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Credit Based V Semester B.B.M. Degree Examination, Oct./Nov. 2014
(2012 Scheme)

HUMAN RESOURCE MANAGEMENT – I
Human Resource Development (Elective)

Time : 3 Hours

Max. Marks : 120

- Instructions :** 1) Section A : Answer in **one** or **two** sentences **each**.
2) Section B : Answer in **not more than two** pages **each**.
3) Section C : Answer in **not more than six** pages **each**.

SECTION – A (2 marks each)

Answer **any ten** questions :**(2×10=20)**

1. a) What do you mean by mentoring ?
- b) Define “quality circle”.
- c) Define training.
- d) What do you mean by orientation training ?
- e) What is meant by executive development ?
- f) State any two objectives of performance appraisal.
- g) Mention any four traditional methods of performance appraisal.
- h) What is meant by human resource research ?
- i) Define HR audit.
- j) Give the meaning of flexi time.
- k) What do you mean by workforce diversity ?
- l) What is employee empowerment ?

SECTION – B (8 marks each)

Answer **any five** questions :**(8×5=40)**

2. Describe the causes for organizational change.
3. Distinguish between HRM and HRD.
4. What are the objectives of executive development ?
5. Describe the process of performance appraisal.



6. Briefly explain the merits and demerits of human resource accounting.
7. Explain the need of HRD in the modern organizations.
8. What is meant by globalization ? Explain the impact of globalization on HRM.

SECTION – C (20 marks each)

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

(20×3=60)

9. Define human resource development. Briefly explain the important techniques of human resource development.

OR

What do you mean by resistance to change ? Explain the causes for resistance to change and suggest effective measures to be taken to overcome resistance to change.

10. Explain various methods of training employees pointing out the merits and demerits of each.

OR

Define performance appraisal. Describe the advantages and disadvantages of performance appraisal.

11. a) Explain the salient features of human resource information system. **10**
- b) Johnson age 25, has been with the advertisement department as a copyman for three years. His job is to design advertisements for use in newspapers and magazines. He must work closely with girls in the art department, with the members of the sales department and with the Vice President, sales and promotion, who is in charge of the whole division. Johnson is an extremely enthusiastic worker with many good ideas. But he has considerable trouble in dealing with people. He is too impatient with the girls in the art department and consistently chasing them into finish his own work in time. He makes it perfectly clear that his ideas are always test while dealing with the people in the sales department. When the Vice President was thinking loud during a conference, Johnson cut short the speech of the Vice President by an aggressive answer. It was a good answer and the Vice President did not mind, but some of the other people thought that Johnson had behaved badly. As a manager you are concerned about the animosity he is creating in your department. As per the company policy each employee has to undergo an evaluation interview every six months. There are no performance evaluation forms.

Questions :

- i) What should your strategy be in handling evaluation interview with Johnson ? **5**
- ii) What remedial measures do you suggest to tackle the situation ? **5**