

Time: 2½ hrs.

- Note:
1. All questions are compulsory with internal options.
 2. Figures to the right indicate full marks.
 3. Draw neat diagram wherever necessary.

Q. 1 (A) Fill in the blanks with the correct answer from the alternatives given below. (Attempt any 8) (08)

- 1) _____ refers to the learning opportunities designed to help employees grow.

(a) Training	(b) Development
(c) Education	(d) All of the above
- 2) Which of the following is a benefit of employee training?

(a) Improves morale	(b) Helps people identify with organisational goals
(c) Provides a good climate for learning, growth and co-ordination	(d) None of the above
- 3) Which of these is a step in training process?

(a) KSA deficiency	(b) Provide proper feedback
(c) Obstacles in the system	(d) Use of evaluation models
- 4) What is linked with performance appraisal?

(a) Job Design	(b) Development
(c) Job analysis	(d) None of the above
- 5) Which company first developed the 360 degree system of appraisal?

(a) Wipro in 1990	(b) Godrej Soaps in 1991
(c) General Electric, US in 1992	(d) None of the above
- 6) The following is not a on the job training method?

(a) Understudies	(b) Job rotation
(c) Case study method	(d) Management by objectives
- 7) Employee counselling deals with _____ problems.

(a) Financial	(b) emotional
(c) Physical	(d) social
- 8) Under _____ counselling, the counsellor issues a certain set of instructions to the counselee.

(a) co operative	(b) marital
(c) Non directive	(d) Directive

- 9) For large number of employees attending the training, _____ method is very useful.
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|--------------------------|----------------|
| (a) Management education | (b) lecture |
| (c) coaching | (d) Case study |
- 10) It is the ability to formulate unique approaches to problem solving and decision making
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|---------------------|----------------------|
| (a) System thinking | (b) creativity |
| (c) Sensitivity | (d) Personal mastery |

(B) State whether the following statements are true or false. (Attempt any 7) (07)

- (1) Vestibule training utilises equipment which closely resemble the actual ones used on the job.
- (2) The social and cultural barrier to TNA can be met by building organizational trust and confidence
- (3) The first step in training process is to evaluate
- (4) An effective training design should be employer focused.
- (5) Training is independent activity and not related to Organizational Strategy.
- (6) Training needs assessment is usually related to both organizational and individual performance
- (7) The process of attracting, selecting, training and promoting employees through a particular firm is called as talent management.
- (8) Training refers to the process of imparting general skills.
- (9) Poor job design is an example of a technical barrier to effective performance.
- (10) Demonstration type of training method is used to train workers.

- Q.2 (a) Discuss the scope of training in detail. (8)
 (b) Explain the process of training. (7)

OR

- Q.2 (a) Discuss any four on the job and any four off the job training methods. (8)
 (b) Explain the features of training. (7)

- Q.3 (a) Explain the criteria of designing an effective training program. (8)
 (b) Discuss the features of development in HRM. (7)

OR

- Q.3 (a) Discuss the need of developmental programmes. (8)
 (b) Explain the different counselling techniques. (7)

- Q.4 (a) What is planned self? Discuss the model for planned self in detail. (8)
 (b) Explain career development cycle in an organisation. (7)

OR

- Q.4 (a) What are the methods of Management Developmental Programmes? (8)
 (b) Discuss the importance of Management Developmental Programmes. (7)

- Q.5 (a) What are the limitations of performance measurement? (8)**
(b) Discuss the methods of performance measurement appraisals in detail. (7)

OR

Q.5 Write short notes on (Attempt any 3) (15)

- (1) Ethics of appraisal**
- (2) Global Talent Management**
- (3) Human Performance Improvement**
- (4) Benefits of TNA**
- (5) Succession Planning**

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