CS/BBA(H) (SUPPLE)/SEM-5/BBA-503/09
HUMAN RESOURCE MANAGEMENT – II (SEMESTER - 5)

1. ....
   Signature of Invigilator

2. ....
   Signature of the Officer-in-Charge

Reg. No.

Roll No. of the Candidate

CS/BBA(H) (SUPPLE)/SEM-5/BBA-503/09
ENGINEERING & MANAGEMENT EXAMINATIONS, AUGUST – 2009
HUMAN RESOURCE MANAGEMENT – II (SEMESTER - 5)

Time : 3 Hours]   [Full Marks : 70

INSTRUCTIONS TO THE CANDIDATES :

1. This Booklet is a Question-cum-Answer Booklet. The Booklet consists of **32 pages**. The questions of this concerned subject commence from Page No. 3.
2. a) In **Group – A**, Questions are of Multiple Choice type. You have to write the correct choice in the box provided **against each question**.
   b) For **Groups – B** & **C** you have to answer the questions in the space provided marked 'Answer Sheet'. Questions of **Group – B** are Short answer type. Questions of **Group – C** are Long answer type. Write on both sides of the paper.
3. **Fill in your Roll No. in the box** provided as in your Admit Card before answering the questions.
4. Read the instructions given inside carefully before answering.
5. You should not forget to write the corresponding question numbers while answering.
6. Do not write your name or put any special mark in the booklet that may disclose your identity, which will render you liable to disqualification. Any candidate found copying will be subject to Disciplinary Action under the relevant rules.
7. **Use of Mobile Phone and Programmable Calculator is totally prohibited in the examination hall.**
8. You should return the booklet to the invigilator at the end of the examination and should not take any page of this booklet with you outside the examination hall, **which will lead to disqualification**.
9. Rough work, if necessary is to be done in this booklet only and cross it through.

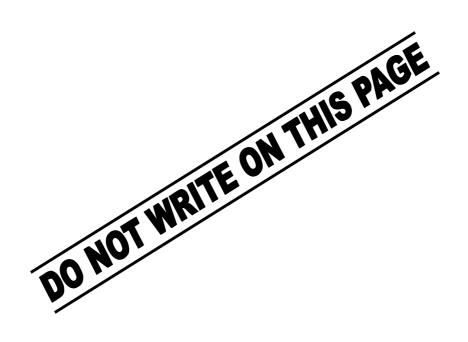### No additional sheets are to be used and no loose paper will be provided

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FOR OFFICE USE / EVALUATION ONLY
Marks Obtained

					Group – A					Group – B		Group – C		Total Marks	Examiner's Signature
Question Number															
Marks Obtained															

....
Head-Examiner/Co-Ordinator/Scrutineer

S-54042 (20/08)

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GROUP – A

(Multiple Choice Type Questions)

1.   Choose the correct alternatives for the following :   10 × 1 = 10

   i)   The first stage in career is

      a)   exploratory stage   b)   decline stage

      c)   establishment stage   d)   none of these.

   ii)   The 9, 9 Leadership style in Managerial Grid is called

      a)   impoverished management   b)   middle of the road management

      c)   team management   d)   country club manager.

   iii)   The training method to change individual behaviour is called

      a)   job instruction training   b)   grid training

      c)   role play   d)   sensitivity training.

   iv)   A meeting of people to discuss a topic of common interest is called

      a)   conflict resolution skills   b)   conference

      c)   empathetic behaviour   d)   classroom lectures.

   v)   A training budget includes cost of facility/facilities like

      a)   remuneration of trainer   b)   cost of hiring computers

      c)   rent of the training room   d)   all of these.

vi)   MDP is

    a)   Management Development Programme

    b)   Management Decision Programme

    c)   Management Design Programme

    d)   none of these.

vii)   Case study is the method of

    a)   training   b)   development

    c)   neither (a) nor (b)   d)   both (a) & (b).

viii) Exploration is a stage of

    a)   development   b)   organisational analysis

    c)   career   d)   none of these.

ix)   Development is a

    a)   short term programme   b)   long term programme

    c)   continuous programme   d)   all of these.

x)   Knowledge refers to

    a)   ideas which an indivdual possesses

    b)   fact or condition of knowing something

    c)   all of these

    d)   none of these.

GROUP – B

(Short Answer Type Questions)

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

2.   Write a note on knowledge management.

3.   Differentiate between training & development.

4.   Explain the concept of mentoring.

5.   Outline the steps involved in career stages.

6.   What is the utility of HRM audit in industry ?

GROUP – C

(Long Answer Type Questions)

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

7. What is the scope of HR audit ? Write the process of HR audit. Elucidate the different methods of HR audit.   4 + 6 + 5

8. What is competency building ? What is the relation between HRM and competency building ? What is competency mapping ? Define competitive advantage.   3 + 5 + 4 + 3

9. State the difference between mentoring and coaching. Who are the good mentors ? What is understudy ? What is the difference between case study and role playing ?   6 + 2 + 2 + 5

10. What are the different methods of evaluation of a training programme ? Explain the steps involved in it.   5 + 10

11. Write short notes on any *two* of the following : $2 \times 7\frac{1}{2}$

    a) Human capital

    b) Sensitivity training

    c) ISO training.

————

END