

MAY 2012

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

---

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

1. Define Human Resource Development.
2. What is human resource planning?
3. Who is a leader?
4. What is HR audit?
5. What is organisation development?
6. Differentiate creativity and innovation.
7. Differentiate organisational effectiveness and excellence.
8. Who is a trainer in organisation?

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

9. Discuss the importance HRD in an public sector.
10. What are the advantages in HR planning?

11. Discuss the qualities of a leader.
12. Explain training need analysis.
13. Discuss human resource accounting.
14. What is team building and how do you develop?
15. Discuss knowledge management.
16. What is organisational climate?

PART C — (1 × 20 = 20 marks)

(Compulsory)

17. Case Study.

Knowledge is the most important asset. It gives competitive edge within organisations. It supports contributions learning within organisation to improve ability to cope with constant changes in the market. Managing assets of knowledge is important.

Several years ago ABC company in I.T specialisation installed lotus notes. It expected more collaboration. Most of the staff felt the work was varied to capture set of procedures. They completed their work after managers compulsion.

In competitive environment, people work share knowledge. Knowledge sharing is important. It is people related discipline personification is personal development of knowledge.

Knowledge management calls for innovative HRM practices in creating a learning environment.

Suggest methods to consider various methods where the employees of ABC can contribute knowledge.

---