1. **Attempt any four questions 8x4=32**

1. Mention various tools and explain how these tools help identifying training needs in the organization.
2. What is Performance appraisal system? How it can help in identifying the training needs?
3. Define ‘Interview’. There are various types of Interview. Discuss.
4. Describe different types of On-the-job training method.
5. What do you mean by the term e-training? Describe the advantages of e-training.

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**TU/ CODL**

**TEZPUR UNIVERSITY**

**SEMESTER END EXAMINATION (AUTUMN), 2017**

**DHR 201: HUMAN RESOURCE DEVELOPMENT**

Time: **3 Hours** Total Marks: **70**

*The figures in the right-hand margin indicate marks for the individual question.*

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1. **Answer from the alternatives: 1x10=10**

1. The approach by which ‘Performance gap’ cannot be evaluated is \_\_\_\_.
2. Observation
3. Interview
4. Staffing
5. desk research
6. \_\_\_\_\_\_\_\_\_\_\_normally refers to the education, qualifications, training experience, abilities and personal qualities job holders require to perform the job satisfactorily.
7. Job Specification
8. Job Analysis
9. Job Description
10. Job Enrichment
11. Which tool cannot be used as a method of ‘Observation’?
12. Direct observation of people at work
13. Observation of the work samples
14. Focus Group Discussion
15. Assessment in simulated conditions
16. Which is that interview where data is gathered using information that already exists and has been collected for other purposes.
17. Non-directed counselling interviews
18. Documents/record analysis
19. Critical Incident Interview
20. Diaries/logs
21. Which is not an ego state of Transactional analysis.
22. Child
23. Parent
24. Adult
25. Elder
26. Which E-Training is done in real-time with a live instructor facilitating the training?
27. Synchronous Training
28. Asynchronous Training
29. Online Support
30. Knowledge Databases
31. Which is not an objective of Outdoor Training?
32. Promoting individual risk taking, self-esteem and trust.
33. Enhancing group problem solving and leadership skills.
34. Increasing planning efficiency
35. Increasing productivity.
36. The extent to which Performance Appraisals can lead to an effective training need analysis depends on \_\_\_\_\_\_.

a. Quality of the system

b. Main focus would be on current performance or also on future development

c. Design of forms, procedures for effective TN identification.

d. All the above

1. \_\_\_\_\_\_\_ is the systematic process of research, planning, identifying and specifying the complete design of the course objectives, lesson planning, and assessment criteria.
2. The Implementation Phase
3. The Design Phase
4. The Analysis Phase
5. The Development Phase
6. Which evaluation occurs while a training program is forming or occurring?
7. Formative Evaluation
8. Summative Evaluation
9. Both of them
10. None above
11. **Answer true or False 1x3=3**
12. Learning oriented organizations do employ a rich bouquet of change initiatives, in which, no one type of change is particularly dominant.
13. Remedial training is a type of Informal training.
14. Research helps in ascertaining the relationship between acquired knowledge, transfer of knowledge at the work place, and training.
15. **Attempt any five questions 5x5=25**

1. What are the purposes of HRD?
2. “Training need analysis is carried out in certain stages”- Discuss.
3. Define Formal and Informal Training. Explain the differences between Formal Training and Informal Training.
4. “Online instruction for individuals entering the insurance field is highly effective, and can be more effective than traditional classroom delivered instruction.”- Justify.
5. Write the principles of sound training design.
6. “There is always a need of training evaluation”- Justify.