

R2684

Sub. Code

24MHR2C1

M.A. DEGREE EXAMINATION, APRIL – 2025.

Second Semester

Human Resource Development

INDUSTRIAL RELATIONS

(CBCS – 2024 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following questions type questions by choosing the correct option.

1. What is a “lay off” in industrial terms? (CO1, K2)
 - (a) Temporary removal of employees due to lack of work
 - (b) Permanent dismissal of workers
 - (c) Types of promotion
 - (d) Recruitment of additional staff
2. Under the industrial disputes Act of 1947, what is the primary method for dispute resolution? (CO1, K2)
 - (a) Conciliation
 - (b) Litigation
 - (c) Conflict
 - (d) Ignorance
3. What was the primary purpose of the early trade unions? (CO2, K2)
 - (a) To protect worker’s right and improve working conditions
 - (b) To create political instability
 - (c) To promote employer profits
 - (d) To prevent industrial growth

4. When was the Indian trade union Act enacted? (CO2, K2)
- (a) 1926 (b) 1947
(c) 1919 (d) 1950
5. Which of the following is not a type of collective bargaining? (CO3, K3)
- (a) Distributive bargaining
(b) Integrative bargaining
(c) Confrontational bargaining
(d) Productivity bargaining
6. What is the primary purpose of a “Golden Handshake”? (CO3, K3)
- (a) To provide a financial incentive for voluntary retirement
(b) To enforce mandatory lay offs
(c) To eliminate trade unions
(d) To negotiate lower wage
7. What is the “Hot stove rule” in maintaining discipline? (CO4, K2)
- (a) Discipline should be immediate, consistent and impersonal
(b) Discipline should be delayed and lenient
(c) Discipline should be harsh and punitive
(d) Discipline should involved favoritism

8. What is the industrial establishment (standing orders) Act, 1946 primarily concerned with? (CO4, K2)
- (a) Defining rules of employment and work place discipline
 - (b) Promoting strikes
 - (c) Creating grievance committees
 - (d) Eliminating employee benefits
9. What is the significance of employee directors of the board of nationalized bank in India? (CO5, K5)
- (a) To represent worker interests in management decisions
 - (b) To increase employer dominance
 - (c) To decrease worker participation
 - (d) To manage customer grievances
10. What is the primary suggestion for improving quality circles (QC) in India? (CO5, K5)
- (a) Encouraging greater worker participation
 - (b) Eliminating training programs
 - (c) Avoiding team collaboration
 - (d) Reducing worker communication

Part B

(5 × 5 = 25)

Answer **all** questions not more than 500 words each.

11. (a) Explain how economic factors and poor communications contribute to industrial disputes. (CO1, K2)

Or

- (b) Discuss the impact of technology on the role of present-day industrial workers. (CO1, K2)

12. (a) Explain the history and growth of trade unions, their roles, purpose, function in economic development. (CO2, K2)

Or

- (b) What are the key pitfalls of the Indian trade union Act, 1926 and suggest improvements to address them? (CO2, K2)
13. (a) Analyze the impact of globalization on collective bargaining practices in India. (CO3, K3)

Or

- (b) Discuss the various stages of collective bargaining in India and suggest way to improve its effectiveness. (CO3, K3)
14. (a) Explain the legal framework provided by the industrial establishment (standing orders) Act 1946 for addressing employee grievance. (CO4, K2)

Or

- (b) Define the term “grievance” in the context of industrial relations. Why its essential for organisation to address grievances promptly? (CO4, K2)
15. (a) What is the concept of works committees in India? Discuss their role and significance in prompting industrial harmony and resolving disputes. (CO5, K5)

Or

- (b) Explain the benefits of quality circles in an organization. (CO5, K5)

Part C

(5 × 8 = 40)

Answer **all** questions not more than 1,000 words each.

