

M.S.W DEGREE EXAMINATION APRIL 2018
MASTER OF SOCIAL WORK
II YEAR - IV SEMESTER
Major Paper IX-CONTEMPORARY TRENDS AND
PRACTICES IN HRM

Time : 3 Hours

Max.marks :75

Section A ($10 \times 2 = 20marks$)

Answer any **TEN** questions

1. Define Quality.
2. List out the 5S.
3. Expand: a. JIT b. BPR
4. Why is Documentation considered important?
5. Mention any two advantages of ISO 14000.
6. What is Knowledge Management?
7. Differentiate BPO from KPO.
8. What is Ergonomics?
9. Define International Human Resource Management.
10. List out any two cultural issues in Global Performance Management.
11. Distinguish between Interview and Group Discussion.
12. Mention any two advantages of Leadership exercises.

Section B ($5 \times 5 = 25marks$)

Answer any **FIVE** questions

13. Write a short note on Quality Control.
14. Discuss the features of Bench Marking.
15. Enumerate the Benefits of ISO 9000.

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16. Bring out the need for Quality System.
17. Distinguish between B2B and B2C.
18. Compare the Approaches to International Compensation.
19. Describe any one Management Game.

Section C ($3 \times 10 = 30marks$)

Answer any **THREE** questions

20. Elucidate on any four Tools and Techniques of TQM.
21. Present any two Case Studies of TQM in Indian Industries.
22. Discuss the significance of Emotional Intelligence in Human Resource Management.
23. Do you think Global HRM has given a new dimension to the Management of Human Resources? Give your perspective with suitable examples.
24. Chalk out a Skill Development Programme for a group of Junior Level HR executives.