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MS – 414

VI Semester B.Com. Examination, May/June 2013
(Semester Scheme)
COMMERCE

Elective Paper – 4(d) : Human Resource Development

Time : 3 Hours

Max. Marks : 90

Instruction : Answer should be written **completely** either in **Kannada** or in **English**.

SECTION – A

Answer **any ten** sub-questions. **Each** question carries **2** marks.

(10×2=20)

1. a) What is organisational development ?
b) Mention the different stages of Ego.
c) What is off the job-training ?
d) What is Empowerment ?
e) What is sensitivity training ?
f) Define orientation.
g) What is attitude ?
h) What is private counselling ?
i) What is work committee ?
j) What is TQM ?
k) What is Human Resource Development ?
l) What is transactional analysis ?

SECTION – B

Answer **any five** questions of the following. **Each** question carries **5** marks. (5×5=25)

2. What are the objectives of training ?
3. What is knowledge management ? Explain in brief the process of knowledge management.

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4. Distinguish between training and development.
5. Explain the principles of good training programmes.
6. What are the benefits of job evaluation ?
7. Mention the functions of H.R.D.
8. What is team ? Explain the methods of designing self-directed teams.
9. What are the steps in M.B.O. ?

SECTION – C

Answer **any three** questions in detail. **Each** question carries **15** marks. **(3×15=45)**

10. Explain the impact of globalisation on H.R.D.
11. What is employee training ? Explain on the job training methods.
12. What is performance appraisal ? Explain the methods of performance appraisal.
13. What is counselling ? Explain the types of counselling with its merits and demerits.
14. What is total quality management ? Mention the role of HR Manager in quality management.