

Reg. No.

--	--	--	--	--	--	--	--	--	--



BBABMC 337

**Choice Based Credit System V Semester B.B.A. Degree
Examination, April/May 2022
(2021 – 22 Batch Onwards)**

**HUMAN RESOURCE MANAGEMENT (Specialisation Paper – I)
Human Resource Development (Course – I)**

Time : 3 Hours

Max. Marks : 120

Instruction : A single answer booklet containing of **40** pages will be issued **no** additional sheets will be issued.

SECTION – A

I. Answer **any four** from the following.

(4×6=24)

- 1) Differentiate between HRM and HRD.
- 2) What are the functions of employee counselling ?
- 3) Explain the various types of HR records.
- 4) Explain the need of Human Resource Development.
- 5) Explain the causes for resistance to change.
- 6) Explain the process of performance appraisal.
- 7) What are the importance of employee empowerment ?

SECTION – B

II. Answer **any four** questions.

(4×12=48)

- 8) What is HR Research ? Explain the techniques of Human Resource Research.
- 9) Explain various types of training.
- 10) What are the objectives of performance appraisal ?
- 11) Explain the merits and demerits of HR Accounting.
- 12) What are the ethical issues in HRM ? And what are the steps taken to ensure ethics in HRM ?

P.T.O.



- 13) What is training ? Explain the steps involved in training program.
- 14) Explain the reasons for resistance to change in the organisation and suggest the measures to overcome resistance to change.

SECTION – C

III. Answer **any two** of the following. (2×24=48)

- 15) Explain the various methods of employee training conducted in an organisation.
- 16) What is Performance Appraisal ? Explain the traditional methods and modern methods of performance appraisal.
- 17) Define "Human Resource Development". Explain different techniques of Human Resource Development.
- 18) a) Explain the various challenges and emerging horizons of HRM. 12
b) **Case :** 12

Mr. Ashok a middle aged man was hired by the administration manager because of his administrative background. He was given charge of running a company canteen of administering welfare services such as transport, sport activities and medical facilities. He was to report to the administration manager not only for larger policy matters, but for daily operational matters. In the course of his year service, his integrity and honesty was established beyond questions. However, he kept on referring every detail to the administration manager, who had actually hired Mr. Ashok to relieve himself of his work load. In fact, the administration manager had delegated much of his powers, including negotiation with the canteen suppliers; Mr. Ashok however, had his own way of doing his job. He also had the habit of giving his unsolicited advice to his peers and superiors, particularly the latter, as to how, and what they should be doing, instructions given to him were selectively carried out. Yet, he ran to his superior, even for trivial matters more often than not.

The administration manager gave him 'poor' rating.

- 1) How would you communicate the poor performance to Mr. Ashok ?
- 2) If you were Mr. Ashok, how would you react to the situation ?