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Sardar Patel University

Vallabh Vidyanagar

M.S.W. External Examination - 3rd year

PA03EMSW 12 - Human Resource Development

Date : 28-10-2016 Day : Friday Time : 10.00 to 01.00 p.m.

Marks : 70

(10)

Q.1 Multiple Choice Question - Attempt All

1. Sub system of HRD are :
 - (a) Career planning, manpower planning and Collective Bargaining
 - (b) Performance Appraisal, Training, Role Analysis
 - (c) Quality circle, Organisational Development, Industrial Relation (
 - (d) Quality of Work Life, Quality Circle and Grievance handling
2. Main objective of Human Resource Development is :
 - (a) To provide suitable need based training Programmes
 - (b) To contribute towards the excellence of technical management education
 - (c) To motivate the employees to achieve organisational goals.
 - (d) All of the above
3. Human Resource Development is :
 - (a) A platform for organisational transformation
 - (b) A vehicle for global knowledge transfer
 - (c) A mechanism for balancing work life
 - (d) All of the above
4. Concept of OCTAPACE culture coined by
 - (a) T.V. Rao
 - (b) Udai Pareek
 - (c) Dharni P. Sinha
 - (d) D.M. Pestonjee
5. Which of the following can be considered as HRD functions?
 - (a) Identifying and imparting training needs
 - (b) Identifying and selecting the best candidate
 - (c) Mapping the competency and encouraging the employee
 - (d) All of the above.
6. The process of training and developing employees to improve and update their knowledge and skills, so as to perform their jobs better known as:
 - (a) Knowledge management
 - (b) HRD
 - (c) Managing Human Relations
 - (d) Compensation Management
7. Coaching involves treating employees as partners in achieving both personal and organizational goals.
 - (a) Agree
 - (b) Disagree
 - (c) Neutral
 - (d) None of the above

8. "Quality must be attended to at all stages of the industrial cycle and throughout the organisation" - said by :
1. Armand Feigenbaum
 2. Joseph M. Juran
 3. Kaoru Ishikawa
 4. None of the above
9. HRIS stands for
1. Human Resource Information Supply
 2. Human Resource Information System
 3. Human Resource Intellectual Service
 4. None of the above
10. The best reason for presenting a training program is because:
1. It contributes to the organization's goals and objectives
 2. It has been highly advertised.
 3. Competitors are using the training.
 4. None of the above

(10)

Q.2 Define Terms (Attempt any 5)

- A Employer Branding
- B Competency Mapping
- C Appreciative Inquiry
- D Leadership
- E Motivation
- F Employee Development
- G Employee Counselling

(20)

Q.3 Answers in brief ((Attempt any 5)

- A What do you understand by the term "HRD"?
- B Balance Score Card
- C HRD Audit
- D HRD Matrix
- E HRD Culture & Climate
- F Challenges in HRD

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Q.4 Answer the following (Attempt any 2)

- A Write a note on "Career Management and Development "
- B Discuss with relevant example "HRD Mechanism "
- C Enumerate "Role of Trade Union" in today's scenario with reference to HRD
- D Describe HRD Practice in Manufacturing and Service Industries
- E Narrate International Experience of HRD .Support it with relevant examples.

—X— (2) —X—