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MBA III Semester Supplementary Examinations May 2019

HUMAN RESOURCE DEVELOPMENT

(For students admitted in 2017 only)

Time: 3 hours Max. Marks: 60

All questions carry equal marks

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SECTION – A

(Answer the following: (05 X 10 = 50 Marks)

1 Write about the challenges in human resource development.

OR

2 Explain the need to develop the human resource in the present scenario.

3 How to design training programmes? What are the merits to be possessed by the trainers?

OR

4 What is meant by organizational culture and explain organizational analysis in HRD?

5 Explain different types of training methods.

OR

6 Write about assessing the impact of HRD programs in monetary terms.

7 What is motivation in career development and write the stages of life & career development?

OR

8 Explain in detail about the issues in career development.

9 Discuss organizational culture. Highlight the importance and various dimensions of organizational culture.

OR

10 Write about discrimination adapting to demographic changes.

SECTION – B

(Compulsory question, 01 X 10 = 10 Marks)

11 **Case Study:**

The Loha manufacturing company is in a very competitive metal products business. It employs 4,000 people. Because of the similarity in the product design and competitive price with those of its competitors. It maintains its sales by emphasising quality and service. About a year ago, the company lost two of its major customers, who had been dissatisfied with excessive manufacturing defects. After studying the problem, the company decided that its basic engineering was sound but carelessness and lack of quality consciousness on the part of production workers, inspectors, and manufacturing supervision were a prime cause of the trouble. Accordingly, it introduced a quality control programme to solve the problem. The course was given after working hours, from 7.00 to 9.00 p.m. each Thursday for 10 weeks. Employees were not paid any additional amount to attend the classes. Technically, attendance was voluntary; however management intimated that employees who attended sincerely would have the fact recorded in their personnel records.

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This fact would be considered in future pay rise and promotions. The course was taught by a staff engineer from the quality control department. The course methodology mainly consisted of lectures, and at times movies on quality control and some discussions. The course covered such topics as the need for high quality, "quality can't be inspected into a product, it must be built in", conditions affecting quality, costs of poor quality, inspection standards, inspection procedures and methods, statistical quality control, sampling inspection and control chart procedures. The course was open to all interested employees in the plant, including supervisors. Attendance at the early sessions averaged around fifty. Towards the end of the course it had declined to about twenty-five.

The training manager made the following comment at the conclusion of the course. "Rajan (the instructor) did a good job of lecturing. He was interested, informative, and spiced his talks with humour at appropriate times. It was not his fault that attendance fell off."

Questions:

(a) Do you think this training programme was organized and administered properly?
(b) Are there any other training methods that could properly have been used?

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