Name : ....

Roll No. : ....

Invigilator's Signature : ....

CS/BBA(H)/SEPARATE SUPPLE/SEM-5/BBA-503/2011

2011

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.

    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 & career planning.

SS-03　　　　　　　　　　　　　　　　　　　　　[Turn over

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.

v) Apprenticeship training is designed after the Apprenticeship Act, which year was the Act passed ?

    a)   1951   b)   1971

    c)   1961   d)   1941.

vi) Training Need Analysis is carried out at three levels. Which one of the following is *not* a level of Training Need Analysis ?

    a)   Person Analysis

    b)   Task Analysis

    c)   Organizational Analysis

    d)   Reaction Analysis.

vii) ISO stands for

    a)   International Organization for Standardization

    b)   Indian Standard Organization

    c)   Indian Standard for Organization

    d)   Indian Bureau of Standards.

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) Which one of the following is not a type of Transaction under concept of Transactional Analysis ?

    a)   Crossed   b)   Ulterior

    c)   Parallel   d)   Diagonal.

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.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following.   3 × 5 = 15

2. What do you know about Learning Organization ?

3. What do you know about evaluation systems ?

4. What are the various types of training programmes ?

5. Design a training calendar for 1 week for production workers of any organization.

6. What is coaching ? How does it differ from mentoring ?

7. Comment on ISO training.

GROUP – C

(**Long Answer Type Questions**)

Answer any *three* of the following.   3 × 15 = 45

8. What is career planning ? How does it differ from career management ? Explain in brief the various career management models.   2 + 3 + 10

9. What is competency mapping ? Why is it becoming important in organizations today ? Design a competency map for managerial levels of an organization   2 + 3 + 10

10. What is Workers Education ? What is the objective of Workers Education ? Discuss few workers education schemes introduced in India.   2 + 3 + 10

11. What is Managerial Grid Training ? Why do you think this type of training programme is important in an organization ? What is out-bound training ?   8 + 3 + 4

12. Short notes on any *two* of the following : $2 \times 7\frac{1}{2}$

    a) Multi-skilling

    b) Sensitivity training

    c) Personality development programme

    d) HR Audit.

═══════