

DEPARTMENT OF MANAGEMENT
SCHOOL OF MANAGEMENT & BUSINESS STUDIES
JAMIA HAMDARD

Even Semester Examination (Online) June 2021
MBA [Semester IV]

Paper Name: **Management of Internal Customers**
Paper Code: **MBA-GE-HR-10**

MM: 75
Time: 03Hours

Email Id of the Examiner: drsbikhagera86@gmail.com
Email Id of the Assistant Superintendent of Exams: mba4june2021@gmail.com
Email Id of Dean: deanmanagement@jamiahamdard.ac.in

Note:

- Students have to submit the **Scanned hand written solutions** to the Examiner, Assistant Superintendent of Examination and Dean on the email ids as mentioned above.
- Students shall use **ruled white paper & blue ink** to write the solution. Each page must have a **serial number and the signature** of the student.
- An additional $\frac{1}{2}$ an hour will be given to the examinees to scan the answer sheets, convert it into single PDF and upload it on the id's given on the question papers.
- If any two copies are found to be similar then both the copies shall be cancelled. Such students will be considered/ tried for unfair means.
- The attached PDF shall be named as follows -

Full Name-Enrollment Number-Course-Semester-Subject Abbreviation (Example: Rabia Shaheen-2017-334-032-MBA-IV-QTM) and students shall also mention the same in subject line of the email & his/her answer copy also.
- Answer All Questions, each carry equal marks.

Q1: Since, we are all working in the virtual environment, it has become difficult to engage employees virtually. How do you think that employees can be engaged in such a scenario? Explain few ways in detail.

Q2: Your organization has many employees. How do you think your organization can give the opportunities of growth and development to all? Do you think that there are any challenges associated with it? Suggest few measures.

Q3: You are invited as a guest speaker in ABC University. You are asked to speak on the topic "Stress Management". What all areas you will cover while preparing for Stress Management topic and why?

Q4: Recently, your company observed lack of Emotional Intelligence (EI) among the employees. You are asked to counsel your employees to enhance their EI. How are you going to deal with it? Explain.

Q5: According to you why workforce diversity is required at workplace? If you are appointed as a leader, then what all things will you do to cope with the challenges of workplace diversity?
