



CBCS SCHEME

MBA201

Second Semester MBA Degree Examination, June/July 2026 Human Resource Management

Time: 3 hrs.

Max. Marks: 100

- Note: 1. Answer any FOUR full questions from Q.No.1 to Q.No.7.
2. Question No. 8 is compulsory.
3. M : Marks , L: Bloom's level , C: Course outcomes.*

			M	L	C
Q.1	a.	Define Human Resources Management?	3	L2	CO2
	b.	Mention different principles of HRM?	7	L2	CO2
	c.	Explain the Warwick model of HRM?	10	L1	CO1
Q.2	a.	What is Human resource planning?	3	L2	CO2
	b.	Explain the HR planning process?	7	L2	CO2
	c.	What are the internal and external factors affecting HR planning.	10	L4	CO4
Q.3	a.	Define Job description?	3	L2	CO2
	b.	Explain the factors involved in the evaluation of recruitment process?	7	L2	CO2
	c.	Explain the steps of recruitment process in HRM?	10	L1	CO1
Q.4	a.	What do you mean by Recruitment Strategy?	3	L4	CO4
	b.	Explain the different types of selection tests?	7	L4	CO4
	c.	What is the need of training and development in an organization?	10	L3	CO3
Q.5	a.	Explain any two techniques of training need analysis?	3	L2	CO2
	b.	What are the objectives of performance management in an organization?	7	L2	CO2
	c.	Mention the different problems faces in performance management system?	10	L3	CO3
Q.6	a.	What do you mean by decent workplace?	3	L2	CO2
	b.	Mention different types of performance rating systems in HRM?	7	L2	CO2
	c.	Explain Marxist and Pluralist approaches to industrial relations?	10	L4	CO4

Q.7	a.	Define Service Quality in HRM?	3	L2	CO2
	b.	What are the implications of HRM in service sector?	7	L2	CO2
	c.	What are the future trends in HRM?	10	L5	CO5
Q.8	Compulsory Questions : Case Study SmartTech Pvt. Ltd., a rapidly growing IT services company in Bangalore, had secured multiple new international projects. To meet increasing demands, the HR department initiated a recruitment drive to hire 30 software developers within 45 days. The HR team advertised the vacancies on job portals, LinkedIn, and through campus placements. Over 500 applications were received. The recruitment process involved resume screening, a technical test, HR interviews, and final selection by the project manager. Despite the high number of applicants, many were either under qualified or did not meet the job specifications. The HR team faced challenges in filtering the right candidates within the timeline. To improve effectiveness, they also hired a recruitment agency to speed up the process. Eventually, SmartTech successfully hired 28 developers, who joined within the required time frame. Post-hiring analysis showed that the use of external agencies and structured interviews significantly improved the selection process.				
	a.	Define Recruitment and explain how SmartTech conducted its recruitment process?	5	L3	CO3
	b.	What selection methods were used by SmartTech and how did they contribute to hiring the right candidates?	5	L3	CO3
	c.	What were the main challenges faced by the HR team at SmartTech during the recruitment process?	5	L3	CO3
	d.	Suggest two ways SmartTech can further improve its recruitment and selection process?	5	L3	CO3
