



SN – 397

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V Semester B.B.M. Examination, Nov./Dec. 2013  
(Semester Scheme) (2013-14 and Onwards) (Freshers)  
E.I : Paper – I : HUMAN RESOURCES DEVELOPMENT

Time : 3 Hours

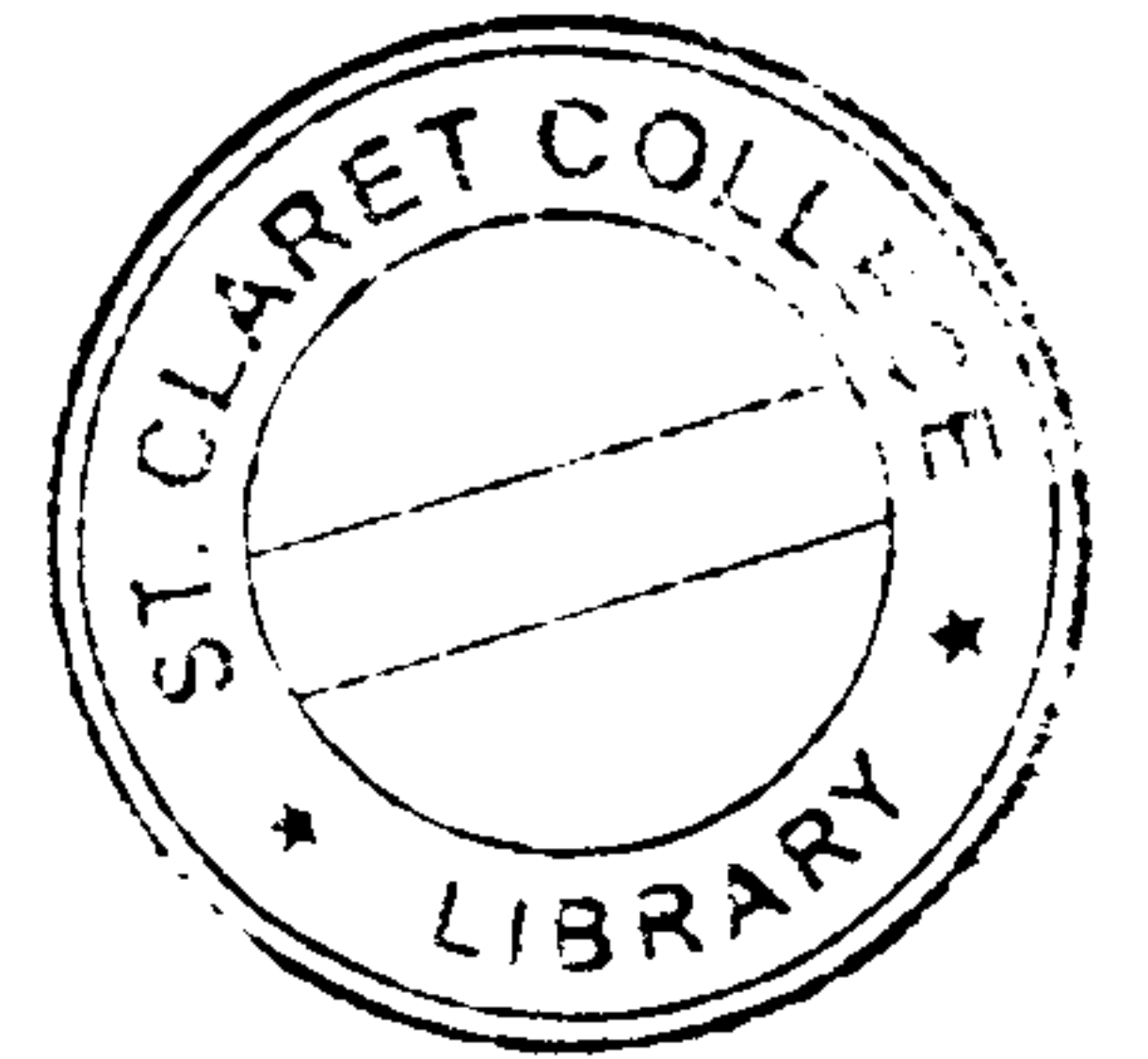
Max. Marks : 100

**Instruction** : Answers should be written in **English** only.

SECTION – A

Answer **any eight** sub-questions. **Each** sub-question carries **two** marks. **(8×2=16)**

1. a) Give the meaning of Human Resource Development.
- b) What is vestibule training ?
- c) Write the meaning of performance appraisal.
- d) Mention any four functions of Human Resource Development.
- e) What is participative decision making ?
- f) What are the types of changes ?
- g) What is orientation ?
- h) What is knowledge management ?
- i) What is Role playing ?
- j) Write any two goals of organisational development.



SECTION – B

Answer **any three** questions. **Each** question carries **eight** marks. **(3×8=24)**

2. What are the functions of HRD manager ?
3. What are the objectives of training ?
4. What is BARS ? Explain how to construct BARS.
5. What is quality circle ? Mention the objectives of quality circle.
6. Why do employees resist change ?

P.T.O.



SECTION – C

Answer **any four** of the following. **Each** question carries **fifteen** marks. (4×15=60)

7. Explain the different methods of training the employees.
  8. What is Total Quality Management ? Mention the role of Human Resource Manager in Quality Management.
  9. Briefly explain the various methods of performance appraisal.
  10. Discuss the off-the-job techniques of management development.
  11. Explain the various steps involved in the organisational development process.
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