

Department of Management
Jamia Hamdard
Examination: MBA IV
Management of Internal Customers (MBA-GE-HR-10)

Time: 3hrs

Maximum Marks:75

Please read all the instructions and questions carefully

Attempt any 5. Each question carries 15 marks (5x15=75)

Q1: Your organization has many employees. Do you think creating an engaging culture is important? What kind of culture would you suggest and why?

Q2: Recently, your company observed stress among the employees due to pandemic. You are asked to counsel your employees while they are working at home. What all techniques of stress management will you suggest?

Q3: You are appointed as a HR manager of a company. You have to introduce certain Employees Assistance Programs in your company. What all you will introduce and why?

Q4: You are invited as a guest speaker in ABC Company. You are asked to speak on the topic "Employee Engagement". What all activities you will suggest to people while delivering your speech. Explain any five.

Q5: According to you what are some of the emotional competencies an individual should possess? Also, elaborate why it is important to be a high EQ individual.

Q.6. Do you think Workplace Diversity Management is important? Explain Why?

Q.7. You are the employee of ABC Company. According to you, what should your leader practice to support your growth and development?

Q.8. Do you think gender sensitization is important in workplaces? As a manager, how will you stop harassments at your workplace?