

Name :

Roll No. :

Invigilator's Signature :

CS/MBA (NEW)/SEM-4(FT)/HR-406/2010

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 any *ten* of the following :

10 × 1 = 10

i) The process, which helps in finding out the abilities or skills, required to do a particular job efficiently is

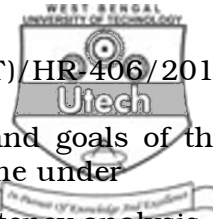
- a) Job Evaluation b) Job Description
c) Job Analysis d) Job Enrichment.

ii) The training essentially unstructured small-group situations in which participants learn from their own actions is

- a) Laboratory training b) Vestibule training
c) On-the-job training d) Off-the-job training.



- iii) Which process of OD is dealing with diagnose a situation, solve problems, make decisions and take action on problems ?
- a) Empowerment process
 - b) Problem solving process
 - c) Learning process
 - d) Visionary process.
- iv) The training in which a trainee moves from job to job to provide training is
- a) mentoring
 - b) feedback
 - c) job rotation
 - d) none of these.
- v) The training usually used in industrial crafts, trades & technical areas is
- a) Apprenticeship training
 - b) Mentoring
 - c) Job rotation
 - d) Job instruction training.
- vi) Which one of the following gives the trainee multipurpose knowledge and skill regarding organization ?
- a) Role play
 - b) Job rotation
 - c) Case study method
 - d) On-the-job training.
- vii) Job expands job vertically.
- a) Enlargement
 - b) Redesign
 - c) Rotation
 - d) Enrichment.
- viii) A pattern of work-related experiences that span the course of one's life is known as
- a) Career movement
 - b) Career path
 - c) Career planning
 - d) Career.



- ix) The study of the mission, orientation and goals of the organization of which job is a part, is done under
- a) Activity analysis b) Competency analysis
c) Discrepancy analysis d) Contextual analysis.
- x) In actual work conditions are stimulated in a classroom.
- a) Vestibule training
b) Case study
c) Brainstorming
d) Apprenticeship training.
- xi) The trainer is a professional agent in the organization.
- a) Duty b) Task
c) Change d) None of these.
- xii) refers to a philosophy of continuous improvement.
- a) Kaizen b) Quality circles
c) Quality control d) Small group activities.

GROUP – B

(Short Answer Type Questions)

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

2. Give a brief overview of the HRD process.
3. Write a note on the scope and purpose of HRD in modern organisation.
4. Elucidate the distinctive features of the Kaizen method of business process improvement.
5. How does counselling help in individual development of the personnel ?
6. What do you mean by mentoring ? Explain.



GROUP – C

(Long Answer Type Questions)

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

7. a) Elaborate the process of identification of training needs.
b) Explain the sequence of a training program with the help of a flowchart. $7 + 8$
8. What do you mean by competency mapping ? How do you plan and measure competency of employees ? $5 + 10$
9. a) You are working in a company as a training manager. The top level of the company has decided to launch a new product line in the market. Prepare a schedule for 2 day "Awareness campaign" among the middle level marketing managers about the product, the market, advertising policy, etc.
b) How does Quality Circle work as an HRD intervention technique ? $5 + 10$
10. What is the need for evaluation of training ? Briefly explain at least two such techniques for evaluation. Design a suitable format for taking feedback after training programme. $3 + 5 + 7$
11. Write short notes on any *three* of the following : 3×5
 - a) Career planning.
 - b) Organisation culture building.
 - c) Job enlargement.
 - d) Role of line and staff managers in HRD.
 - e) HRD Matrix.

