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BBABMC 315/BBMBMC 315

**Credit Based V Semester B.B.A./B.B.M. Degree
Examination, Sept./Oct. 2020
(2012 Scheme) (Repeaters)
HUMAN RESOURCE MANAGEMENT – I (Elective)
(Human Resource Development)**

Time : 3 Hours

Max. Marks : 120

*Shri Dharmasthafa Manjunatheswara
College of Business Management Library
MANGALORE - 575 003*

SECTION – A (2 marks each)

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

(2×10=20)

1. a) What is "Quality circle" ?
- b) What is "Flexi Time" ?
- c) What is "Role Analysis" ?
- d) Define "Training".
- e) Mention any two merits of lecture method of training.
- f) What is 360 degree performance appraisal ?
- g) What is "peer appraisal" ?
- h) What is "Moonlighting" ?
- i) What is "Globalisation" ?
- j) State any two types of HR records.
- k) State any two important differences between training and development.
- l) What is "Mentoring" ?

P.T.O.



SECTION – B (8 marks each)

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

(8×5=40)

2. Describe the functions of employee counseling.
3. What is training ? Explain the types of training.
4. What is on-the-job training ? State any six important advantages of on-the-job training.
5. Briefly explain the essentials of an effective performance appraisal system.
6. Explain the advantages of human resource accounting.
7. Explain the causes for organisational change.
8. What is human resource outsourcing ? What are the advantages of human resource outsourcing ?

SECTION – C (20 marks each)

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

(20×3=60)

9. Define “Human Resource Development”. How is it different from human resource management ? Explain the significance of human resource development in the success and growth of an organisation.

OR

Define “Performance Appraisal”. Explain the important methods of performance appraisal.



10. Describe the various causes for resistance to change. Suggest your remedial measures to minimise resistance to change.

OR

Describe the importance of training in the fast changing environment. Explain in brief the principles of sound employee training programme.

11. a) What is HR Audit ? What are the advantages of HR audit ? 10
- b) Veekshith has been employed for six months in the account section of a large textile company in Mumbai. You have been his supervisor for the past three months. Recently, you have been asked by the management to find out the contributions of each employee in the accounts section and monitor carefully whether they are meeting the standards set by you. A few days back you have completed your formal investigation and with the exception of Veekshith, all seems to be meeting the targets set by you. Along with numerous errors, Veekshith's work is characterised by low performance – often does 20% less than other clerks in the department. As you look into Veekshith's performance review sheets again, you begin to wonder whether some of the remedial training is needed for people like him.
- a) As Veekshith's supervisor can you find out whether poor performance is due to poor training or some other cause ?
- b) If Veekshith is inadequately trained, how would you go about introducing a remedial training programme ? (5+5)