

(FOR THE CANDIDATES ADMITTED
DURING THE ACADEMIC YEAR 2024-2025 ONLY)

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24PSW4A4

REG.NO. :

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

END-OF-SEMESTER EXAMINATIONS: MAY 2026

COURSE NAME: MSW

MAXIMUM MARKS: 75

SEMESTER: IV

TIME: 3 HOURS

HUMAN RESOURCE DEVELOPEMNT

SECTION – A

(10 X 1 = 10 MARKS)

ANSWER THE FOLLOWING QUESTIONS.

(K1)

1. Human Resource Development primarily focuses on

- a) Financial control
- b) Employee capability enhancement
- c) Market expansion
- d) Product standardization

2. Which approach emphasizes continuous employee learning?

- a) Administrative approach
- b) Welfare approach
- c) Developmental approach
- d) Regulatory approach

3. Training Need Analysis is conducted to

- a) Measure profits
- b) Identify skill gaps
- c) Reduce manpower
- d) Evaluate policies

4. Balanced Scorecard is related to

- a) Recruitment
- b) Compensation
- c) Performance measurement
- d) Industrial relations

5. Kaizen stresses on

- a) Radical change
- b) Periodic inspection
- c) Continuous improvement
- d) External auditing

ANSWER THE FOLLOWING IN ONE (OR) TWO SENTENCES

(K2)

6. State the meaning of Human Resource Development.

7. Mention any one objective of training.

8. What is meant by Key Performance Indicator (KPI)?

9. Define career planning.

10. Indicate the purpose of ISO certification.

SECTION – B

(5 X 5 = 25 MARKS)

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

11. a) Explain the nature and scope of Human Resource Development.
(OR)
b) Describe the objectives and importance of HRD in organizations.
12. a) Discuss the principles involved in training and development.
(OR)
b) Outline the process of Training Need Analysis.
13. a) Explain traditional methods of performance appraisal.
(OR)
b) Describe the uses of performance appraisal in organizations.
14. a) Discuss the concept and objectives of career development.
(OR)
b) Explain the characteristics of effective career planning.
15. a) Describe the features of Total Quality Management.
(OR)
b) Explain the significance of Six Sigma in quality improvement.

SECTION – C

(5 X 8 = 40 MARKS)

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

(K4 (Or) K5)

16. a) Analyse recent trends in Human Resource Development in India.
(OR)
b) Examine HRD strategies and explain the components of an HRD model.
17. a) Analyse the role of Training and Development in enhancing employee performance.
(OR)
b) Examine the Policy Deployment Matrix and its significance
18. a) Assess modern performance appraisal techniques such as 360-degree feedback and Balanced Scorecard.
(OR)
b) Analyse barriers to effective performance appraisal and suggest remedies.
19. a) Examine the role of HRD in career planning and employee advancement.
(OR)
b) Discuss the process and benefits of succession planning.
20. a) Evaluate Quality Management Systems with reference to TQM, TPM, and ISO standards.
(OR)
b) Analyse McKinsey's 7S framework and its relevance to HR outsourcing.
