

9. -----has a psychological attribute that shapes human behaviour. CO5K5
a. Trainer b. Attitude c. Planner d. Organizer

10. -----is the desire to act in service of a goal. CO5K5
a. Motivation b. Strategy c. Resource d. Management

Part B

5 x 6 = 30

Answer ALL questions

Each answer should not exceed 400 words or two pages

11.a. Describe the role of HRM in Strategy formulation. CO1K1
(or)

11.b. Point out the scope of Strategic human resource management. CO1K1

12.a. Describe the role of human resources in strategy formulation. CO2K2
(or)

12.b. List out the kinds of personality. CO2K2

13.a. Point out the advantages of employee incentive schemes. CO3K3

(or)
13.b. State the features of staffing. CO3K3

14.a. Point out the Process of performance appraisal. CO4K4

(or)
14.b. What are the stages of career planning? CO4K4

15.a. List out the Types of attitude. CO5K5

(or)
15.b. Describe the merits of motivation. CO5K5

Part C

5 x 12 = 60

Answer ALL questions

Each answer should not exceed 800 words or four pages

16.a. Explain the Characteristics of Strategic human resource management. CO1K1
(or)

16.b. Distinguish between personnel management and Human Resource management. CO1K1

17.a. Explain the concept of Human Capital. CO2K3
(or)

17.b. Enumerate the barriers to strategic Human Resource. CO2K3

18.a. Discuss the characteristics of high performing teams. CO4K2
(or)

18.b. List out the fringe benefits for employees. CO4K2

19.a. Elucidate the techniques of performance appraisal. CO3K3
(or)

19.b. Discuss the methods of training. CO3K3

20. Case Study: (Compulsory question)

CO5K5

Problems of Motivation among Subordinates

The given case study illustrates how highly enthusiastic employees can lose motivation under management that does not praise creativity. Rohit, after joining Apex Computers found himself in a situation where his boss Aparna does not show any interest in the opinions of her subordinates. Initially, Rohit was working for Suresh, who would reward every attempt and innovative solution. He would also allow mistakes to occur without severe punishment. In the end, Rohit loses all of his motivation due to the lack of self-expression.

The case study demonstrates a motivation loss of Rohit who used to be highly enthusiastic and energetic. The absence of positive reinforcement led to his discouragement and decreased performance. Suresh was highly positive in terms of letting the subordinates come up with their ideas and solutions for the problems. Although both Suresh and Aparna were completely disengaged from their employees' activities, they possessed different attitudes towards giving feedback. Suresh gave constant input in terms of appraisals and recognition, whereas Aparna was simply disinterested in her subordinates. She did not provide them a creative playground, but only correct answers to the issues.

In the process of using intangible incentives, it is necessary to use, first of all, recognition of the merits of employees. It stimulates everyone and always aids the management when no resources are available for material rewards. Therefore, companies, such as Zen, often have the practice of awarding the best workers of labor. However, it must be remembered that this practice should apply to all levels, and the excellent work of a department employee should not go unnoticed. Another approach that effectively motivates employees is the introduction of a floating ward-to-office schedule to and from the office or flexible working hours. In addition, advanced training courses can develop personal and business skills and strengthen motivation. This is made to directly satisfy Maslow's self-actualization need, which is located at the top of the pyramid of necessities.

Furthermore, people with the need for self-development, such as Rohit, must be prepared in advance for taking managerial positions. The requirement for success is satisfied by the process of bringing work to a fulfilling conclusion. Such people risk moderately, like to take personal responsibility for finding a solution to a problem. Therefore, it is necessary to motivate these people by giving them tasks with a moderate degree of risk or the possibility of failure. The bosses can also delegate to them sufficient powers, and encourage them regularly and specifically by the results achieved.

- i. Discuss the Team motivation and environment play an essential role in determining the overall team effectiveness.
