2016/12

M COM
Third Semester
HUMAN RESOURCE DEVELOPMENT AND TRANSFORMATION
(MCM- 304B)

Duration: 3Hrs.

Full Marks: 70

Part-A (Objective) =20
Part-B (Descriptive) =50

(PART-B: Descriptive)

Duration: 2 hrs. 40 mins.

Marks: 50

Answer any four from Question no. 2 to 8
Question no. 1 is compulsory.

1."Human Resource Development is not personnel management". Comment and bring out the scope of human resource development and personnel management.

10

2.What do you mean by Human Resource Development (HRD)? What are its sub-systems? Discuss its significance in the present context.   2+3+5=10

3.What is meant by training? What is the rationale of training in industry? Discuss the need for training in an industrial enterprise.   2+3+5=10

4.Explain the meaning of strategic HRD? What are the various instruments of HRD? Briefly explain.

2+8=10

5.Discuss the meaning of analysing training needs. How will you determine the training needs of employees?

2+8=10

6.What is developing leadership from within? Briefly discuss the necessary principles to develop leadership from within.

2+8=10

7. Distinguish between:

5+5=10

(a) Change and transformation.

(b) Training and education.

8. Write short notes on: 5+5=10
   (a) Business Process Re-engineering (BPR)
   (b) OCTAPACE culture

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Duration: 20 minutes   **Marks – 20**

(PART A - Objective Type)

I. Choose the correct answer: **1×20=20**

1. Of all the resources human resource is the most significant and active factor of production.   **(True/False)**

2. Feedback method doesn't serve the purpose of achieving human resource development.   **(True/False)**

3. One of the objectives of human resource development is to develop the constructive mind and overall personality of each employee. **(True/False)**

4. Fishbowl technique is for discussing difficult and controversial issues between two groups of people who may be in disagreement.   **(True/False)**

5. HRD managers are required to design the HRD programs whereas role of line managers is to implement the same.   **(True/False)**

6. _____ has coined the term 'Human Resource Development'.

7. Under _____ the trainees are presented with a case and they are allowed to master the facts by acquainting themselves with the contents of the case.

8. People resist change when they perceive that they will _____ some economic benefits.

9. The first principle to develop leadership skills within you is to create _____ influence.

10._____ training utilises equipment which closely resemble the actual ones used on the job.

11. Which of the following are the instruments of Human Resource Development?

   a. Performance appraisal and potential appraisal

   b. Monitoring and development of team work

   c. Training and counselling

   d. All of the above

12. The first HRD Department in the Indian corporate sector was started in?

   a. 1965   b. 1985   c. 1975   d. 1995

13. Which factor is considered the basic indicator of Human Resource Development?

   a. Level of education   b. Level of employment

   c. Level of lifestyle   d. Level of income

14. The following is/are benefits of training:

   a. Increased productivity   b. Reduced supervision

   c. Reduced accidents   d. All of the above

15. _____ refers to the training opportunities designed to help employees grow

   a. Training   b. Education

   c. Development   d. All of the above

16. In organisational change process, introduction of new attitudes and behaviour is included in which stage?

   a. Moving   b. Freezing

   c. Unfreezing   d. None of the above

17. For analysing/identifying specific skills needed for specific job is called;

   a. Need analysis competency model   b. Task analysis

   c. Competency model   d. Both (a) and (c)

18. Organisational development consists of :

a. Action search　　　　　　　　b. Change towards empowerment

c. Applying behavioural knowledge　d. All of the above

19. T- Group suggests that participation should be:

a. Voluntary　　　　　　　　　b. in-house development

c. Involuntary　　　　　　　　d. Lifelong learning

20. Kurt Lewin's process consists of:

a. Unfreezing change　　　　　b. Moving stage

c. Freezing stage　　　　　　　d. All of the above

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