Time: 2½ hrs.   **Marks: 75**

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

Q.1 **Fill in the blanks with an appropriate answer from the alternatives given below.**   **(8)**
(Attempt any 8)

1) To gain organizational support _____ step is to establish communication and relationships with the top management is necessary.

   (a) First   (b) second

   (c) Third   (d) Fifth

2) _____ will reveal much information about where an employee's skill and knowledge are deficient.

   (a) Questionnaire   (b) Banking

   (c) Warehousing   (d) Advertising

3) The _____ process initiates when a performance gap exists.

   (a) HPI   (b) FDI

   (c) OD   (d) MDP

4) Performance standard should be identified to achieve the ____ of the organization.

   (a) Objective   (b) analysis

   (c) Understudy   (d) morale

5) _____ is the process of listening to and employee's problem, deciding with the employee what should be done and telling and motiving the employee to do so.

   (a) Directive   (b) Establishment

   (c) Development   (d) Maintainer

6) Listen to the _____ carefully.

   (a) Grievances   (b) service

   (c) Distribution   (d) delivery

7) _____ stage starts when a new employee joins an organization.

   (a) Exploratory   (b) Freedom

   (c) Regulations   (d) Royalties

8) _____ is a simple and economical method.

    (a)   In basked exercise   (b)   Coaching

    (c)   Simulation   (d)   Inflation

9) Coaching is different from _____.

    (a)   Counseling   (b)   recession

    (c)   Inflation   (d)   deflation

10) _____ is planned effort.

    (a)   Self-development   (b)   Career planning

    (c)   Role Analysis   (d)   Desensitization

(B) **State whether the following statements are true or false.** **(7)**

(Attempt any 7)

(1) Case study method aims at developing the trainee in intellectual ability, practical judgments and social awareness.

(2) Seminar is off job training method.

(3) At maintenance stage, employees need to put their continuous efforts for self-development.

(4) Management development is one time process

(5) The emotions are associated with fear, respect, insult, anxiety, guilt, hostility etc

(6) The evaluation specialist should be clear of the objectives and goals against which the evaluation is conducted.

(7) Training is one time activity.

(8) Facts, series, concepts and principals are explained and presented to the trainees in conferences.

(9) Management should delegate the responsibility of evaluation to a senior manager in the HRD department.

(10) Training should have relevant content to attain the goal.

Q.2 **(a)** Discuss the features of training in detail.   **(8)**

    (b) What is the process/steps involved in making a training programme effective?   **(7)**

    OR

| Q.2 | (a) | Define training. Explain importance's of training in detail. | (8) |
| | (b) | Describe the designing and implementation of training programme. | (7) |

| Q.3 | (a) | Define organization development. Explain its features | (8) |
| | (b) | Explain in detail counseling techniques for employee. | (7) |

OR

| Q.3 | (a) | Explain in brief Human Performance Improvement. | (8) |
| | (b) | Illustrate with example the model of planned self-development | (7) |

| Q.4 | (a) | Write a note on characteristic of management development. | (8) |
| | (b) | Explain the steps in the process of management development. | (7) |

OR

| Q.4 | (a) | Write a note on evaluation of MDP. | (8) |
| | (b) | Explain case study, business management games and simulation of MDP techniques. | (7) |

| Q.5 | (a) | Explain in detail global talent management. | (8) |
| | (b) | What is knowledge management? Explain its stages. | (7) |

OR

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

(1) Global talent management

(2) On the job training

(3) Succession planning

(4) What is and what is not KM

(5) Off the job training

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