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BBMBMC 315

**Credit Based V Semester B.B.M. Degree Examination,
October/November 2017
(2012 Scheme)**

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

Time : 3 Hours

Max. Marks : 120

SECTION – A (2 Marks each)

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

1. a) What is orientation training ?
- b) What is meant by employee counseling ?
- c) State any two advantages of career development.
- d) Write the meaning of refresher training.
- e) Define "Performance Appraisal."
- f) Mention any two differences between training and development.
- g) What is 360 degree performance appraisal ?
- h) What is workforce diversity ?
- i) Mention any two types of HR Records.
- j) What is meant by human resource outsourcing ?
- k) What is "Flexi-time ?
- l) State any two objectives of human resource research.

**SECTION – B (8 Marks each)**

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

(8×5 = 40)

2. Explain the principles of an effective training programme.
3. What is career planning ? What are the advantages of career planning ?
4. Describe the steps involved in the performance appraisal process.
5. Explain the advantages of human resource accounting.
6. What is globalisation ? Explain the impact of globalisation on HRM.
7. Briefly explain the essentials of an effective performance appraisal system.
8. What do you mean by on-the-job training ? State any six advantages of on-the-job training ?

SECTION – C (20 Marks each)

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

(20×3 = 60)

9. Briefly explain the important methods of employee training.

OR

Explain the need for HRD in modern organisations. Distinguish between HRM and HRD.

10. What are the advantages and disadvantages of performance appraisal ?

OR

What is resistance to change ? Explain the causes for resistance to change. Suggest measures for reducing resistance to change.



11. a) Explain the causes for organisational change.

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b) Rajat Sharma has been employed for six months in the accounts section of a large manufacturing 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 Rajat Sharma, all seems to be meeting the targets set by you. Although with numerous errors, Rajat's work is characterised by low performance— often he does 20 per cent less than the other clerks in the department.

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

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

(5+5)