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BBABMC 315/BBMBMC 315

Credit Based V Semester B.B.A./B.B.M. Degree

Examination, Nov./Dec. 2018

(2012 Scheme)

HUMAN RESOURCE MANAGEMENT – I

(Elective)

Human Resource Development

Time : 3 Hours

Max. Marks : 120

SECTION – A
(2 marks each)

Answer **any ten** questions from the following :

(2×10=20)

1. a) What is resistance to change ?
- b) Define "Training".
- c) What is orientation training ?
- d) State any two differences between HRM and HRD.
- e) What is career development ?
- f) Define "Knowledge Management".
- g) State any two merits of HR outsourcing.
- h) What is "Moon lighting".
- i) Write any two essential features of HRIS.
- j) What is HR audit ?
- k) What is sensitivity training ?
- l) State any two features of performance appraisal.

SECTION – B
(8 marks each)

Answer **any five** questions from the following :

(8×5=40)

2. Describe the significance of HRD in the success and growth of an organisation.
3. Explain the principles of an effective employee training programme.



4. State any eight important objectives of executive development.
5. Describe the performance appraisal process.
6. What is HR record ? Mention any six important types of HR records.
7. Write a short note on "workforce diversity".
8. Explain the causes for resistance to change.

SECTION – C
(20 marks each)

Answer **all** questions subject to **internal** choice :

(20×3=60) ○

9. What are the features of organisational change ? Explain the causes for organisational change in the present context.

OR

Briefly explain the following techniques of HRD :

- a) Career planning and development
 - b) Employee counseling
 - c) Mentoring
 - d) Quality circles
 - e) Total quality management.
10. Explain the significance of employee training in accomplishing goals of an organisation. Also differentiate between training and development.

OR

Define performance appraisal. Explain the important methods of performance appraisal.

11. a) Explain the advantages and disadvantages of human resource accounting.
- b) Bharath Motors Ltd., one of the leading car manufacturing company is planning to robotise its manufacturing process by 2019. The present manpower of the company consist of 300 senior engineers in the production department and 200 junior engineers in service and maintenance department. Robotisation will result in restructuring the organisation as a result of which 50% of senior engineers may have to work with their junior engineers and 20% of the service engineers may have to be terminated. Suggest steps to implement this organisational change.

(10+10)