

Seat No.: _____

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA – SEMESTER 4 – EXAMINATION – SUMMER 2019**Subject Code: 2840301****Date: 04/05/2018****Subject Name: Human Resource Development (HRD)****Time: 10:30 AM To 01:30 PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

Q.1 (a) Give Answer for the following:**06**

1. First step of Human Resource development in any organization is

- A. determining development approaches
- B. assessing the needs for development
- C. identifying capabilities
- D. formulate HR plans

2. Process of improving ability of employees regarding handling of assignments is classified as

- A. workforce staffing
- B. career identification
- C. development
- D. career planning

3. The first documented factory school was located at _____

- A. New York
- B. England
- C. India
- D. Japan

4. Task Analysis also known as _____

- A. Operations Analysis
- B. Operating Analysis
- C. Action Analysis
- D. None

5. Many organization have been adopted _____ towards their employees, offering job security and stability in exchange for workers loyalty.

- A. Paternalistic Approach
- B. Pluralistic Approach

D. None

6. ROI=_____ / Training Cost

- A. Operational Cost
- B. Working Capital
- C. Development Cost
- D. Recruitment Cost

Q.1 (b) Explain Following terms:**04**

- 1. Human Resource development
- 2. Career Management
- 3. Apprentice Training
- 4. Direct Cost

Q.1 (c) Discuss ROI.**04****Q.2 (a) Discuss Human Resource Development Process in detail.****07****Q.2 (b) Do you think that strategic analysis is helpful for the organization? Why?****07****OR****Q.2 (b) Discuss importance of Management education in detail.****07****Q.3 (a) Write a detailed note on Competency Mapping in detail.****07****Q.3 (b) Being trainer which method will you adopt to train Junior executive in HR department? Discuss in detail.****07****OR****Q.3 (a) Write a detailed note on "Selection of trainer".****07****Q.3 (b) Discuss importance and sources of training materials in detail.****07****Q.4 (a) Discuss Kirkpatrick Model in detail.****07****Q.4 (b) Discuss Ethical issues in training evaluation in detail.****07****OR****Q.4 (a) Discuss Interpersonal skills in detail.****07****Q.4 (b) Discuss Performance Management in detail.****07**

A large cement company has its corporate office in a metro and plants in several parts of the country. The company has an aggregate workforce of 8,250 workers. In recent times, it has been experiencing problems in quality aspects as one of its plants reported unusually higher reject rates in the production process due to the poor quality of the product. The report from the line manager of the concerned plant made no reference to faulty machines or a flawed process. However, it made a mention about the deficit in the technical skills and knowledge of the workers involved in the production process. It also cited this as the most probable cause of the quality of the products and the resultant high reject rates.

Q.5 (a) Being Part of HR department, how will you handle this crisis? **07**

Q.5 (b) Being HR manager, how will you frame Training policy for above problem? **07**

OR

Q.5 (a) Prepare Lesson plan for Training regarding above crisis. **07**

Q.5 (b) Prepare Schedule for 7 days regarding above Training program. **07**

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