



Name :

Roll No. :

Invigilator's Signature :

**CS/BBA (O)/SEM-6/BBAE-603D/2010
2010**

HUMAN RESOURCE DEVELOPMENT

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) HRD is

- a) a system approach
- b) same as Personnel Management
- c) only Training and Development
- d) organisation development.

ii) Transfer of learning is used in

- a) Stress Management
- b) Evaluation of Training
- c) Morale
- d) Motivation.



- iii) Vroom's theory of motivation is
 - a) Process theory
 - b) Content theory
 - c) Need hierarchy
 - d) related to Two-factor theory.
- iv) According to HRD
 - a) satisfaction leads to better performance
 - b) better performance leads to satisfaction
 - c) satisfaction and performance are not related
 - d) none of these.
- v) Paralanguage is a form of
 - a) Verbal communication
 - b) Non-verbal communication
 - c) Computer language
 - d) none of these.
- vi) Eustress is a
 - a) Counselling technique
 - b) Stress management technique
 - c) Positive reason to stress
 - d) Physiology of stress.
- vii) Burnout is related to
 - a) Counselling technique
 - b) Extreme work pressure
 - c) Pro-active HRD
 - d) Employee morale.



- viii) HRD strategy is
- a) reactive
 - b) pro-active
 - c) staff activity
 - d) of short term.
- ix) Two-factor theory of motivation was proposed by
- a) Maslow
 - b) Vroom
 - c) Herzberg
 - d) Blake Mouton.
- x) MBO is used for
- a) Stress Management
 - b) Performance Appraisal
 - c) Employee Morale
 - d) Counselling.

GROUP – B

(Short Answer Type Questions)

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

2. Mention the main purpose of communication.
3. State the concept of Human Resource Accounting.
4. Write a note on Frustration. Give example.
5. Give an idea of Job Satisfaction. Give example.
6. How do you define the process of employees counselling ?



GROUP – C

(Long Answer Type Questions)

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

7. How would you determine the training needs of an organization ? What psychological factors in learning could be helpful in making training programs more effective ?

7 + 8
8. What is Human Resource Development ? Distinguish between HRD & HRM. Mention the various roles of HRD. $2 + 5 + 8$
9. Define performance appraisal. Discuss about two traditional techniques and two modern techniques of performance appraisal. Mention the various shortcomings of performance appraisal. $2 + 5 + 8$
10. Explain McClelland theory of Motivation. Criticise appreciation of Vroom's Expectancy theory. $8 + 7$
11. Define the concept of stress. State the various consequences of stress. Discuss about the various coping strategies of stress. $2 + 6 + 7$

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