

Dr. Babasaheb Ambedkar Open University
Term End Examination July – 2019

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|---------------------|-------------------------------------|-------------------|-------------------------|
| Course | : BBA | Date | : 13-Jul-19 |
| Subject Code | : BBA-503(NEW) | Time | : 11:00 to 02:00 |
| Subject Name | : Human Resource Development | Duration | : 03 Hours |
| | | Max. Marks | : 70 |

Section A

Answer the following (Attempt any three) (30)

1. Describe the process of HRM.
2. Write a note on 'Business Process Re-engineering'.
3. Write a note on 'Training Needs Identification Through Surveys'.
4. What is the need for HRD Audit? Discuss in detail.
5. Describe the Barriers of Communication.

Section B

Answer the following (Attempt any four) (20)

1. Explain the types of Communication.
2. Write a note on 'Action Steps for Effective Benchmarking'.
3. Write a note on 'Career Development Cycle'.
4. Discuss the Questionnaire Methods for HRD Audit.
5. Discuss the Causes of Ineffective Communication.
6. Describe the main features of TQM.

Section C

Part – A (Multiple Choice Questions) (10)

1. What are the prerequisites to be an effective HR manager?
A Flexible and proactive approach B Good interpersonal skills
C Knowledge of Labour laws. D All of these.
2. _____ is the innate values and conscience that guides an individual of right and wrong actions.
A Leadership B Ethics
C Change Management D Self esteem
3. The main driving factor of Sensitivity training is:
A Empathy B Team work
C Promotions D Rewards
4. HR audit is conducted to obtain a score on the HR _____.
A Scoreboard B Score report
C Performance D Scorecard.

- 5 _____ are usually in the form of cash or tax benefits.
 A Centrally sponsored schemes B Perquisites
 C Rural housing schemes D Subsidies
- 6 Data collection is related to:
 A QWL B Quality Circles.
 C Benchmarking D MBOs
- 7 A good training program should be able to deliver effective content in _____ time.
 A Maximum B Minimum
 C Flexible time D None of these
- 8 Organisations are made up of systems that are run by _____ mechanism.
 A Throughput-input-output B Input- output- throughput
 C Input-throughput-output D None of these
- 9 Swaranjayanti Gram Swarozgar Yojana is a scheme run by:
 A Employers association B State Government
 C Central Government D Trade Unions
- 10 _____ is unilateral and autocratic mechanisms.
 A Quality of work life B TQM
 C Kaizen D Management by objectives

Part – B (Do as Directed)

(10)

- 1 Define 'HRM'.
- 2 Define 'Counselling'.
- 3 State any two objectives of Training.
- 4 Enlist any two Limitations of HRD Audit.
- 5 What is Interpersonal Communication? Explain in two sentences.
- 6 What is Balance Scorecard? Explain in two sentences.
- 7 What are Career Anchors? Explain in two sentences.
- 8 Enlist any two Approaches to Evaluate the HR Function and Its Impact.
- 9 Enlist any two Challenges of Human Resource Management.
- 10 Enlist any two Objectives of Performance Appraisal.