16. (a) How would you understand the industrial relations (IR) and its key components. (CO1, K2)

Or

- (b) Narrate your understanding about how the industrial dispute Act 1947 protects the right of workers. (CO1, K2)
17. (a) Discuss the key function of trade unions in protecting worker's right. (CO2, K2)

Or

- (b) Explain the objectives and scope of the Indian trade union Act 1926. (CO2, K2)
18. (a) Apply the concept of collective bargaining to resolve a wage dispute between employees and management. (CO3, K3)

Or

- (b) Apply the challenges faced during the implementation of collective bargaining agreement in India. (CO3, K3)
19. (a) Evaluate the impact of adhering to natural justice principles on employee trust and organizational reputation. (CO4, K2)

Or

- (b) Create guidelines for managers to ensure natural justice is upheld during grievance handling. (CO4, K2)

20. (a) Evaluate the effectiveness of the voluntary scheme for worker participations and impact of quality circles in enhancing work place productivity and employee engagement. (CO5, K5)

Or

- (b) Explain the concept of joint management councils (JMCs) in India. How do they facilitate better communication and cooperation between management and workers. (CO5, K5)
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R2685

Sub. Code

24MHR2C2

M.A. DEGREE EXAMINATION, APRIL 2025.

Second Semester

Human Resource Development

**ENVIRONMENTAL MANAGEMENT AND
SUSTAINABLE DEVELOPMENT**

(CBCS – 2024 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions by choosing the correct answer.

1. What is the lithosphere composed of? (CO1, K2)
 - (a) Only soil
 - (b) Earth's crust and upper most mantle
 - (c) Only the Earth's core
 - (d) The entire Earth's surface

2. Which of the following is an abiotic factor in an ecosystem? (CO1, K2)
 - (a) Bacteria
 - (b) Fungi
 - (c) Temperature
 - (d) Animals

3. Which International agreement aims to reduce global warming? (CO2, K2)
- (a) Kyoto protocol
 - (b) Montreal protocol
 - (c) Paris agreement
 - (d) Rio summit
4. Which of the following is a conventional source of energy? (CO2, K2)
- (a) Solar energy
 - (b) Wind energy
 - (c) Coal
 - (d) Tidal energy
5. Industrial pollution leads to which major Environmental issue? (CO3, K3)
- (a) Increased oxygen levels
 - (b) Global warming
 - (c) Reduction in industrial growth
 - (d) Increase in wildlife population
6. What is the primary goal of waste management? (CO3, K3)
- (a) To increase waste production
 - (b) To dispose of waste improperly
 - (c) To reduce reuse and recycle waste
 - (d) To burn all waste materials

7. Which organization introduced the Sustainable Development Goals(SPGs)? (CO4, K2)
- (a) World Health Organization (WHO)
 - (b) United Nations (UN)
 - (c) World Bank
 - (d) International Monetary Fund (INF)
8. What is green marketing? (CO4, K2)
- (a) Selling environmentally friendly products and services
 - (b) Advertising only on green-colored billboards
 - (c) Marketing strategies used only by large corporations
 - (d) A way to increase product prices
9. ISO 14000 standards are primarily focused on (CO5, K5)
- (a) Work place safety
 - (b) Environmental management and sustainability
 - (c) Product design and innovation
 - (d) Customer satisfaction
10. What is the primary goal of an Environmental Management System (EMS)? (CO5, K5)
- (a) Maximizing the use of natural resources
 - (b) Reducing Environmental impact and ensuring compliance with regulations
 - (c) Increasing production without environmental considerations
 - (d) Ignoring environmental laws

Part B

(5 × 5 = 25)

Answer **all** questions not more than 500 words each.

