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Department of Management
Even Semester Examination - July 2023
MBA-IV Semester
Subject Code: MBA-GE-HR-10
Subject Name: Management of Internal Customers

Roll No...

Duration: 3 Hour

Max.Marks -75

(15X5=75)

Note: Attempt any Five Questions, All questions carry equal marks

Q.1. Do you think by embracing diversity in leadership, organizations can harness the full potential of their workforce and create a more inclusive and equitable future? Comment.

Q.2. You are appointed as a strategic leader to promote growth and development of the employees. What all initiatives will you take to promote the employees' growth and development?

Q.3. Explain the following:

- a) Bereavement Programs b) Enneagram c) Role Ambiguity

Q.4. Since we all are working in hybrid environments in some or the other way. Working online and offline have its own set of stressors. As a leader, what techniques you will apply in the hybrid environments in order to reduce the stress of your employees?

Q.5. A healthy organizational culture rests on eight strong pillars which was developed by Late Prof. Uday Pareek. Explain the eight elements of organizational culture.

Q.6. Distinguish between:

- a) Highly engaged and Disengaged Employees b) Diversity and Inclusion
c) High EQ and Low EQ

Q.7. Discuss in detail Hewitt Engagement Model.

Q.8. Write short notes on:

- a) Tripartite Brain b) Daniel Goleman Competency Framework
c) Intrapersonal and Interpersonal Conflict