

JAMIA HAMDARD

MBA III Sem (W)

MBA-GE-HR-10

Management of Internal Customers

MM:75 Answer any five. All questions carry equal marks.

1. Henry Fayol pioneered the concept of Quality of Work Life. Discuss the evolution of QWL and its relevance in today's organizations. (15)
2. Explain the relationship between organizational culture and employee engagement. What are the different factors that create an engaging organizational organizational culture? (15)
3. Define the following terms: - (15)

Work Life Balance

Role Stressors

Enneagram Personalities

4. Discuss two important theories/models of Employee engagement. (15)
5. Diversity and inclusiveness are two sides of the same coin. Comment. Elaborate upon the challenges of diversity in a globalised world. (15)
6. What are the requirements for the Internal Complaints Committee? Explain in the light of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. (15)
7. Elucidate the four important clusters/ competencies of emotional intelligence. Explain how they can be applied for better teamwork in organizations. (15)
8. Write short notes on: - (15)

Staff Wellness Programs

Assertiveness Training

Occupational Stressors