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BBMBMC 315

**Credit Based V Semester B.B.M. Degree
Examination, November/December 2015
(2012 Scheme)**

**HUMAN RESOURCE MANAGEMENT – I (Elective)
(Human Resource Development)**

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

Answer **any ten** questions (2 marks **each**).

(2×10=20)

1. a) Define training.
- b) What is job rotation ?
- c) State any two limitations of performance appraisal.
- d) What is peer appraisal ?
- e) What is human resource audit ?
- f) Mention any two types of human resource records.
- g) What is Globalisation ?
- h) What is resistance to change ?
- i) What is counselling ?
- j) What is mentoring ?
- k) State any two differences between training and development.
- l) What is employee empowerment ?



SECTION – B

Answer **any five** questions (8 marks **each**).

(8×5=40)

2. State any eight important objectives of executive development.
3. Explain the causes for organisational change.
4. What is 'Quality Circle' ? What are the advantages of 'Quality Circle'?
5. Explain the essentials of an effective performance appraisal system.
6. What are the advantages of HRIS ?
7. Explain the functions of employee counselling.
8. Explain the measures to be taken to reduce the resistance to change in industry.

SECTION – C

Answer **all** questions subjective to internal choice (20 marks **each**).

(20×3=60)

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

OR

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

10. What is performance appraisal ? Describe the performance appraisal process.

OR

Define 'Human Resource Accounting'. Explain the merits and demerits of Human Resource Accounting.

11. a) Explain the principles that should be followed to make employee training successful.
- b) Raman has been employed for six months in the accounts 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 Raman, all seems to be meeting the targets set by you. Along with numerous errors, Raman's work is characterised by low performance – often does 20% less than other clerks in the department.

As you look into Raman's performance review sheets again, you begin to wonder whether some of the remedial training is needed for people like him.

- i) As Raman's supervisor can you find out whether poor performance is due to poor training or some other cause ?
- ii) If Raman is inadequately trained, how would you go about introducing a remedial training programme ?

(5+5)
