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Total Number of Pages: 02

MBA
15MNG404B

4th Semester Regular Examination 2016-17

HUMAN RESOURCE DEVELOPMENT(HRD)

BRANCH: MBA

Time: 3 Hours

Max Marks: 100

Q.CODE: Z765

**Q No 1 and 2 are compulsory and any four from the rest
The figures in the right hand margin indicate marks.**

Part – A (Answer all the questions)

Q1 Answer the following questions: (2 x 10)

- (a) First step of Human Resource development in any organization is
- (A) determining development approaches (B) assessing needs for development (C) identifying capabilities (D) formulate HR plans
- (b) Generally coaching is _____ and mentoring is _____
- (A) Long term, Short term (B) Long term, Medium term
(c) Short term, Long term (D) Medium term, long term
- (C) Which training method involves performing a job in a situation closely simulating the actual work environment
- (A) Job rotation (B) Vestibule training
(B) Apprenticeship training (D) On the job training
- (d) Diversity always involves
- (A) Employees individual differences (B) A quota system (C) Glass ceiling (D) legal constraints
- (e) Puppunni has been a highly valued store manager for a national grocery store chain for last ten years, but she has been unable to move into the top management jobs that are all held by men. What is Puppunni likely facing?
- (A) Glass ceiling (B) Poor evaluations (C) Reverse discrimination (D) Political ideology
- (f) Organizational development as an intervention programme is basically a _____ approach
- (A) Bottom to top (B) Top to bottom (C) Horizontal (D) Vertical
- (g) _____ are responsible for initiating and managing change within an organization
- (A) Innovators (B) Team leaders (C) Change agent (D) consultants
- (h) _____ is a paradigm that values human and organizational growth, collaborative processes and a spirit of enquiry
- (A) Change management (B) Action research (C) Employee wellness (D) Organisational development

- (i) _____ refers to the learning opportunities designed to help employees grow.
 (A) Development (B) Training (C) Education (D) All of the above
- (j) HR maturity of company with respect to its strategic goals is measured by _____
 (A) Human Resource Development (HRD) scorecard
 (B) HR scorecard (C) Both A and B (D) None of above

- Q2 Answer the following questions: (2x10)**
- (a) Compare and contrast HRM and HRD
 (b) What does OCTAPACE Stands for ?
 (c) Identify the major roles of HRD professionals
 (d) What do you mean by HRD intervention?
 (e) Explain how HRD is a subsystem?
 (f) Distinguish between training and development
 (g) What are the objectives of HRD evaluation
 (h) What does organisational development mean
 (i) List out few dimensions of Work force diversity
 (j) Enlighten the concept of Equal Employment Opportunity
- Q3 Define HRD. Explain its scope.What are the primary and secondary functions of HRD (15)**
- Q4 What are the steps involved in the HRD process. Explain the importance of need assessment in the concept of HRD (15)**
- Q5 Briefly explain the various training delivery methods. Why is training need assessment important for starting any HRD effort (15)**
- Q6 What is meant by Learning ? Explain the four stages of Donald Kirkpatrick's model of training effectiveness evaluation (15)**
- Q7 Elucidate the change process theory of Organisational development. What is the role of a change agent (15)**
- Q8 Write short notes on : (Any two) (7.5 X 2)**
 (a) HRD Matrix
 (b) Work force diversity
 (c) Types of HRD Intervention