

Total No. of Questions : 5]

SEAT No. :

PF-12623

[Total No. of Pages : 2

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S.Y. M.B.A.

**SE HRM -10 : EMPLOYEE ENGAGEMENT
(2024 Pattern) (Semester - IV)**

Time : 2½ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) All questions are compulsory.
- 2) Each question has an internal option.
- 3) Each question carries 10 marks.

Q1) Solve any Five Questions (2 Marks each) :

[10]

- a) Define Employee Engagement Culture.
- b) What is Goal Coalition?
- c) State any two advantages of Employee Ownership.
- d) Define Organizational Commitment.
- e) List any two tools used to measure Employee Engagement.
- f) What is Workplace Frustration?
- g) State any two characteristics of engaged employees.
- h) Define ESOP.

Q2) Solve any Two out of the Three Questions (5 Marks each) :

[10]

- a) Explain the evolution and importance of Employee Engagement.
- b) Discuss the traits and significance of Employee Ownership.
- c) Explain the myths associated with Employee Engagement.

Q3) Solve any One Question :

[10]

- a) An organization receives poor scores on employee surveys related to recognition, belongingness and communication. Apply the concepts of Employee Engagement to improve the situation.
- b) Design an Employee Engagement Measurement Framework using suitable metrics and indicators.

P.T.O.

Q4) Solve any One question :

[10]

- a) Analyze the role of Feedback, Relationship with Leaders and Relationship with Colleagues in determining employee engagement levels.
- b) Analyze the impact of Employee Ownership on Organizational Commitment and Employee Retention with suitable examples.

Q5) Solve any One question :

[10]

- a) A multi-specialty hospital experienced increasing absenteeism, employee dissatisfaction and declining patient service quality. An internal survey revealed that employees lacked participation in decision-making, career growth opportunities and recognition for their efforts. The management plans to redesign jobs, strengthen mentoring and introduce employee recognition programs. Evaluate the effectiveness of these initiatives in improving employee engagement and organizational outcomes.
- b) Evaluate how Job Design, Role Autonomy and Organizational Citizenship Behavior contribute to Employee Engagement. Support your answer with suitable examples.