

JAMIA HAMDARD

Management of Internal Customers

MBA-GE- HR- 10

MBA IV Sem (2017-18)

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

- 1. Discuss the relevance of employee engagement as a motivational construct. (15)**
- 2. Why is diversity management, an important strategy for the global business organisations? What are the different tools for managing diversity? (15)**
- 3. Personality has a major role to play while dealing occupational stress. Comment. (15)**
- 4. Enumerate various ways through which leadership supports the growth and wellbeing of others. How does leadership provide support in stressful situations? (15)**
- 5. Write short notes: -**
 - Work Life Balance (5)**
 - Gender Diversity (5)**
 - Non Verbal Indicators of Stress (5)**
- 6. Explain the importance of EQ in managing HR function. What are the emotional competencies? (15)**
- 7. Elucidate upon the role of ICC in the Sexual Harassment Act.**
- 8. Describe briefly: -**
 - Diversity Programs (5)**
 - Wellness Programs (5)**
 - Employee Assistance Schemes (5)**