



K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

Rollno.....

End Semester Examination, December 2024
Program – M.A. III Semester
Psychological Concern in Human Resource Management (SHPS703A)

Time: 2.5 hrs.

Max Marks: **50**

Note: *All Questions are compulsory. Marks are indicated against each question.*

PART-A

Q.1 Attempt any 5 questions

- | | |
|--|-----------------------|
| (a) Define the role of HR in improving organizational performance. | [CO-1] [L-1] 2 |
| (b) List the primary responsibilities of the HR department. | [CO-1] [L-1] 2 |
| (c) Explain two key skills required for effective human resource management. | [CO-1] [L-2] 2 |
| (d) Describe the impact of technological advancements on HRM. | [CO-2] [L-2] 2 |
| (e) What is ergonomics in job design, and why is it important? | [CO-3] [L-1] 2 |
| (f) Briefly discuss the concept of career stages. | [CO-3] [L-1] 2 |
| (g) Define collective bargaining and its significance in labor relations. | [CO-4] [L-1] 2 |

2x5

PART-B

- Q.2** Analyze how high-performance work systems influence employee satisfaction and productivity. [CO-3] [L-4] **10**

OR

Evaluate the role of ethical practices in HR management.

[CO-3] [L-4] **10**

- Q.3 Discuss how efficient job design and workflow management contribute to organizational success. [CO-2] [L-2] **10**

OR

Explain the role of performance management in improving employee effectiveness. [CO-2] [L-2] **10**

- Q.4 Analyze the role of career mentoring programs in supporting employee growth. [CO-5] [L-4] **10**

OR

Discuss competency mapping and its value to both employees and the organization. [CO- 5] [L-4] **10**

- Q.5 Describe the process of collective bargaining and its role in managing labor relations. [CO-5] [L-3] **10**

OR

Evaluate negotiation skills as essential for resolving workplace conflicts. [CO- 5] [L-5] **10**