

MAY 2011

P/ID 77530/PMEP

Time : Three hours

Maximum : 100 marks

PART A — (5 × 6 = 30 marks)

Answer any FIVE questions.

All questions carry equal marks.

1. What is HRD? Distinguish between HRD and HRM.
2. Write a note on HRD in Indian Industry.
3. What is employee counselling? Describe the process of employee counselling.
4. What do you understand by human resource planning? Describe its characteristics.
5. What do you understand by training? Distinguish between training, education and development.
6. Why management development is necessary? Assess the need for it in the present scenario.

7. What is organizational development? What are the features of organizational development?
8. What do you mean by organizational effectiveness? What is goal approach?

PART B — (5 × 10 = 50 marks)

Answer any FIVE questions.

All questions carry equal marks.

9. Discuss the importance of human resource development both at the micro and macro levels.
10. Discuss the problems in human resource planning. How can these problems be overcome?
11. Explain the benefits of training from the viewpoint of an enterprise and its employees.
12. What is human resource accounting? In what way it is useful to the management of human resource?
13. Discuss the various intervention techniques of organizational development.
14. Discuss the importance of Experiential Learning.

15. Discuss the main feature of organizational culture along with its objectives.
16. Discuss the ways to promote the Research in HRD.

PART C — (1 × 20 = 20 marks)

(Compulsory)

17. Case study :

DASS Electrical company is a medium size firm currently engaged in Agency Business and Direct sales of Electrical household goods, like, vacuum cleaners, electric iron toasters, grinders and mirers, ovens, washing machines etc. The company is owned by the family of three brothers who are qualified engineers. This firm decides to set up their own manufacturing activity in some of the products they sell through their four shops in Kolkata. The Engineer owners are well qualified in their own field and have no knowledge of the interviewing techniques and its advantages. They have so far recruited their sales and other staff through relatives, friends, references by schools and colleges. For their new plant coming up in the vicinity of Kolkata, they decide primarily to recruit staff both technical and non-technical through the

conventional, interviews method know them as proprietors. They also believe that experienced persons without requisite technical background can run the plant and do not want to wait longer for production and sale of their own products.

Briefly make a write up of various steps :

- (a) Involved in interviewing and its advantages
- (b) What training would you like to give to the “Interviewers”?
- (c) Narrate in brief the purpose and usefulness in each of the step involved in different types of interviews.
- (d) Draw an Interview Rating Scale which can be used by the proprietors.
