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BBABMC 315/BBMBMC 315

**V Semester B.B.A/B.B.M Degree Examination,
October/November 2019**

(Credit Based Semester Scheme)

(2012 Scheme)

HUMAN RESOURCE MANAGEMENT – 1 (Elective)

Human Resource Development

Time : 3 Hours]

[Max. Marks : 120

Instructions: A single answer booklet containing of 40 pages will be issued.
No additional sheets will be issued.

SECTION – A

(2 marks each)

**Shri Dharmasthala Manjunatheshwara
College of Business Management Library
MANGALORE - 575 003**

1. Answer **any ten** from the following :

(10 × 2 = 20)

- What is potential appraisal?
- Define organizational development.
- What is simulation?
- Define H.R. Research?
- State any two benefits of HRIS.
- What is peer appraisal?
- What is stereo typing error?
- What do you mean by H.R. Accounting?
- What is mentoring?
- What is flexi time?
- State any two benefits of HR outsourcing?
- What is employee empowerment?



SECTION - B

(8 marks each)

Answer any **FIVE** questions:

(5 × 8 = 40)

2. Explain the principles of successful employee training programme.
3. Describe the functions of employee counseling.
4. Explain the objectives and importance of HR Audit.
5. Explain the causes for organizational change.
6. Explain the advantages of earlier planning.
7. Explain the impact of globalization in HR Development.
8. Write a short note on Workforce Diversity.

SECTION - C

(20 marks each)

Answer the following questions:

(3 × 20 = 60)

9. (a) What do you understand by executive development? Explain the methods of executive development used in Indian industries.

Or

- (b) Define performance appraisal. What are the features of performance appraisal? Explain the process of performance appraisal.

10. (a) Explain the need for HRD in modern industries. Distinguish between HRM & HRD.

Or

- (b) Explain different types of HR records. What are the significances of HR records?



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11. (a) Explain the causes for resistance to change. **(10)**
- (b) BSNL is a public sector telecom services company. It is one of the largest provider of basic telephones, cellular, ISP and other services. **(10)**

Once a monopoly, the company in recent years is faced with intense competition, with many private players entering the fray. A large proportion of its employees are linemen, they were neither technology savvy, nor customer friendly. The managers and technical staffs were constantly wooed by the private sector and highly talented staff has been leaving the company for better career prospects. Rapid technological advancements have been a constant threat for the remaining staff from becoming obsolete. The company also want to move away from the PSU culture to more professional corporate culture.

As a HR specialist how this problem could be resolved. Also suggest various training programmes that could be implemented for the company staff development.

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