

Reg. No. \_\_\_\_\_

Name: \_\_\_\_\_

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**

SIXTH TRIMESTER MBA DEGREE EXAMINATION APRIL 2019

**HR-T6-15 HUMAN RESOURCE CONSULTING: PROFESSION AND PRACTICE**

Max. Marks: 60

Duration: 3 Hours

**Part A****Answer all questions. Each question carries 2 marks**

1. Differentiate between a Generalist and Specialist consultant
2. List out any four generic consulting purpose
3. State the meaning of Whole system discovery approach
4. Differentiate between Tacit and Explicit knowledge
5. List out any four specialty areas in consulting

(5x2 marks = 10 marks)

**Part B****Answer any 3 questions. Each question carries 10 marks**

6. Discuss the future of HR consultancy in India in this age of automation.
7. 'Knowledge transfer is key in consulting projects'. Why? Justify your answers
8. Elaborate Business Process Reengineering. Explain how BPR could be useful to consultants.
9. Discuss the importance of contracting in consultancy. What are the key elements of a contract?
10. Critically evaluate the consultant –client relationship in the consultancy process

(3x10 marks = 30 marks)

**Part C****Compulsory question, the question carries 20 marks**

11. Marcus was called by his ex-boss and asked if he could work with him and his team. Marcus joined the team and was also entrusted with the role of a consultant. They had recently re-measured employee engagement and had received the reports that the engagement score was 41% with 21% of people actively disengaged. Engagement had been in a steady decline over the past three years and had widely spread amongst various teams.

- a. Describe the process of diagnosis to discovery that Marcus would adopt in this situation

(10 marks)

- b. What approaches do you think would be appropriate for Marcus to adopt in the process of discovery and delivering results in order to enhance employee engagement ( 10 marks)