

Q.P. Code – 56537

**Fifth Semester B.B.M. Degree Examination,  
October/November 2019**

(CBCS Scheme)

**Management**

**HUMAN RESOURCE DEVELOPMENT**

Time : 3 Hours]

[Max. Marks : 90

Instructions to Candidates : Answers should be written in English only.

**SECTION – A**

1. Answer any **TEN** sub-questions from the following. Each sub-question carries **2** marks : **(10 × 2 = 20)**
- (a) What is management by objectives?
  - (b) What is team work?
  - (c) Define flexi time.
  - (d) What do you mean by self directed team?
  - (e) Define TQM.
  - (f) Expand BPO and BARS.
  - (g) What do you mean by orientation?
  - (h) What is off the job training?
  - (i) Who is a Manager?
  - (j) What is job rotation?
  - (k) State any two objectives of management development.
  - (l) What is knowledge management?



**SECTION – B**

Answer any **FIVE** questions from the following. Each question carries **5** marks :  
**(5 × 5 = 25)**

- 2. What are the different alternative work arrangements?
- 3. What is OD? Explain the techniques of OD.
- 4. Explain the concept of 360 appraisal.

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5. What is a change process? Explain the types and reasons for change.
6. Briefly explain the scope of HRD.
7. Explain the objectives of management development.
8. Briefly explain the concept of TQM.

#### SECTION – C

Answer any **THREE** questions from the following. Each question carries **15** marks : **(3 × 15 = 45)**

9. Explain the methods of on the job training.
  10. What is OD? Explain the goal, merits and demerits of OD.
  11. Write a short note on :
    - (a) BPR
    - (b) Attitude survey
    - (c) Empowering team work.
  12. Explain the modern methods of performance appraisal.
  13. Briefly explain the concept of IT and HR
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