

International Islamic University Chittagong
Department of Business Administration
Final examination Spring-2022
Program: MBA Course Code: MGT-5302
Title: Organizational Behaviour and Human Resource Management

Time: 3 Hours

Marks: 40

[Answer any **FOUR** of the following questions serially. Figures in the right margin indicate full marks. All parts of the same question must be answered serially]

1. a. Explain what human resource management is and why it is important to all managers. 3
b. Briefly describe the functions of HRM. 4
c. "A changing environment today is influencing what HR managers do and how they do it"
– Interpret this statement. 3
2. a. When do organizations have to go for job analysis? What outputs do managers expect from this JA process? 4
b. Describe the main purposes and importance of job analysis in HRM. 3
c. Prepare an imaginary 'Job Advertisement' for the post of 'Lecturer in Management', DBA, IIUC. 3
3. a. Contrast orientation and socialization. Illustrate how training need is determined. 3
b. Explain why training is important. Describe the traditional training methods used in different industries in Bangladesh. 5
c. Explain how the management development program helps to improve the overall performance of managers. 2
4. a. Analyze the factors that shape ethical behavior at work. 4
b. Why it is important in our highly litigious society to manage dismissal properly? 3
c. Define discipline. "Management can take several disciplinary actions against indisciplined acts of employees" – Illustrate these actions. 3
5. a. Discuss what employers and supervisors can do to support employees' career development needs. 4
b. Can you relate performance appraisal to corporate career development initiatives? How? 3
c. What are the main issues that should be addressed in reaching promotion decisions? 3
6. a. Analyze with example how inter-country differences affect HRM. 4
b. What special training do overseas candidates need? Examine, in what ways such training is similar to and different from traditional diversity training. 3
c. As an HR manager, what program would you establish to reduce repatriation problems of returning expatriates and their families? 3