

**Master's Degree Examination – November 2017
III-Semester**

Class : II PG
Major : M.B.A. / M.B.A. – IT Organisation Administration

Max. Marks: 60
Time: 3 hours

**Functional Specialisation I Paper – II
16MBAC21H / 16MBMC21H – Human Resource Development**

**Part A
Choose the Correct Answer**

10 × ½ = 5

1. First step of Human Resource development in any organization is
 - a. Determining development approaches
 - b. Assessing needs for development
 - c. Identifying capabilities
 - d. Formulate HR plans
2. Process of improving ability of employees regarding handling of assignments is classified as
 - a. Workforce staffing
 - b. Career identification
 - c. Development
 - d. Career planning
3. 'Managing tasks effectively' comes under
 - a. Personal competencies
 - b. Interpersonal competencies
 - c. Business management
 - d. Both A and C
4. Analyzing and identifying specific skills, needed for specific job is called
 - a. Need analysis competency model
 - b. Competency model
 - c. Task analysis
 - d. Both A and C
5. Evaluation of training model was developed by
 - a. Donald Kick matrix
 - b. Donald Kirkpatrick
 - c. David Kirkpatrick
 - d. David Kick matrix
6. In career planning of employees, strong vocational interest inventory and Lindsey study of values are tests used for
 - a. Reality feedback
 - b. Self-assessment
 - c. Spaced assessment
 - d. Massed assessment
7. How can companies provide career counseling, development advice, and therapy for employees seeking to grow in their careers?
 - a. Provide career coaches
 - b. Encourage role reversal
 - c. Establish a corporate campus
 - d. Offer online career center
8. Which of the following is (are) the HRD score card?
 - a. HRD systems maturity score
 - b. Competency score
 - c. HRD competencies systems maturity score
 - d. All of the above
9. _____ is the simple act of comparison & learning for organizational improvement
 - a. Benchmarking
 - b. Feedback
 - c. Ranking
 - d. Job evaluation
10. The whole process of conducting a 360 – Degree Feedback process in any Organization could last about _____.
 - a. 1.5 to 3 months
 - b. 3 to 6 months
 - c. 6 to 9 months
 - d. 9 to 12 months.

Part B

5 × 4 =20

Answer the following

Answer should not exceed 200 words or one page

- 11.a. Draw the chart for organization structure of HRD. Write down the Supervisor's role in HRD. (OR)
- 11.b. Explain the qualities of HRD Manager.
- 12.a. What are the stages of life and career development? (OR)
- 12.b. Distinguish between performance appraisal and potential appraisal.
- 13.a. State the forms or types of Counseling. (OR)
- 13.b. Write the difference between selection and placement.
- 14.a. Write down the basic learning principles in Human Resource Development. (OR)
- 14.b. What is e-learning? Write its advantages.
- 15.a. How to evaluate the training effectiveness? (OR)
- 15.b. What is the necessity for preparing lesson plan? Illustrate.

Part C

5 × 7 =35

Answer the following (Q20 is Compulsory)

Answer should not exceed 600 words or three pages

- 16.a. Explain the functions of Human Resource Development. (OR)
- 16.b. Briefly write the challenges to organizations and to HRD professionals.
- 17.a. Describe the essentials of an effective performance appraisal system. (OR)
- 17.b. What is HR Audit and HR matrix? Explain the steps involved in HRD checklist.
- 18.a. What is human capital? Describe its components. (OR)
- 18.b. What do you understand by 360-degree appraisal technique? Explain its advantages and limitations.
- 19.a. Discuss three primary areas emphasize ways to maximize learning. (OR)
- 19.b. Elaborate a learning pyramid to guide in the selection of appropriate training methods.
20. **Case Study is Compulsory**

Harsha and Franklin both of them are PG in Management under different streams from same B-School. Both of them close to each other from the college days itself and same friendship is continuing in the organization too as they are placed in the same company. Harsha place in HR department as employee counselor and Franklin in finance department as a finance executive.

By nature Harsha is friendly in nature and ready to help to the needy. Franklin is silent ready to help if approached personally and always a bit egoistic in nature. They have successfully completed 4 years in the organization. And management is very much satisfied with both of them as they are equally talented and constant performers.

Harsha felt that now a day's Franklin is not like as he use to be in past. She noticed some behavioral changes with him. One morning, Mr. Mehta GM Hi-tech solutions shocked while go through the mail received from Franklin about his resignation. Mr. Mehta called Harsha immediately and discussed about the same as she is close to Franklin. Harsha said that she do not know this before she also reveled here current experience with him.

In the afternoon, Mr. Mehta took Franklin to canteen to make him comfortable after some general discussion he starts on the issue. After some hesitations Franklin opened his thinking in front of Mr. Mehta. The problem of Franklin is (i) When he comes alone to canteen the people from other don't even recognize him but if he accompanied by Harsha he ge well treated by others. (ii) One day both of them entered the company together the security in the gate wished them but the next day when he came alone the same security did not do so. (iii) Even in meetings held in the office the points raised by Harsha will get more value so many a times he keeps silent in the meeting. After listening this statement Mr. Mehta felt that it is not going to be very difficult to stop his resignation. Mr. Mehta explained Franklin the reasons for such partial behavior of the employees. After listening to Mr. Mehta Franklin said sorry for his reaction and ready to take back his resignation and he called Harsha and spoke with like before.

Question: Find the reason that Mr. Mehta would have given to Franklin.
