|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Roll No. |  |  |  |  |  |  |  |  |  |  |  |  |



**PRESIDENCY UNIVERSITY**

**Bengaluru**

|  |
| --- |
| **End - Term Examinations – JANUARY 2025** |
| **Date:** 08/ 01/ 2025 **Time:** 09:30am – 12:30pm |

|  |  |  |
| --- | --- | --- |
| **School:** School of Management (UG) | **Program:** BBA(HR) | |
| **Course Code :** BBA3014 | **Course Name :** Human Resource Development | |
| **Semester**: V | **Max Marks**: 100 | **Weightage**: 50% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **CO - Levels** | **CO1** | **CO2** | **CO3** | **CO4** |  |
| **Marks** | **22** | **26** | **26** | **26** |  |

**Instructions:**

1. *Read all questions carefully and answer accordingly.*
2. *Do not write anything on the question paper other than roll number.*

**Part A**

|  |  |  |
| --- | --- | --- |
| **Answer ALL the Questions. Each question carries 2 marks. (10Q x 2M = 20M)** | **Bloom's Level** | **CO** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | HRD function has a pivotal role in facilitating learning in the organizational context.  What do you mean by learning organization? | **2 Marks** | **Remember** | **CO1** |
| **2** | How is team learning identified in organizations? | **2 Marks** | **Remember** | **CO1** |
| **3** | Human beings keep on learning throughout their lives, and it is a fact that 90% of it is in an unplanned and unstructured way.  What do you mean by informal learning? | **2 Marks** | **Remember** | **CO2** |
| **4** | Learning is an iterative process.  What is an iterative learning design process? | **2 Marks** | **Remember** | **CO2** |
| **5** | Define job instruction training. | **2 Marks** | **Remember** | **CO3** |
| **6** | What do you mean by Neuro-linguistic programming? | **2 Marks** | **Remember** | **CO3** |
| **7** | Where are attitudinal diagnostic questionnaires used? | **2 Marks** | **Remember** | **CO4** |
| **8** | Where do we use formative evaluation in training? | **2 Marks** | **Remember** | **CO4** |
| **9** | Define Person learner analysis. | **2 Marks** | **Remember** | **CO1** |
| **10** | What is the objective of document review under the training need analyses? | **2 Marks** | **Remember** | **CO1** |

**Part B**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Answer ALL the Questions. Each question carries 7 marks. (5Q x 7M = 35M)** | | | **Bloom's Level** | **CO** |
| **11** | Supporting learning in the third millennium is a concept that reflects the evolving needs and challenges in education, as we navigate through the complexities of the 21st century.  Outline any seven key trends, identified by the American society for training and development, which are influencing the workplace. | **7 Marks** | **Understand** | **CO1** |
|  | **Or** | | | |
| **12** | Larsen (1994) identified four distinct types of required learning for the future that reflect the changes and challenges brought about by societal, technological, and economic developments. These types of learning aim to equip individuals with the necessary skills and knowledge to adapt to the evolving world.  Explain the four distinct types of learning for future in organizations. | **7 Marks** | **Understand** | **CO1** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **13** | The process of learning can be broken down into several stages, each of which contributes to the acquisition and retention of knowledge or skills.  Outline the key components of the learning process into different stages. | **7 Marks** | **Understand** | **CO2** |
|  | **Or** | | | |
| **14** | Adulthood brings with it unique characteristics that influence the way adults learn. Understanding these characteristics can help educators, trainers, and HR professionals design learning experiences that are effective and appropriate for adult learners.  Summarize the key characteristics of adulthood that are significant for learning. | **7 Marks** | **Understand** | **CO2** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **15** | One of the practical methods of training that involves developing a replica of the actual work environment and undertaking practical training sessions. It enables the trainee to learn and practice their daily tasks and responsibilities in a practical scenario without the risks associated with making mistakes.  Compare vestibule training and audiovisual training. | **7 Marks** | **Understand** | **CO3** |
|  | **Or** | | | |
| **16** | Dainty and Lucas (1992) focused on training, sequencing and pacing would likely have been critical aspects in structuring how training programs were designed.  Demonstrate with the help of diagram, how sequencing and pacing helps in training methods. | **7 Marks** | **Understand** | **CO3** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **17** | The four basic criteria for education and learning are often presented as essential components that guide the design and evaluation of educational systems and practices. These criteria ensure that education is effective, inclusive, and responsive to the needs of learners in a rapidly changing world.  Interpret the four basic criteria for education and learning that should be followed in training and development. | **7 Marks** | **Understand** | **CO4** |
|  | **Or** | | | |
| **18** | The HRD (Human Resource Development) manager of the future will play a pivotal role in shaping the workforce of tomorrow by establishing and monitoring systems that align with the evolving needs of organizations, employees, and society at large  Summarize the four important factors that the HRD manager must follow in shaping the workforce. | **7 Marks** | **Understand** | **CO4** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **19** | Technology and Human Resource Development (HRD) are increasingly interconnected, as advancements in technology are reshaping the way organizations approach employee learning, performance management, talent acquisition, and workforce engagement.  Outline the several ways technology is impacting HRD. | **7 Marks** | **Understand** | **CO1** |
|  | **Or** | | | |
| **20** | Ethics and Human Resource Development (HRD) are closely intertwined, as HRD practices have a profound impact on individuals, organizations, and society. Ensuring ethical standards in HRD is crucial for creating fair, respectful, and transparent environments for employees while supporting organizational success.  Demonstrate the several key aspects of ethics in HRD. | **7 Marks** | **Understand** | **CO1** |

**Part C**

|  |  |  |
| --- | --- | --- |
| **Answer Any THREE Questions. Each question carries 15 marks. (3Q x 15M = 45M)** | **Bloom's Level** | **CO** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **21** | Creating an ethical environment in the workplace is essential for building trust, promoting fair treatment, and ensuring long-term success. Human Resources (HR) plays a central role in establishing and maintaining such an environment by developing policies, setting expectations, and modeling ethical behavior.  Develop with the help of a diagram, where several ways HR can help to create an ethical environment. | **15 Marks** | **Apply** | **CO4** |
| **22** | Diversity encompasses a wide range of characteristics, attributes, and experiences that contribute to the uniqueness of individuals within a group or organization. The elements of diversity refer to the various dimensions that can be considered when recognizing and understanding differences within a workforce.  Apply the principles of diversity management and techniques for managing diversity in companies. | **15 Marks** | **Apply** | **CO2** |
| **23** | Training is a key component of employee development and organizational growth. Various types of training programs are designed to address different needs and learning objectives, depending on the goals of the organization and the specific skills or knowledge the employees need to acquire.  Identify the four components of training that is widely focused during the implementation of training. | **15 Marks** | **Apply** | **CO3** |
| **24** | A bank located in Germany as a financial institution, it could compare its human resources practices (recruitment, retention, employee engagement, net promoter scores to other similar institutions in Germany. This would be an indicator of how the organization is performing relative to the other organizations.  Plan a benchmarking process that HR can follow systematically to reach the goals of the banking system in a competitive environment. | **15 Marks** | **Apply** | **CO4** |