Seat No.: _____                                    Enrolment No._____

# GUJARAT TECHNOLOGICAL UNIVERSITY
## MBA – SEMESTER –IV-EXAMINATION – SUMMER-2022

**Subject Code: 4549232**                               **Date: 14-07-2022**
**Subject Name: Human Resource Planning & Development**
**Time: 10:30 AM TO 01:30 PM**                          **Total Marks: 70**

**Instructions:**

1. **Attempt all questions.**
2. **Make suitable assumptions wherever necessary.**
3. **Figures to the right indicate full marks.**

| | | | |
|---|---|---|---|
| **Q.1** | Define in short: | | 14 |
| | (a) Glass Ceiling Effect | | |
| | (b) Coaching | | |
| | (c) Kinlaw Process | | |
| | (d) Role analysis | | |
| | (e) Potential appraisal | | |
| | (f) Knowledge Management | | |
| | (g) Assessment Centers. | | |
| **Q.2** | (a) | Differentiate between recruitment and selection. Detail the various sources of recruitment. | 07 |
| | (b) | Design an appropriate research plan for carrying the research on "effectiveness of work from home. Detail the various data collection techniques to be used and reason for adoption of the same. | 07 |
| | | **OR** | |
| | (b) | Describe the four levels of evaluating an HRD program given by Kirkpatrick citing suitable example. | 07 |
| **Q.3** | (a) | Compare and contrast the advantages and disadvantages of designing an HRD program in house versus purchasing programs from vendors. | 07 |
| | (b) | Performance Management system is a key for all H.R. process. Validate the statement explaining the process of Performance Management System and ways for making it effective | 07 |
| | | **OR** | |
| **Q.3** | (a) | Explain in detail citing relevant examples the ethical considerations to be taken in conducting evaluation research. | 07 |
| | (b) | Reskilling. unskilling has become the need for an hour, Justify the statement by underpinning the importance of learning and explaining social learning and operant theory of learning. | 07 |
| **Q.4** | (a) | Detail HRD Framework needed in HRD process. | 07 |
| | (b) | Define Human Resource Development. What are the skills or competencies does an HRD manager required to perform efficiently? | 07 |

**Q.4** **(a)** Describe need assessment and different levels of need assessment along with 07
suitable
Examples highlighting. Why HRD needs should be prioritized

**(b)** Design a hypothetical training program briefing the process of training and 07
validating the various methods of training which could be employed.

**Q.5** **CASE STUDY:**

Ananya international is an IT company. The company was initially operating only in India but now they are thinking to expand in America, Singapore as well.

The Manger hr was not sure how it should carry out the global HRD operation and was in a fix how to start. He was not sure how to hire a person who would be able to operate global but still be local at heart,

He therefore looked for the reference method and hired a client who has been associated with the company for a long period of time but has no experience in IT industry, He has worked as a GLOBAL HRD manger in FMCG company. The Global HRD Manager joined the organization as it offered a hefty salary but was in a dilemma how to make organization profitable.

He
He hHe was it graduate but had no experience in working with it company.

**(a)** Detail the problem in this case and brief the key facts of the case. 07

**(b)** With reference to the case discuss the challenges faced by Global HRD 07
Manager.

**OR**

**Q.5** **(a)** As an HRD manager what methods of sourcing you would have adopted to hire 07
International HRD manager

**(b)** Draft a suitable recruitment policy for the firm 07

\*\*\*\*\*\*\*\*\*\*\*\*\*\*