

**(FOR THE CANDIDATES ADMITTED  
DURING THE ACADEMIC YEAR 2020 ONLY)**

**20PSW4A4**

**REG.NO. :**

**N.G.M.COLLEGE (AUTONOMOUS): POLLACHI**

**END-OF-SEMESTER EXAMINATIONS: JULY- 2022**

**MASTER OF SOCIAL WORK**

**MAXIMUM MARKS: 70**

**SEMESTER: IV**

**TIME: 3 HOURS**

**PART - III**  
**HUMAN RESOURCE DEVELOPMENT**  
**SECTION - A** **(10 X 1 = 10 MARKS)**

**ANSWER THE FOLLOWING QUESTIONS.**

**MULTIPLE CHOICE QUESTIONS.**

**(K1)**

1. Who started HRD in India?  
 a) Jayagopal, R      b) Dr. T. V. Rao      c) Frank Gilbreth      d) Bhatia B.S
2. What is the process of imparting or increasing knowledge or skill of an employee to do a particular job?  
 a) Training      b) Development      c) Motivation      d) Leadership
3. What is a performance appraisal technique in which appraisers' rate critical employee behaviour ?  
 a) MBO      b) BARS      c) BOS      d) BOSS
4. Which one of the statement Career planning is a process for?  
 a) Skills      b) Roles      c) Tasks      d) Changes
5. Which of the following was developed by Motorola to improve its processes by Minimizing defects?  
 a) ISO 9000      b) Six sigma      c) QS 9000      d) TQM

**ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES. (K2)**

6. Define Human Resource Development.
7. Define Training and Development.
8. Interpret the performance appraisal in HRD?
9. Define career planning.
10. What is the TQM.

**SECTION – B** **(5 X 4 = 20 MARKS)**

**ANSWER EITHER (a) OR (b) IN EACH OF THE FOLLOWING QUESTIONS. (K3)**

11. a) Examine the objectives and importance of Human Resource Development.

**(OR)**

- b) Describe the code of ethics for HRD professionals.

**(CONTD.....2)**

12. a) Assess the importance and purpose of training and development.  
**(OR)**  
b) List out the principles and methods of training.
13. a) Discover the objectives of performance appraisal.  
**(OR)**  
b) List out the traditional methods of performance appraisal.
14. a) Examine the objectives and importance of career planning.  
**(OR)**  
b) Describe the role of HRD in career planning and development of employees.
15. a) Sketch the six sigma tool for analyzing requirements in HR.  
**(OR)**  
b) List out the ISO types.

**SECTION - C****(4 X 10 = 40 MARKS)****ANSWER ANY FOUR OUT OF SIX QUESTIONS****(16<sup>th</sup> QUESTION IS COMPULSORY AND ANSWER ANY THREE QUESTIONS  
(FROM Qn. No : 17 to 21)**

16. Outline the principles and approaches of HRD. **(K4)**
17. Discuss the differences between HRM vs HRD. **(K5)**
18. Classify the competency mapping and talent development. **(K4)**
19. Justify the modern methods of performance appraisal. **(K5)**
20. Examine the principles and characteristics of career development. **(K4)**
21. Summarize the quality assurance of Mckinsey's 7s frame work. **(K5)**

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