

MAY 2013

**P/ID 77530/PMEP/
PMBR2**

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

1. What is Human Resource Development?
2. Define Human Resource Planning.
3. What is Leadership?
4. State the importance of creativity in an organization.
5. What is the meaning of innovation?
6. What is organizational effectiveness?
7. Identify training need for a worker.
8. Mention the role of a trainer.

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. Discuss HR activities in private company towards HRD.
10. What is HR planning? State its importance.
11. Leader is born – Comment.

12. What is the importance of training?
13. Discuss quality of work life.
14. Explain career planning and the role of management.
15. What is experimental learning? State its process.
16. Explain the role of IT in HR activity.

PART C — (1 × 20 = 20 marks)

Case Study—(Compulsory)

17. Ram is attracted by glamour of city life. He got job in call centre with knowledge in communication skill. He admired the glamour life in the city. He completed training in the organization. He was working in a voice based BPO. He found behaviour change in his self over a period of time. He found that he became short tempered. The initial task in his job got deterioration due to regular routines of clarification from the clients. The job gave him depression. Most of his colleagues quit the company.

Are youngsters working in BPO live a pseudo life?
