

GUJARAT TECHNOLOGICAL UNIVERSITY**MBA - SEMESTER– III EXAMINATION – WINTER 2020****Subject Code:1539332****Date:07/01/2021****Subject Name:Human Resource Planning & Development****Time:10:30 AM TO 12.30 PM****Total Marks: 47****Instructions:**

1. Attempt any THREE questions from Q1 to Q6.
2. Q7 is compulsory.
3. Make suitable assumptions wherever necessary.
4. Figures to the right indicate full marks.

Q. No.	Question Text and Description	Marks
Q. 1 a	<p>Explain the following terms:</p> <p>(a) Human Resource Development</p> <p>(b) Employee Training</p> <p>(c) Socialization Process</p>	06
Q. 1 b	<p>Explain the following terms:</p> <p>(a) Succession Planning</p> <p>(b) Job Instruction Training</p> <p>(c) Task Sequencing</p>	06
Q. 2	<p>(a) Give your views on – HRD is essential in the organization or not? Why?</p> <p>(b) Explain the ethical issues concerning training evaluation research?</p>	06
Q. 3	<p>Suppose that you are the recruitment manager for a medium sized bank. One of your best recruiter appears to be unmotivated. What might expectancy theory suggest in causing the drop in the employee's performance? Using the same, develop recommendations for helping to improve the recruiter's performance?</p> <p>(b) Using your knowledge of the stages of life and career development, explain how the career of a Twenty-seven-year-old differs from those of a forty-five-year-old. What are the organizational Implications of the issues you identified?</p>	06
Q. 4	<p>(a) Explain why management development is one of the most common HRD activities found in the organizations today?</p> <p>(b) Define Coaching Discussion? State two approaches and explain Fournies process of Coaching Discussion?</p>	06
Q. 5	<p>(a) Discuss the components of a strategic/organizational needs analysis</p> <p>(b) Stress management interventions commonly focus on helping employees find ways to deal with the stressors in their lives. But some experts believe organizations should modify jobs rather than training on coping of stress. What is your opinion on this matter?</p>	06

- (a) Discuss the steps in task analysis process. **06**
- Q. 6** Suppose you are a restaurant manager and the waiters are irregular for serving the customers on the time. Conduct a coaching analysis for these waiters to improve their performance. **06**
- (b)

Q. 7 One day, the director of training at EyeNation got a call suggesting that top executives were looking to improve the company's bottom line and couldn't find enough tangible evidence that the company's training programs were producing a measurable return on the company's investment. Top management at this optical retailer understood that employee training was important, but they wanted to know what evidence was available to show that there was in fact a payoff to the organization from the money being spent on training. The phone conversation ended with a challenge: "What are you going to do about this?"

- If you were the director of training in this situation, what measures
- (a) would you like to have available before you responded to top management? **5.5**
- (b) Why did you pick the measures that you did? **5.5**

OR

- What types of evidence do you think management would find
- (a) convincing that training was having a positive impact on the organization? **5.5**
- (b) How would you go about collecting the data for the measures you selected? **5.5**
