

PARUL UNIVERSITY
FACULTY OF MANAGEMENT
MBA Winter 2018 - 19 Examination

Semester: 3**Subject Code: 06202202****Subject Name: Human Resource and Organizational Development****Date: 30/10/2018****Time: 02:00 pm to 04:30 pm****Total Marks: 60****Instructions**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

Q.1 Do as Directed.**A). Multiple choice type questions/Fill in the blanks. (Each of 1 mark)****(05)**

1. What is the main purpose of train the trainer programs?

a) Provide knowledge to SMEs	c) Provide knowledge to Management
b) Provide knowledge to Trainers	d) Provide knowledge to Workers
2. What is Guild?

a) Yeomanry	c) Separate Society of Yeomen
b) Association of Craftsmen	d) All Above
3. Which of the following is true, in relation to Erikson's Model of Human Development?

a) Basis trust v/s guilt	c) Autonomy v/s mistrust
b) Intimacy v/s isolation	d) Ego integrity v/s stagnation
4. What may be particularly necessary as part of the training process where people are working in another country?

a) e-learning	c) Activist learning
b) Cross-cultural training	d) Discovery learning
5. What are the four levels of Kirkpatrick Model?

a) Assessment, Design, Implementation, Evaluation
b) Context, Input, Process, Product
c) Reaction, Learning, Job behavior, Immediate outcome
d) Reaction, Learning, Job behavior, Results

B). Define the following. (Each of 1 mark)**(05)**

1. Diagnostic Person Analysis
2. Prioritizing HRD Needs
3. Level of Needs
4. Human Resource Development
5. Skill Gaps

C). Direct questions. (Each of 1 mark)**(05)**

1. What do you mean by Need Assessment?
2. What do you mean by Career Development?
3. What are the concepts of Train –the-Trainer and Subject Matter Expertise (SME)?
4. What are four types of OD Interventions?
5. What do you mean by Organisational Effectiveness?

Q.2 Answer the following questions.**A). Discuss the framework of HRD model.****(07)****B). What are the training methods & Techniques used in HRD Programs? Briefly explain about experimental methods of classroom training approaches. What are merits & demerits of each of these?****(08)****Q.3 Answer the following questions.**

A). What are different types of Discriminations in relation to Culturally Diverse Environment (Women & Minor)? What are Four common approaches on adapting to Demographic Changes? Explain. (07)

B). Mr. Hari is the Administrative Manager of the XYZ Company. It is a medium sized company. Mr. Hari Prasad has been working in the company for the last 10 years as a Secretary and Chief Accountant. His record was excellent. Recently he has been selected as the Administrative Manager (People Manager). This new post was created a year ago. (08)

As a result of this change, output of his work in the office dropped considerably and moral became low. There was an alarming increase in staff turnover. To study the situation, the M.D. engaged a consultant. The report of the consultant while praising the expert knowledge of Mr. Prasad on many technical aspects of office administration pointed out his incapability, especially in dealing with people. Surprisingly Mr. Prasad enjoyed much popularity with the senior executives of the company. He won their esteem for his valuable services as a manager. They were very much worried over the capabilities of Mr. Prasad to dealing with people. They were helpless.

Questions & Answer (4 mark Each)

1. What is the real cause of the problem?
2. What can be done to rectify the situation considering Mr. Prasad's value to the company?

Q.4 Attempt any two questions.(Each of 7.5 mark) (15)

1. What are challenges to Organizations and to HRD professionals/ Enumerate and Explain in brief?
2. What do you understand by Planned Change? Explain Model of Planned Change with the help of diagram.
3. What is the Concept of Management Development? What are Three Main Components of Management Development?
4. Briefly describe about Evolution of HRD? How its form has been changing since inception till date?