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Total No. of Pages : 02

Total No. of Questions : 16

**B.Tech. (Ind. Engg. & Mgt. (TQM) (Sem.-5)**  
**HRM & ORGANISATIONAL BEHAVIOUR**  
Subject Code : IEM-504  
M.Code : 70995

Time : 3 Hrs.

Max. Marks : 40

**INSTRUCTIONS TO CANDIDATES :**

1. Attempt All EIGHT Questions from SECTION-A carrying TWO marks each.
2. Attempt any SIX questions out of EIGHT from SECTION-B carrying FOUR marks each.

**SECTION-A**

- 1) Define OB. Explain the goals of OB.
- 2) Define learning. Explain its implications on performance and satisfaction.
- 3) Differentiate between functional and dysfunctional conflict.
- 4) What is the purpose of Job analysis? Write down the steps involved in job analysis.
- 5) Elaborate succession planning.
- 6) What are different types of incentive plans?
- 7) What is GFTP? What is its importance?
- 8) What HR challenges come in the way of business owner while doing international business?

**SECTION-B**

- 9) How can OB helps HR managers in facing international challenge of behavior across cultures?
- 10) Write short notes on :
  - a) Types of attitudes
  - b) Emotional intelligence and 6 universal emotions.

- 11) Explain concepts of Roles, norms, cohesiveness, size, composition and status in the context of group dynamics.
- 12) Explain different factors responsible for HR demand and supply forecasting.
- 13) Write short notes on :
  - a) Programmed learning
  - b) Training via internet
  - c) Action learning
- 14) Write short notes on :
  - a) Broad banding.
  - b) Pay secrecy.
  - c) Inflation and salary compression.
- 15) Enlist grounds for dismissal and elaborate Dismissal procedure.
- 16) What are the issues in selecting and training of a expatriate manager?

**NOTE : Disclosure of Identity by writing Mobile No. or Marking of passing request on any paper of Answer Sheet will lead to UMC against the Student.**