Name : ....

Roll No. : ....

Invigilator's Signature : ....

CS/BBA(H)/SEP. SUPPLE/SEM-5/BBA-503/2012
2012
HUMAN RESOURCE MANAGEMENT-II

Time Allotted : 3 Hours   Full Marks : 70

The figures in the margin indicate full marks.

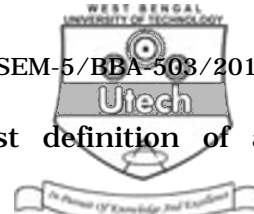*Candidates are required to give their answers in their own words
as far as practicable.*

GROUP – A
(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the following :

                                                            10 × 1 = 10

   i)   Johari-window is a

        a)   Personality development training

        b)   Sensitivity training

        c)   In-tray training

        d)   Out-bound training.

   ii) From the following which is an ISO training technique ?

        a)   TQM   b)   Case study

        c)   Role playing   d)   None of these.

SS-19   [Turn over

iii) The learning organization concept is given by
   a) Taylor   b) Senge
   c) Fayol   d) None of them.

iv) Which is not a off-the-job training technique from the following ?
   a) Role playing   b) Sensitivity training
   c) Case study   d) Coaching.

v) Coaching is a training technique of
   a) Managers   b) Supervisors
   c) Workers   d) none of them.

vi) Supervisory training is given in the
   a) entry level   b) lower level
   c) top level   d) none of these.

vii) Which of the following is not a stage in the systematic training cycle ?
   a) Evaluation
   b) Assessing training needs
   c) Planning the training
   d) Job instruction on a one to one basis.

viii) Which of the following organisations were established in 2001 to cover learning the skills development in a wide range of areas ?
   a) Training and Enterprise Councils
   b) Local Enterprise Councils
   c) Learning and Skills Council
   d) The Qualifications and Curriculum Authority.

ix) Which of the following organisations are responsible for 'the enhancement and improvement of the performance of people involved in development, management, health and safety and representation of people in the workplace' ?
   a) The Qualifications and Curriculum Authoity
   b) The Employment National Training Organisation
   c) Training and Enterprise Councils
   d) Investors in People UK.

x) Which of the following is the best definition of a learning organisation ?

    a) An organisation which facilitates the learning of all its members and continuously transforms itself.

    b) An organisation in which the managers are encouraged to develop.

    c) An organisation which facilitates the learning of all its members in order to preserve the status quo

    d) An organisation which does a lot of training on an ad hoc basis.

xi) Which of the following is not one of the four principles that underpin the Investors in People standard ?

    a) Evaluating   b) Appraising

    c) Commitment   d) Action.

xii) This training method consists of having the trainee assume the attitudes and behaviour of others, is

    a) Job rotation   b) Case study

    c) Simulation study   d) Role playing.

GROUP – B

(Short Answer Type Questions)

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

2. Explain in brief the practice of In-Company training for Managers.

3. What are the advantages of Apprenticeship training ?

4. Write a short note on Career Management.

5. Explain the concept of Mentoring.

6. Write down the role of trainer in the successful implementations of training programmes.

GROUP – C

(Long Answer Type Questions)

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

7.   a)   What is training need identification ?

    b)   What are the factors to be considered in creating a good training policy ?

    c)   How does training benefit an organization ?   3 + 5 + 7

8.   a)   What are the aims and objectives of MDP ?

    b)   Discuss the various methods of MDP.

    c)   What are the steps involved in conducting an MDP ?

                                  5 + 6 + 4

9.   a)   What is meant by sensitivity training ?

    b)   How is a sensitivity training conducted ?

    c)   What is meant by out-bound training ?   3 + 7 + 5

10.   a)   Explain the concept of HRD audit.

    b)   Throw some light on HR audit processes.

    c)   State the difference between coaching and mentoring.

                                    4 + 6 + 5

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

    a)   Role-playing

    b)   Promotion & Transfer

    c)   Management Grid

    d)   Purposes of exit interview

    e)   Objectives of induction.

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