11. (a) Summarise about biodiversity and why is it important, mention its principles? (CO1, K2)

Or

- (b) Discuss the major biotic and abiotic factors in an ecosystem. (CO1, K2)

12. (a) Outline the major causes of natural resources depletion? (CO2, K2)

Or

- (b) Outline how does energy management contribute to sustainable development. (CO2, K2)

13. (a) Discuss the industrial pollution, mention its types and impacts. (CO3, K3)

Or

- (b) Summarise the waste management and why is it important? (CO3, K3)

14. (a) Summarise the key principle of sustainable development. (CO4, K2)

Or

- (b) Outline how Governments encourage business to adopt green funding initiatives. (CO4, K2)

15. (a) Outline on how international organizations promote Environment management initiatives. (CO5, K5)

Or

- (b) Discuss about the importance of Environmental Management System for organizations and industries. (CO5, K5)

Part C (5 × 8 = 40)

Answer **all** questions not more than 1,000 words each.

16. (a) Outline the major threats to biodiversity in India. (CO1, K2)

Or

- (b) Elaborate about an ecological niche and why is it important. (CO1, K2)

17. (a) Discuss on the importance of energy audits for business and institutions. (CO2, K2)

Or

- (b) Elaborate global warming and how is it affects climate change. (CO2, K2)

18. (a) Discuss the primary industrial activities that significantly affect the Environment. (CO3, K3)

Or

- (b) Outline the role of industrial activities in accelerating environmental degradation. (CO3, K3)

19. (a) Outline about green marketing and how does it differ from traditional marketing approaches?
(CO4, K2)

Or

- (b) Discuss green funding and how is it defined in the context of sustainable development. (CO4, K3)
20. (a) Elaborate on green funding contribution to reducing greenhouse gas emissions and supporting the transition to a low-carbon economy. (CO5, K5)

Or

- (b) Discuss on how Environmental legislation evolved over time at national and International levels.
(CO5, K5)

R2686

Sub. Code
24MHR2C3

M.A. DEGREE EXAMINATION, APRIL – 2025

Second Semester

Human Resource Development

TOTAL QUALITY MANAGEMENT

(CBCS – 2024 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions by choosing the correct option.

1. Who is known as the father of TQM? (CO1, K2)
(a) Edward Deming (b) Joseph Juran
(c) Philip Crosby (d) Kaoru Ishikawa
2. Which of the following is a dimension of “Product Quality”? (CO1, K2)
(a) Probability (b) Machinability
(c) Durability (d) Adjustability
3. How do Quality Leaders interact with people rather than directing and supervising them? (CO2, K2)
(a) Scold (b) Train and coach
(c) Fire (d) Threaten

4. Which of the false regarding Quality leaders reviewing organizational performance? (CO2, K2)
- (a) They review organizational performance and also their own performance
 - (b) They don't review as they hate it
 - (c) They don't review as they don't have time for it
 - (d) They review organizational performance but not their own performance
5. Which 'Pillar of TQM' recognizes that product Quality is a result of process Quality? (CO3, K3)
- (a) Customer Focus
 - (b) Process Management
 - (c) Employee Management
 - (d) Continuous Management
6. _____ are used in Six Sigma. (CO3, K3)
- (a) Black belt
 - (b) Green belt
 - (c) Both blacks and green belt
 - (d) None of the above
7. Quality circles works bet if employees are initially trained in _____ (CO4, K2)
- (a) Group Dynamics
 - (b) Motivation principles
 - (c) Communications
 - (d) All of the there

8. Which team provides the overall directions for achieving a total Quality culture? (CO4, K2)
- (a) Quality Commissioner
 - (b) Quality chancellor
 - (c) Quality Management
 - (d) Quality council
9. 'Quality is designed by the customer' is _____ (CO5, K5)
- (a) An unrealistic definition of Quality
 - (b) A user - based definition of Quality
 - (c) A manufacturing based definition of Quality
 - (d) A product based definition of Quality
10. Which of the following standard in the ISO 9000 family to which, organizations can certify? (CO5, K5)
- (a) ISO 15000 (b) ISO 9001
 - (c) ISO 14000 (d) ISO 10000

Part B (5 × 5 = 25)

Answer **all** questions not more than 500 words each.

