

ST. JOSEPH'S COLLEGE (AUTONOMOUS) BENGALURU-27
MID SEMESTER EXAMINATION- AUGUST 2019
B.COM - V SEMESTER

BCDEH5616 : HUMAN RESOURCE DEVELOPMENT

TIME: 1 Hour

MAX. MARKS: 30

SECTION A

Answer any FIVE of the following questions. Each question carries two marks. (5x2=10)

- 1) Define HRD.
- 2) Which case study led to the evolution of HRD in India?
- 3) State two roles and two competencies of HRD professionals.
- 4) Mention two functions of HRD.
- 5) What is competency mapping?
- 6) What do you mean by HRD interventions?
- 7) Who introduced the Blooms' Taxonomy ? When and Why?

SECTION B

Answer any TWO of the following questions. Each question carries five marks. (2x5=10)

- 8) What are the challenges faced by the organisation and HRD professionals?
- 9) How can we assess the HRD/training needs in the organisation?
- 10) Briefly explain the training delivery methods/ instructional methods.

SECTION C

Answer the following compulsory question. The question carries ten marks. (1x10=10)

- 11) Case Study

Mala was a careful, hard working employee in a private company. She has been serving as a book keeper or more than seven years before problems developed with her performance. Many employees begin as clerks and progressively move up to lead book keeper. As such Mala was responsible for a large, active petty cash fund and was working with dedication and utmost responsibility.

During a spot check by the internal audit of the company, her immediate supervisor noticed pencil erasures on expense reports and assumed that employees had been directed by memo to record their expenses in ink. Mala's immediate supervisor called Mala and confronted her. When the supervisor called Mala, other employees became aware of the fact that some unpleasant incident has taken place. The situation in the department became very hostile as Mala walked to the office of the supervisor.

Mala confessed to temporarily borrowing some money from the petty cash fund. She explained that her child had been in and out of the hospital for a few months, and she had exhausted the family resources. She explained that she had to pawn her jewelry to perform some expensive medical tests.

Mala admitted that she used the petty cash money to pay the bills of the last medical test for her child. Mala further said that she has never done anything of this sort before and that this