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St. Claret College

Autonomous, Bengaluru

ROLL NO:
DATE:

PG END SEMESTER EXAMINATION-FEB 2025

M.Com. FIRST SEMESTER

MCO 1624: GLOBAL TALENT MANAGEMENT

TIME: 3 hours. **MAX. MARKS: 70**

This paper contains TWO printed pages and FOUR parts

Instructions:
1. **Verify and ensure that the question paper is completely printed.**
2. **Any discrepancies or questions about the exam paper must be reported to the COE within one hour after the examination.**
3. **Students must check the course title and course code before answering the questions.**

PART-A

Answer SIX questions out of Eight. Each answer carries TWO marks. **[2x6 = 12]**

1. Define the term Talent Management.
2. What is Human Capital?
3. Give the meaning of succession planning.
4. State any four employee engagement activities.
5. What is the WIFI model of Employee engagement?
6. What is HR Analytics?
7. Give the meaning of Pink Slip.
8. What do you mean by Talent Pipeline?

PART-B

Answer any THREE questions out of FIVE. Each answer carries EIGHT marks. **[8x3=24]**

9. Briefly explain the importance of Talent Acquisition.
10. Discuss the process of improving Employee Retention.
11. Explain the HR Analytics for Talent Management processes.
12. Illustrate the life cycle of talent management.
13. Highlight the Talent Management Challenges and solutions.

PART-C

Answer any TWO questions out of THREE. Each answer carries TEN marks. [10X2=20]

14. Discuss the various steps in Strategic Talent Planning.
15. Evaluate the key metrics and KPIs in HR analytics and their significance in driving data-driven decision-making for workforce optimization.
16. Discuss how compensation and reward strategies can be designed and implemented to attract, retain, and motivate top talent while aligning with organizational goals.

PART-D

Answer the following [14X1=14]

17. The Ritz-Carlton, a luxury hotel chain known for exceptional service, faced high employee turnover, with rates over 30% in the early 2000s. This turnover, common in the demanding hospitality industry, impacted service quality and increased recruitment and training costs. To address this, the company introduced comprehensive benefits, empowered employees, and provided clear career paths. Their "Gold Standards" program aligned employees with company values, while recognition and incentives boosted engagement. As a result, turnover rates dropped below 20%, improving employee satisfaction, service quality, and solidifying Ritz-Carlton's reputation as an employer of choice.
    a. How did The Ritz-Carlton address the challenge of high employee turnover and strategies can a company implement to reduce turnover and improve employee satisfaction?

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