

B.B.A. Semester-V (Honours) Examination, 2022-23**BACHELOR OF BUSINESS ADMINISTRATION**

Course ID : 53217

Course Code : BBA/DSE-02
(HRM:Elective-II)

Course Title : Human Resource Development

Time : 3 Hours

Full Marks : 80

*The figures in the right-hand margin indicate marks.**Candidates are required to give their answers in their own words as far as practicable.***GROUP-A**

1. Answer **all** the questions: $1 \times 10 = 10$
- i) What is the major concern of HRD professionals at the person-level analysis of training need assessment?
- a) identify resources for training
 - b) identify knowledge, skills, and other characteristics
 - c) managing and supporting training
 - d) identifying people for training.

- ii) Which of the following represents the goals/objectives of an HRD/Training programme?
- a) performance, skills, criteria
 - b) performance, criteria, management
 - c) performance, criteria, focus
 - d) None of the above
- iii) Which of the following represents the correct set of steps of job instruction training?
- a) Prepare the worker, present the task, practice the task, follow-up
 - b) Prepare the manager, present the task, practice the task, performance
 - c) Prepare the manager, present the work, practice the task, follow-up
 - d) Prepare the worker, present the task, practice the task, performance outcome
- iv) Cost-benefit analysis for evaluating training is used to determine which of the following?
- a) rate of investment
 - b) return on investment
 - c) rate of interest
 - d) return on profit

- v) _____ helps to introduce newly appointed employee to the existing employees.
- a) Placement
 - b) Selection
 - c) Induction
 - d) Transfer
- vi) Generally, higher employee turnover rate takes place among _____ achievers.
- a) High
 - b) Medium
 - c) Low
 - d) Aptitude
- vii) _____ gives correct identification of the problem and its causes and determines the scope of future action.
- a) Symptoms
 - b) Diagnostic
 - c) Attributes
 - d) Interviews questionnaires
- viii) _____ is a mechanism of maintaining good industrial relation.
- a) Negotiation
 - b) Collective bargaining
 - c) Both (a) and (b)
 - d) None of the above

- ix) Excessive turnover is an inevitable result of
- a) Poor interment
 - b) Poor management
 - c) Poor communication skills
 - d) Employee separations
- x) The most neglected group in HRD are the
- a) Line managers
 - b) Employees
 - c) Labor organization
 - d) None of the above

GROUP-B

2. Answer any **ten** questions: 2×10=20
- a) What do you mean by HRD?
 - b) What is the definition of training?
 - c) Define the term 'management development'.
 - d) What do you mean by career planning?
 - e) What is the definition of 360 degree feedback?
 - f) What do you mean by potential appraisal?
 - g) What is succession planning?
 - h) Define OCTAPACE culture.

- i) What is the definition of organizational development?
- j) Define the term 'quality circle'.
- k) What is career anchor?
- l) What is performance management?
- m) Mention the two types of training methods.
- n) Who are the training managers?
- o) What is performance Appraisal?

GROUP-C

3. Answer any **four** from the following: $5 \times 4 = 20$
- a) Discuss the limitations of career planning.
 - b) Explain the challenges faces by training managers.
 - c) What is the difference between performance appraisal and performance management?
 - d) Discuss the importance for training.
 - e) Discuss the uses of 360 degree feedback.
 - f) Discuss the objectives of quality circles.

GROUP-D

4. Answer any **three** from the following: $10 \times 3 = 30$
- a) Explain the merits and demerits of on the and off the job training method.
 - b) Briefly describe the advantages and disadvantages of 360 degree feedback.
 - c) Briefly describe the roles and responsibilities of a training manager.
 - d) Management development is important for better organizational growth— Explain.
 - e) Briefly describe the career development cycle.
 - f) Write down briefly the types of organizational culture.
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