

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

MBA - SEMESTER- IV EXAMINATION – WINTER 2020

Subject Code:3549231

Date:04/01/2021

Subject Name:Human Resource Development (HRD)

Time:02:00 PM TO 04.00 PM

Total Marks: 47

Instructions:

1. Attempt any THREE questions from Q1 to Q6.
2. Q7 is compulsory.
3. Make suitable assumptions wherever necessary.
4. Figures to the right indicate full marks.

Q. No.		Marks
Q.1	a Explain the following terms	06
	(a) Interpersonal skill training	
	(b) Task analysis	
	(c) Change agents	
Q.1	b Explain the following terms	06
	(a) Assessment centers	
	(b) Learning-by-doing	
	(c) Glass ceiling	
Q.2	(a) Define HRD. Discuss key differences between HRM and HRD in brief.	06
Q.2	(b) “HRD needs to be more competent and efficient in today’s knowledge and information era”: Give your comment and share your opinion	06
Q.3	(a) What is the meaning of Need Analysis? Explain various levels of need analysis in brief.	06
Q.3	(b) What are the advantages of designing an HRD program in house versus purchasing programs from vendors?	06
Q.4	(a) “Selecting a trainer is the most tactful activity for an HRD professional”. Explain your views to validate the statement.	06
Q.4	(b) What are the data collection methods available for HRD evaluation? On what basis would you choose these methods for evaluating any of HRD program?	06
Q.5	(a) How on-the-job training and development programmes give companies a competitive edge? Discuss any two on-the-job training methods in brief.	06

Q.5 (b) How Counseling, Mentoring and Coaching are different? Give suitable examples to justify your answers. **06**

Q.6 (a) How do Off the job techniques help individuals? Explain some Off the Job training approaches in brief. **06**

Q.6 (b) What is Employee Orientation? How Orientation Benefits the organization? **06**

Q.7 Case Study: The Contradiction of Business

Anju Malik managed a branch bank office. The office was located in a good location and had many customers. However, the bank itself had been under severe pressure to improve profits. As a result, the staff in Anju's office had been reduced by a third.

Now there seemed to be a constant backup of customers in the branch. Because of long waits, customers were often abusive to the tellers when they finally reached the window. The staff was feeling increasingly stressful, and the quality of work began falling off.

The contradiction of this business was that, as things stood now, Anju had more customers than she was capable of handling.

Two days after a particularly disturbing incident, Anju prepared to conduct a mandated "sales meeting" in the branch. These meetings seldom went well as far as Anju was concerned. She wanted to find some way to deal with the real problems of the branch, and felt she had to come up with something before the meeting on the following day.

(a) What kind of general strategies can Anju Malik Pursue to help solve these problems? **5.5**

(b) Can Anju Malik use this meeting to help solve some of the problems of the branch? **5.5**

OR

(a) Describe the process that Anju Malik can follow with her staff to address productivity and quality problems. **5.5**

(b) Suggest some stress management techniques to Anju Malik that she can adopt and include in employees training programme. **5.5**