11. (a) Name the Quality Gurus and brief about their contributions. (CO1, K2)

Or

- (b) Identify the factors responsible for Quality as per TQM Principles. (CO1, K2)

12. (a) Discuss the factors that influence customer satisfaction. (CO2, K2)

Or

- (b) Explain the importance of Leadership in TQM. (CO2, K2)

13. (a) Brief about the New Management Tools with diagram. (CO3, K3)

Or

- (b) Deliberate the benefits of benchmarking in the Quality improvement. (CO3, K3)

14. (a) Explain the Total productive maintenance for overall TQM. (CO4, K2)

Or

- (b) Brief about Quality function Deployment. (QFD). (CO4, K2)

15. (a) Explain the objectives of Environmental Management Systems. (CO5, K5)

Or

- (b) Brief about the Quality Initiatives in Organizations. (CO5, K5)

Part C

(5 × 8 = 40)

Answer **all** questions not more than 1000 words each.

16. (a) Explain the basic concepts of TQM and Outline its fundamental elements. (CO1, K2)

Or

- (b) Describe various dimensions of Product and services Quality in any two products of your own selections. (CO1, K2)

17. (a) Explain about the cost of Quality, Quality Awards and the benefits of receiving a Quality award for an organizations. (CO2, K2)

Or

- (b) Explain the key factors in continuous process Improvement and supplier partnership in TQM. (CO2, K2)

18. (a) Elaborate the Tools of TQM. (CO3, K3)

Or

- (b) What is Six Sigma. Explain their concepts and steps with suitable examples. (CO3, K3)

19. (a) List tout the key principles of Taguchu's Quality loss function. (CO4, K2)

Or

- (b) Elaborate the Techniques of Quality circles and explain why Quality circles are important in TQM. (CO4, K2)

20. (a) Explain elaborately the Quality Awards ISO 9000, 140000 certificates with suitable diagrammes.
(CO5, K5)

Or

- (b) Discuss the Quality Management system in India and update the recent trends and the related initiative by the Government and private sectors.
(CO5, K5)
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R2687

Sub. Code

24MHR2E1

M.A. DEGREE EXAMINATION, APRIL – 2025

Second Semester

Human Resource Development

Elective: YOUTH DEVELOPMENT

(CBCS – 2024 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective questions
by choosing answer.

1. Which of the following is not a common problem faced by youth in India? (CO1, K3)
 - (a) Unemployment
 - (b) Alienation
 - (c) Excessive opportunities for employment
 - (d) Drug addiction
2. Which of the following is a major cause of generation conflicts among youth (CO1, K3)
 - (a) Rapid social changes
 - (b) Lack of education
 - (c) Overpopulation
 - (d) Natural disaster

3. What is the primary way youth can promote social harmony? (CO2, K4)
- (a) Unity (b) Isolation
(c) Conflict (d) Neglect
4. What is an effect of rapid social changes in India on youth? (CO2, K4)
- (a) Exposure (b) Stability
(c) Ignorance (d) Uniformity
5. Which is a core element of model Gram Panchayats? (CO3, K3)
- (a) Exclusion (b) Participation
(c) Control (d) Urbanization
6. What is the primary focus of citizens' action research? (CO3, K3)
- (a) Data (b) Isolation
(c) Exclusion (d) Politics
7. What is the primary focus of Nehru Yuva Kendra Sangathan (NYKS)? (CO4, K2)
- (a) Education (b) Youth
(c) Sports (d) Politics
8. The National Service Volunteers Scheme is primarily aimed at? (CO4, K2)
- (a) Development (b) Advocacy
(c) Employment (d) Entertainment

9. What is the primary goal of self employment measures for youth? (CO5, K4)
- (a) Independence (b) Dependence
(c) Wealth (d) Isolation
10. What is the primary objective of youth counseling? (CO5, K4)
- (a) Guidance (b) Criticism
(c) Control (d) Avoidance

Part B (5 × 5 = 25)

Answer **all** the questions not more than 500 words each.

