

HUMAN RESOURCE DEVELOPMENT

(For students admitted in 2017 only)

Time: 3 hours

Max. Marks: 60

SECTION – A

(Answer the following: (05 X 10 = 50 Marks)

- 1 What is HRM and explain its development functions?
OR
- 2 What are the objectives and importance of human resource management?
- 3 "Training is tool to be considered as a investment for an organization not as an expenditure" comment your views.
OR
- 4 Explain the objectives of HRD intervention and write about prioritizing HRD needs.
- 5 Explain types of data collections for HRD program evaluation.
OR
- 6 Explain the purpose of HRD evaluation and write Kirkpatrick's evaluation.
- 7 Define career development and its process.
OR
- 8 Suggest a systems approach towards creating a career development programs.
- 9 Explain the changes in labour market and critically evaluates its causes.
OR
- 10 Discuss the important characteristics and various dimensions of organizational culture.

SECTION – B

(Compulsory question, 01 X 10 = 10 Marks)

11 **Case Study:**

Unwanted Promotion

Mrs. Deena joined Syndicate Bank as clerk after M.Sc., in 1968. She was aspiring for the promotion to the officer's post. She completed CAIIB to which certain weightage is given in promotion. After getting the eligibility service in 1972, she applied for an officer's post in the bank under the promotion quota.

She could not get the promotion as her score in the written test was quite low. But at that time she was transferred to her native town, i.e., Rajahmundry. She tried for an officer post several times but could not succeed. She was vexed with her trials. But she was elected to the office of President of local branch of Bank Employees Union. Since then she has become a problem to the management. She could solve a number of problems of the members of her union.

Consequently almost all the clerks of the branch joined her union. However, she has been continuing her trials for the officer's post. She was not given the promotion in 1980 though she got more than the minimum score in the written test, on the ground that her interview score was less than the minimum. In fact, the confidential report of the branch manager regarding her trade union activities worked against her in this case. With this failure she decided not to make any further trials and activated the trade union activities. Further, she started a business of dealership in automobiles. She succeeded, in diverting the deposits of the business community in her bank to other banks. Management has decided to promote her to the Officer cadre based on the recommendations of the new branch manager. One day Mrs. Deena received appointment order for the Officer's post from the head office of the bank. All the colleagues including the branch manager congratulated her. But she said that she does not want that promotion. It was a quite surprising to all of them.

Questions:

- (a) Do you think that the management's action of not selecting Mrs. Deena in 1980 basing on the confidential report of the Branch Manager is right?
- (b) Why does Mrs. Deena not want promotion?
