Name : ....

Roll No. : ....

Invigilator's Signature : ....

CS/BBA(H)/SEM-5/BBA-503/2012-13
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 :

$$10 \times 1 = 10$$

   i)   The kind of training which enables a new recruit to become productive as quickly as possible is

   a)   sensitive training   b)   supervisory training

   c)   induction training   d)   ISO training.

   ii) Identifying individuals for possible promotion for specific positions and suitable posts is called

   a)   career planning   b)   career counseling

   c)   succession planning   d)   induction.

   iii) A career consists of five stages *i.e.* exploration, ...,
        mid career, late career and ....

   a)   establishment, decline b)   plateauing, decline

   c)   stagnating, decline   d)   grounding, decline.

iv) Moving employees to various positions in the organization, to expand their skills, knowledge and abilities is

   a) job rotation
   b) job instruction training
   c) training
   d) counselling.

v) Kirkpatrick model is used for

   a) training evaluation
   b) training budget
   c) designing of training
   d) all of these.

vi) Which one of the following is not related to Personality Development Programme ?

   a) Etiquette
   b) Body language
   c) Communication skills
   d) Subject knowledge.

vii) Who among the following developed the concept of Managerial Grid ?

   a) Robert Blake & Jane Mouton
   b) Renesis Likert
   c) Tannenbaum & Schmidt
   d) Kurt Lewin.

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

   a) 1951
   b) 1971
   c) 1961
   d) 1941.

ix) 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.

x) What may be particularly necessary as part of the training process where people are working in another country ?

    a) e-learning

    b) Discovery learning

    c) Cross-cultural training

    d) Activist learning.

xi) Which of the following is the best term to describe people who guide and suggest suitable learning experiences for their proteges ?

    a) Human resource directors

    b) Line managers

    c) Coaches

    d) Mentors.

xii) Johari-window is a

    a) Personality development training

    b) in-tray training

    c) Sensitivity training

    d) Out-bound training.

GROUP – B
(Short Answer Type Questions)
Answer any *three* of the following.   3 × 5 = 15

2. What do you mean by mentoring ? How do organisations benefit by mentoring activities ?   3 + 2

3. What is competency mapping ?

4. Briefly explain the 'Role play' method as may be used in training.

5. What is the need for succession planning in a large organisation ?

6. Outline the importance of HR audit.

GROUP – C
(Long Answer Type Questions)
Answer any *three* of the following.   3 × 15 = 45

7. Explain the basic feature of the managerial grid. Under which special business situations is 1·9 and 9·1 positions suitable ?   10 + 5

8. Design a 20 hour training programme for newly appointed production engineers ; giving details about all necessary information to be given to trainees, trainers, your supervisor. Also draw up the training budget.

9. Why is it necessary to evaluate training programmes ? Discuss Kirpatick's model in the context of training evaluation.   5 + 10

10. What is the role of knowledge worker in a learning organisation ? How does a learning organisation grow in modern times ?   7 + 8

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

    a) Out bound training

    b) Sensitivity training

    c) Coaching

    d) Human capital and human asset

    e) Multiskilling.