11. (a) Define the concept of youth development. (CO1, K3)
- Or
- (b) How do unemployment, alienation, drug addiction and crime collectively impact the lives and future prospects of today's youth? (CO1, K3)
12. (a) Evaluate the role of youth in family, Community and society. (CO2, K4)

Or

- (b) Analyze the expectation upon the youth in the nation building. (CO1, K4)

13. (a) Apply the principles of participatory governance and decentralized planning to empower youth in India. (CO3, K3)

Or

- (b) Briefly explain the development process of model gram panchayats and action research. (CO3, K3)

14. (a) Discuss the functions of Nehru Yuva Kendra Sangathan and National Service Volunteers Scheme in India. (CO4, K3)

Or

- (b) How do Self Help Groups (SHGs) empower youth and what role do they play in improving the lives of the Youth population? (CO4, K3)

15. (a) Analyze the role of Youth Welfare initiatives in promoting Youth rights and their political participation. (CO5, K4)

Or

- (b) How do counseling and vocational guidance contribute to empowering Youth? (CO5, K4)

Part C (5 × 8 = 40)

Answer **all** the questions not more than 1000 words each.

16. (a) Analyze the scheme for Youth welfare, leadership training, skill development programme for enhancing youth rights, health and political participation. (CO1, K3)

Or

- (b) Evaluate how advancements in technology are influencing youth empowerment and opportunities. (CO1, K3)

17. (a) Analyze the impact of youth participation in national programs like Swachh Bharat, Digital India and Skill India on promoting unity and development. (CO2, K2)

Or

- (b) Evaluate the role of youth in achieving Sustainable Development Goals (SDGS) and their responsibility in shaping India's future. (CO2, K2)
18. (a) Discuss the status of Youth in National and International scenario by highlighting the importance, progress and outcomes of youth development initiatives. (CO3, K3)

Or

- (b) Discuss the role of education and awareness programs in promoting national unity and social harmony among youth. (CO3, K3)
19. (a) How can you understand the importance of volunteerism in the National Service Volunteers Scheme (NSVS). How does it foster a sense of responsibility and leadership among youth. (CO4, K2)

Or

- (b) Illustrate the significance of integrating Self-Help-Groups (SHGs) into national youth programmes. Explain the potential benefits for rural youth from this integration. (CO4, K2)

20. (a) Analyze the potential of youth participation in politics. How their involvement brings transformative changes in governance and policy making. (CO5, K4)

Or

- (b) Analyze the Rights and Responsibilities of Youth in India. How do these rights empower young people to actively participate in decision-making processes at local and national levels? (CO5, K4)
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R2688

Sub. Code
24MHR2E3

M.A. DEGREE EXAMINATION, APRIL 2025.

Second Semester

Human Resource Development

Elective – ORGANIZATIONAL DEVELOPMENT

(CBCS – 2024 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions by choosing the correct option.

1. Which of the following is NOT considered a foundation of Organization Development(OD)? (CO1, K2)
 - (a) Behavioral science
 - (b) Systems theory
 - (c) Financial engineering
 - (d) Action research
2. Which of the following is the primary role of OD practitioner? (CO1, K2)
 - (a) To ensure the company makes a profit
 - (b) To act as facilitators of change and help guide the organization through the OD process
 - (c) To oversee financial reporting and audits
 - (d) To enforce traditional corporate policies and structures

