

32331

M.B.A. (H.R.M.) DEGREE EXAMINATION, OCTOBER/NOVEMBER 2019.

THIRD SEMESTER

Paper IV — HUMAN RESOURCE DEVELOPMENT

Time : Three hours

Maximum : 70 marks

(No additional sheet will be supplied)

PART A — (5 × 3 = 15 marks)

Answer ALL questions.

Each question carries 3 marks.

Each answer should not exceed 1 page.

1. (a) Objectives of HRD.
- (b) Concept of OD.
- (c) Process of Training.
- (d) Reverse Role Plays.
- (e) BPO.

PART B — (5 × 8 = 40 marks)

Answer ALL questions.

Each question carries 8 marks.

Each answer should not exceed 5 pages.

2. (a) Explain HRI system and systems approach to HRD.

Or

- (b) Explain about career planning.

3. (a) Explain about concept, definitions and characteristics, features of OC?

Or

- (b) Discuss about Roles of HRD Professionals Future of BIRD?

4. (a) Explain about Human Resource Training

Or

(b) Write about Organizational Culture.

5. (a) Explain about types and methods of training.

Or

(b) Write A NOTE ON "behavior modeling".

6. (a) Write about Quality Circles.

Or

(b) Write a note on "HRD and OD"?

PART C --- (1 × 15 = 15 marks)

(Compulsory)

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Case Analysis

7. In 1999, IBM launched the pilot Basic Blue management training program, which was fully deployed in 2000. Basic Blue was an in-house management training program for new managers. It imparted 75 percent of the training online and the remaining 25 percent through the traditional classroom mode.

The e-learning part included articles, simulations, job aids and short courses. The founding principle of Basic Blue was that 'learning is an extended process, not a one-time event.' Basic Blue was based on a '4-Tier blended learning model' (Refer Table I). The first three tiers were delivered online and the fourth tier included one-week long traditional classroom training.

The program offered basic skills and knowledge to managers so that they can become effective leaders and people-oriented managers. The managers were divided into groups of 24 members each.

Each group then entered the first tier of the Basic Blue program (without interaction with the other members of the group - learning from information)... The e-learning projects of IBM had been successful right from the initial stages of their implementation. These programs were appreciated by HR experts of IBM, and other companies. The Basic Blue program bagged three awards of 'Excellence in Practice' from the American Society for Training and Development (ASTD) in March 2000. It was also included among the ten best 'world-class implementations of corporate learning' initiatives by the "e-Learning across the Enterprise:

The Benchmarking Study of Best Practices" (Brandon Hall) in September 2000...

Questions

(a) Discuss the key issues in the case.

(b) Discuss training strategy of IBM and importance of E-Learning.