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CS/BBA (H)/SEM-5/BBA-503/2010-11 2010-11

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 any *ten* of the following :

 $10 \times 1 = 10$

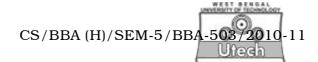
- i) Human Capital is one of the concepts of
 - a) Structural capital
- b) Intellectual capital
- c) Social capital
- d) None of these.

- ii) PAQ is a
 - a) Structure job analysis questionnaire
 - b) Unstructured job analysis questionnaire
 - c) Instrument for analyzing management job
 - d) None of these.
- iii) An interview where there are several interviewers is called as
 - a) Patterened interview b) Panel interview
 - c) Group interview d) Stress interview.

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iv)	The	assessment centre is a	L	4		
	a)	location	b)	technique		
	c)	situation	d)	company.		
v)	A s	statement describing	an	event, a situation or		
	happening in a clear way is					
	a)	Personal audit	b)	Report		
	c)	Primary research	d)	Secondary research.		
vi)	The	sequential and progr	essiv	ve path or line through		
	which one moves towards his career goal is					
	a)	Career path	b)	Career anchor		
	c)	Career development	d)	Career management.		
vii)	The third stage in the career stages is					
	a)	Exploratory	b)	Establishment		
	c)	Mid-career stages	d)	late career stage.		
viii)) is a process of stagnating in one's current					
	job.					
	a)	Decline	b)	Development		
	c)	Management	d)	Plateauing.		
ix)	is the ability to perform exceptionally well					
	and increase the stock of targeted resources.					
	a)	Effectiveness	b)	Efficiency		
	c)	Competency	d)	Capability.		
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- x) Pay refers to
 - a) The reward that employees receive as a result of their employment
 - b) All the extrinsic rewards that employees receive
 - c) Only the base wage or salary that employees receive
 - d) The actual money that employees receive in exchange for these work
 - e) none of these.
- xi) The primary purpose of a skill inventors is to
 - a) determine salary classification
 - b) make promotion and transfer decisions
 - c) consolidate information about human resources
 - d) predict human resource requirements.
- xii) The primary goal of human resource management is to
 - a) facilitate organizational performances
 - b) influence internal constituencies
 - c) eliminate non-automated operative positions
 - d) none of these.

GROUP - B

(Short Answer Type Questions)

Answer any three of the following.

 $3 \times 5 = 15$

- 2. Write a short note on mentoring. How does it differ from coaching?
- 3. What is succession planning? How does it offer from replacement planning?
- 4. Outline the steps involved in career growth.
- 5. What are exit interviews? What is its purpose?
- 6. Sensitively training is an experimental approach to training. Examine the above statement.

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GROUP - C

(Long Answer Type Questions)

Answer any three of the following.



- 7. a) What is executive development?
 - b) Why is executive development necessary?
 - c) Describe briefly the methods of executive development.

3 + 5 + 7

- 8. a) What are the types of training?
 - b) Why does a company need training?
 - c) How are in Indian PSUs training programmes conducted? 5+5+5
- 9. a) Throw some light on HR Audit process.
 - b) What is the difference between career planning and career management?
 - c) What is the scope of HR Audit?

6 + 5 + 4

- 10. a) What are the processes of counselling?
 - b) List the pay-offs and limits of career planning.
 - c) Suppose that you are going to design a training programme for newly hired first line sales managers. What training methods you will choose? Explain your answer. 4 + 3 + 8
- 11. a) Define the concept of competency mapping.
 - b) What are the different types of competencies?
 - c) Briefly explain the techniques involved in competency mapping. 2 + 5 + 8

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