3. Which of the following is a technique commonly used in organizational diagnosis to collect data from employees?
(CO2, K2)
- (a) Focus groups (b) Questionnaires
(c) Task forces (d) Market research
4. Which method of organizational diagnosis involves face-to-face conversations to gather detailed insights?
(CO2, K2)
- (a) Questionnaires (b) Workshops
(c) Interviews (d) Surveys
5. In Kurt Lewin's model of change, which stage involves preparing the organization for change?
(CO3, K3)
- (a) Change (b) Unfreezing
(c) Freezing (d) Stability
6. What is the implication of organizational growth for change?
(CO3, K3)
- (a) Growth reduces the need for change
(b) Growth necessitates changes in organizational processes and structures
(c) Growth leads to a stable and unchanging environment
(d) Growth always leads to market dominance
7. The relationship between a change agent and the client system is essential for which purpose?
(CO4, K2)
- (a) To impose top-down decisions
(b) To ensure collaboration and trust during the change process
(c) To manage finances effectively
(d) To monitor employee attendance

8. Which of the following is a structural intervention in OD? (CO4, K2)
- (a) Management by objectives
 - (b) Sensitivity training
 - (c) Work redesign
 - (d) Team building
9. What does the OD-HRD Interface focus on? (CO5, K5)
- (a) Organizational profit maximization
 - (b) The integration of Organizational Development and Human Resource Development
 - (c) Budgeting and financial management
 - (d) Employee recruitment strategies
10. What is a key focus of OD research? (CO5, K5)
- (a) Increasing profits
 - (b) Understanding the impact of OD interventions on organizational effectiveness
 - (c) Hiring new employees
 - (d) Improving financial strategies

Part B (5 × 5 = 25)

Answer **all** questions not more than 500 words each.

11. (a) Explain the process of organizational development. (CO1, K2)

Or

- (b) Describe how the values of participation and continuous learning can be applied within OD interventions to improve organizational effectiveness. (CO1, K2)

12. (a) Analyse the advantages and limitations of using interviews as a diagnostic tool in organizations. When would interviews be more effective than other? (CO2, K2)

Or

- (b) Explain the role of workshops in organizational diagnosis. (CO2, K2)
13. (a) Describe how organizational growth leads to a need for change in structure and processes. (CO3, K3)

Or

- (b) Explain the importance of institution building in the context of organizational change. (CO3, K3)
14. (a) Explain the concept of work redesign as a structural intervention to improve employee performance. (CO4, K2)

Or

- (b) Describe the significance of career planning as a behavioral intervention. (CO4, K2)
15. (a) Illustrate the application of OD research in practice. (CO5, K5)

Or

- (b) Describe the role of OD in global settings. Give suitable examples. (CO5, K5)

Part C

(5 × 8 = 40)

Answer **all** questions not more than 1,000 words each.

16. (a) Detail about the key stages involved in OD and how do they contribute to organizational change.
(CO1, K2)

Or

- (b) Explain the role of top management in OD. What actions can top management take to ensure the success of OD initiatives within their organization.
(CO1, K2)
17. (a) Outline the steps involved in collecting and analyzing diagnostic information in the context of organizational diagnosis. What are the key elements to ensure accuracy and reliability?
(CO2, K2)

Or

- (b) Explain the importance of gathering diverse diagnostic information from different levels of the organization. How does this help in providing a more accurate and comprehensive diagnosis?
(CO2, K2)
18. (a) Analyse the implications of organizational growth for the need for change. What factors should an organization consider when growing and adapting to new challenges?
(CO3, K3)

Or

- (b) Explain the concept of planned change in organizational development. How does planned change differ from spontaneous or reactive change in an organization.
(CO3, K3)

19. (a) Illustrate how grid organizational development can be used to assess leadership behaviour and improve team dynamics. How does it contribute to leadership development. (CO4, K2)

Or

- (b) Explain the role of quality of work life in OD interventions. How does improving QWL lead to better organizational outcomes. (CO4, K2)
20. (a) Describe the future challenges that OD practitioner may face as technology and innovation continue to evolve. How can OD adapt to meet the demands of increasingly digit and automated work Environments? (CO5, K5)

Or

- (b) Outline the impact of globalization on OD practices. How should OD practitioners modify their approaches when working with organizations that operate in multiple countries. (CO5, K5)
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