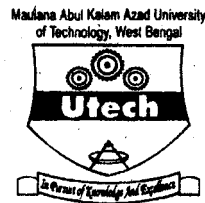


CS/BBA(H)/ODD SEM/SEM-5/BBA-503/2016-17



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

Paper Code : BBA-503

HUMAN RESOURCE MANAGEMENT-II

Time Allotted : 3 Hours

Full Marks : 70

*The figures in the margin indicate full marks.
Candidates are required to give their answers in their own
words as far as practicable.*

GROUP - A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for the following :

10 × 1 = 10

- i) Which one among the following is *not* a criterion under Kirkpatrick's model of training evaluation ?
- a) Reaction
 - b) Learning
 - c) Behaviour
 - d) Motivation.

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- ii) The objective of out-bound training is to train the employees about
- a) organizational values and procedures
 - b) leadership skills
 - c) risk taking and adventure, team development
 - d) motivation and career planning.
- iii) Which one of the following is *not* related to Personality Development Programme ?
- a) Etiquette
 - b) Body language
 - c) Communication skills
 - d) Subject knowledge.
- iv) Who among the following developed the concept of Managerial Grid ?
- a) Robert Blake & Jane Mouton
 - b) Renesis Likert
 - c) Tannenbaum & Schmidt
 - d) Kurt Lewin.

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viii) ISO 14000 series is related with which one of the following quality standards ?

- a) Quality
- b) Environment
- c) Control techniques
- d) Information security.

ix) Who proposed the concept of "the Fifth Discipline" ?

- a) Schein
- b) James Mitchell
- c) Argyris
- d) Peter Senge.

x) The process of grooming employees in the organization to key positions is termed as

- a) Career Planning
- b) Succession Planning
- c) Manpower Planning
- d) None of these.

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GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

2. What is the difference of Coaching and Mentoring ?
3. What do you know about Apprenticeship Training ?
4. What is training budget ?
5. Design a training calendar for 1 week for production workers of an organization.
6. Discuss the need for succession planning in an organization.

GROUP - C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. What is career planning ? What do you know about career anchors ? Explain in brief the various career stages of career planning process. $2 + 5 + 8$

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8. What is the objective of MDP ? What are the different types of training programs under MDP ? Explain one suitable training program for each one of the following :

- a) For developing interpersonal skills
- b) For knowledge acquisition
- c) For knowledge retention
- d) Team building. 2 + 5 + 8

9. a) Explain Managerial Grid with a diagram. What are the phases of Grid Training ? Which leadership style do you think is the most appropriate leadership style in the grid ?

- b) Prepare a 30 hours training schedule on Relationship Management for the executives of Golden Oak Hotel. 2 + 3 + 10

10. Why do we evaluate training programs ? What are the criteria and methods used for training evaluation ?

5 + 10

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11. Write short notes on any *three* of the following : 3 × 5

- a) Multi-skilling
 - b) Training practices in PSU and MNCs
 - c) Orientation Training
 - d) Competency Mapping
 - e) H R. Audit.
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