



OS – 516

V Semester B.B.M. Examination, October/November 2012

(Semester Scheme)

**BUSINESS MANAGEMENT**

**E.1. Paper – I : Human Resources Development**

Time : 3 Hours

Max. Marks : 90

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

**SECTION – A**

Answer **any ten** sub-questions. **Each** sub-question carries **two** marks. (10×2=20)

1. a) What is meant by On-the-Job Training ?
- b) What is 360° performance appraisal ?
- c) Define Organisational Development.
- d) What is 'Halo Error' ?
- e) What is Role Playing ?
- f) What is management Development ?
- g) What is Knowledge Management ?
- h) Mention any four objectives of HRD.
- i) What is employee training ?
- j) What is Emotional intelligence ?
- k) What is BARS ?
- l) What is meant by career planning ?

**SECTION – B**

Answer **any five** questions. **Each** question carries **five** marks. (5×5=25)

2. What is vestibule training ? Give its advantages and disadvantages.
3. State the objectives of Career Planning.

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4. Outline the need for worker's participation in management.
5. Explain the various steps involved in the Organisation Development Process.
6. Explain the problems of performance appraisal.
7. What is employee attitude survey ? State its different dimensions.
8. Explain the characteristics of quality circles.
9. State the important reasons for resistance to change.

### SECTION – C

Answer **any three** questions. **Each** question carries **15** marks. **(3×15=45)**

10. Briefly discuss the various methods of performance appraisal.
11. Explain briefly the various off-the-job training methods used in organisations.
12. Explain the various steps involved in the organisation development process.
13. Discuss the recent trends in the area of HRD.
14. What is Total Quality Management ? Explain the HR strategies of TQM.