HUMAN RESOURCE DEVELOPMENT (SEMESTERS - 4 & 6)

CS/MBA/SEM-(4 FT & 6 PT)/HR-406/09

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CS/MBA/SEM-(4 FT & 6 PT)/HR-406/09 ENGINEERING & MANAGEMENT EXAMINATIONS, MAY – 2009 HUMAN RESOURCE DEVELOPMENT (SEMESTERS - 4 & 6)

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 **marked 'Answer Sheet'**.
 - 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

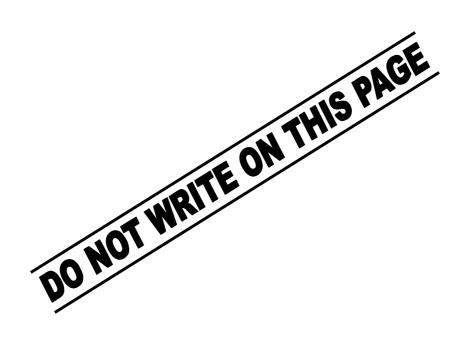
FOR OFFICE USE / EVALUATION ONLY Marks Obtained Group - A Group - B Group - C Question Number Marks Obtained Dotained

Head-Examiner/Co-Ordinator/Scrutineer

44434 (05/05)









ENGINEERING & MANAGEMENT EXAMINATIONS, MAY – 2009 HUMAN RESOURCE DEVELOPMENT SEMESTERS – 4 & 6

Time: 3 Hours]

Full Marks: 70

GROUP - A

(Multiple Choice Type Questions)

1.	Cho	ose th	e correct alternatives for any <i>ter</i>	ı of the	following:	10 × 1 = 10		
	i)	i) Team building intervention is a type of						
		a)	OD intervention	b)	utilisation analysis			
		c)	manpower analysis	d)	HRD analysis.			
	ii)	ii) Orientation training is referred to as training.						
		a)	induction	b)	simulation			
		c)	apprenticeship	d)	oral.			
	iii)	Quality circles originated in after the World War II.						
		a)	China	b)	Burma			
		c)	Japan	d)	Korea.			
	iv)	v) refers to the stages through which a person's career evolves.						
		a)	Career cycle	b)	Career planning			
		c)	Career progression	d)	Career path.			
		a)	enlargement	b)	redesign			
		c)	rotation	d)	enrichment.			



vi)	A technique that required the trainee to assume different identities to learn							
	othe	rs feel under different circumsta	ances is	s known as OOO Utech				
	a)	case study	b)	business game				
	c)	role play	d)	apprenticeship.				
vii)	Occi	ipational Stress Index is an	instru	ment to measure stress. The	index			
	consists of 46 items of which one is							
	a)	digestive problems	b)	voluntary participation				
	c)	role ambiguity	d)	none of these.				
viii)	Labo	oratory training as a means	of beh	avioural training is also know	wn as			
	•••••	training.						
	a)	functional	b)	performance				
	c)	operational	d)	sensitivity.				
ix)	Which one is the popular method of 'off the job training' ?							
	a)	Coaching	b)	Job rotation				
	c)	Mentoring	d)	Transactional analysis.				
x)	New	organisation culture values are	known	by an acronym				
	a)	OCTAPACE	b)	OCATAPACE				
	c)	OCTAPAC	d)	OCATAPAC.				
xi)	Selection of an OD intervention is influenced by							
	a)	applicability	b)	acceptability				
	c)	feasibility	d)	all of these.				



xii) Hackmar	's j	ob	chara	acteristics	model i	s used	for
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a) job refining

b) job reallocation

c) job redesign

d) job realignment.

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following questions.

 $3 \times 5 = 15$

- 2. What is "employee obsolescence"? Discuss low HRD programmes can overcome it.
- 3. Explain the career stages of a typical employee with the help of a diagram.
- 4. Discuss the modern methods of management development programme.
- 5. How do you evaluate a training programme?
- 6. Write short notes on any *one* of the following :
 - a) Quality Circle
 - b) Kaizen.

GROUP - C

(Long Answer Type Questions)

Answer any *three* of the following questions.

 $3 \times 15 = 45$

- 7. Design an effective training program for the newly inducted junior managers of an organisation of which you are the HR head with appropriate emphasis on objectives, content, method, infrastructure, schedules, faculty etc.
- 8. What do you understand by the term 'counselling'? Explain the role that counselling plays as a non-training intervention in individual development.



9. What is competency mapping? Explain the need of competency mapping in HRD.

5 + 10

- 10. Discuss the differences between on the job and off the job training programmes with special emphasis on the various methods used to import training in both the cases. 15
- 11. a) Briefly explain the HRD process.
 - b) Indicate the training methods you would recommended to achieve the following objectives :
 - i) Knowledge acquisition
 - ii) Developing problem solving skills
 - iii) Changing Attitude
 - iv) Developing interpersonal skills.

7 + 8

END