

CS/BBA(H)/Odd/Sem-5th/BBA-503/2015-16



**MAULANA ABUL KALAM AZAD UNIVERSITY OF TECHNOLOGY,
WEST BENGAL**

BBA-503

HUMAN RESOURCE MANAGEMENT-II

Time Allotted: 3 Hours

Full Marks: 70

*The questions are of equal value.
The figures in the margin indicate full marks.
Candidates are required to give their answers in their own words as far as practicable.
All symbols are of usual significance.*

**GROUP A
(Multiple Choice Type Questions)**

1. Answer any *ten* questions. 10×1 = 10
- (i) The unique characteristics of a learning organization is that
- (A) the members learn about each other
 - (B) it has the capacity to gather new information and use it for improvement
 - (C) it focuses on selecting new employees who love learning and are highly skilled
 - (D) employees are rewarded for submitting creative suggestions and participating in their implementation
- (ii) The best reason for presenting a training program is because
- (A) it contributes to the organization's goals and objectives
 - (B) it has been highly advertised
 - (C) competitors are using the training
 - (D) concern about federal-agency pressure

CS/BBA(H)/Odd/Sem-5th/BBA-503/2015-16

- (iii) The systems model of training contains three phases: _____, training and development; and evaluation.
- (A) preparation (B) assessment
(C) introduction (D) organizing
- (iv) The major difference between training and education is that
- (A) education refers more to acquiring specific skills
(B) education is more closely related to learning a particular job
(C) training provides more general knowledge
(D) training narrows the range of responses while education broadens the range
- (v) The best method for conducting a training needs analysis when data needs to be obtained from a large number of employees is
- (A) interviews (B) observations
(C) questionnaires (D) focus groups
- (vi) The process of selectively reinforcing a response to change the behavior of a person is associated with
- (A) behavioral modeling (B) operant conditioning
(C) education (D) learning
- (vii) Carefully preparing a training manual so that each idea effectively builds on the previous ideas illustrates which training principle?
- (A) Stimulus: meaningful organization of materials
(B) Response: practice and repetition
(C) Feedback: knowledge of results
(D) Transfer of training: sequencing the learning
- (viii) In assessing training needs, an examination of production efficiency, labor costs, turnover, and accidents would be part of which training needs analysis?
- (A) Personnel (B) Task
(C) Operations (D) Organizational

CS/BBA(H)/Odd/Sem-5th/BBA-503/2015-16

- (ix) The concept in social cognitive theory that behavior is influenced by the environment and personality, and that the environment is likewise influenced by behavior and personality, is called
- (A) dynamic homeostasis (B) reciprocal determinism
(C) reverse interactionism (D) inverse influence
- (x) Training is most effective in resolving
- (A) skill gaps (B) attitudinal problems
(C) poor motivation (D) attendance issues
- (xi) The term which describes long term training which includes a combination of both on-the-job and in-class training is
- (A) mentorship (B) computer based training
(C) vestibule training (D) apprenticeship

GROUP B
(Short Answer Type Questions)

Answer any *three* questions.

3×5 = 15

2. Examine why organizations are encouraging competency based management system.
3. Write a note on induction training.
4. What is sensitivity training?
5. What is multiskilling?
6. State the objectives of management development programme.

CS/BBA(H)/Odd/Sem-5th/BBA-503/2015-16

GROUP C
(Long Answer Type Questions)

Answer any *three* questions.

3×15 = 45

7. Explain the term mentoring. What are the functions of mentoring? Discuss the outcomes of mentoring. 4+5+6
8. Define Career planning. State the different career stages and briefly discuss about them. Briefly discuss Career Anchor. 2+9+4
9. "Sensitivity training is an experimental approach to training"- Examine the above statement emphasizing on the objectives, process, merits and demerits of sensitivity training.
10. What is training need identification? As a human resource manager what are the needs you identify as required for training? What are the factors you will consider when you create a good training policy? What are the components of training budget? 2+3+5+5
11. Write short notes on any *three* of the following: 3×5
 - (a) Human Capital
 - (b) Training Aids
 - (c) Job Rotation
 - (d) Exit Interviews
 - (e) Career Planning.