

SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN
(AUTONOMOUS)

(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)
Chromepet, Chennai - 600 044.

M.S.W. - END SEMESTER EXAMINATIONS - APRIL 2025

SEMESTER - IV

22PSWCT4A09 - Contemporary Practices in HRM

Total Duration : 2 Hrs. 30 Mins.

Total Marks : 60

Section B

Answer any **SIX** questions ($6 \times 5 = 30$ Marks)

1. Explain the concept Total Quality Management.
2. Explain the new 7 Management Tools with Examples.
3. What is ISO 9000 and discuss its Benefits.
4. Differentiate BPO from KPO.
5. Trace the history of International Human Resource Management.
6. Explain the types of employees in International firm.
7. Elucidate the challenges in International firms.
8. Explain the various Approaches to International Compensation.

Section C

I - Answer any **TWO** questions ($2 \times 10 = 20$ Marks)

9. Discuss the need and steps involved in Business Process Re-engineering.
10. Explain the concept, Requirements and Benefits of ISO 14000.
11. Analyse the role of ergonomics in modern work culture and mention on its importance towards health.
12. Differentiate the DHRM from IHRM in detail with suitable examples.

II - Compulsory question ($1 \times 10 = 10$ Marks)

13. Evaluate the training and development practices in a global organizations.
