



Name :

Roll No. :

Invigilator's Signature :

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 × 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
- a) location b) technique
c) situation d) company.
- v) A 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 progressive 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.



- x) Pay refers to
- The reward that employees receive as a result of their employment
 - All the extrinsic rewards that employees receive
 - Only the base wage or salary that employees receive
 - The actual money that employees receive in exchange for these work
 - none of these.
- xi) The primary purpose of a skill inventors is to
- determine salary classification
 - make promotion and transfer decisions
 - consolidate information about human resources
 - predict human resource requirements.
- xii) The primary goal of human resource management is to
- facilitate organizational performances
 - influence internal constituencies
 - eliminate non-automated operative positions
 - none of these.

GROUP – B

(Short Answer Type Questions)

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

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



GROUP – C

(Long Answer Type Questions)

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

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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