suitable	CO2	<b>L2</b>	10M
•	examples.	002		101/1
	UNIT-III			
5	a Identify the techniques of training in detail	CO3	L3	5M
3	<b>b</b> How do you calculate Employee Compensation?	CO3	L1	5M
	OR	COS	LI	3111
6	a Elaborate the concept of career planning and development?	<b>CO3</b>	L6	5M
U	b Discuss the monetary and non-monetary benefits in detail	CO3	L6	5M
	UNIT-IV	COS	Lo	JIVI
_		004	T 4	<i>=</i> 7. <i>K</i>
7	a Examine the importance of work life balance with suitable examples.	CO4	L4	5M
	b Explain the principles of total quality management.	CO4	<b>L2</b>	5M
0	OR	CO4	т 1	101/
8	Write short notes on:	CO4	L1	10M
	(i) Total quality management. (ii) Employer Branding			
	UNIT-V	GO.		403.5
9	Delineate the procedure of Grievances handling	CO5	<b>L2</b>	10M
4.0	OR	00=	¥ .	403.5
10	Discuss the Salient features of Industrial Disputes Acts 1947.	CO5	<b>L6</b>	10M
	SECTION – B			
	(Compulsory Question)			

 $1 \times 10 = 10 \text{ Marks}$ Megan and David are part of the same design team at Company XYZ. Lately, there has been a

noticeable tension between the two, affecting team dynamics and project collaboration. Megan feels that David takes credit for her ideas and doesn't acknowledge her contributions during team meetings. On the other hand, David believes that Megan is not receptive to feedback and dismisses his suggestions outright. Their unresolved conflicts have started to impact team morale and overall productivity.

### **Questions:**

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- i) As an HR manager, how would you approach Megan and David to address their conflicts effectively? Outline the steps you would take to mediate the situation.
- ii) What are the potential underlying causes of conflict between Megan and David? How can understanding these causes help in finding a resolution?
- iii) If the conflict between Megan and David persists despite HR intervention, what further actions could be taken to resolve the situation, and what implications might it have on their employment?

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