

Enrollment Number: _____

Dr. Babasaheb Ambedkar Open University

Term End Examination January-2015

Course	: APGDHR	Numerical Code: 0054
Subject Code	: APGDHR – 201	Numerical Code: 0288
Subject	: Strategic Management	Total Marks : 70
Date	: 20/01/2015	Times : 03.00 to 06.00

Section A (30)

Answer the following (any three)

1. Discuss the causes for growing concern for social responsibilities.
2. Explain in detail the components of external environment.
3. What do you mean by diversification strategy? Discuss in detail the types of diversification strategy.
4. Explain in detail BCG portfolio matrix.
5. What is meant by strategic management? Explain its process in detail.

Section B (20)

Answer the following (any four)

1. Behavioural issue in strategy implementation
2. Types of leadership
3. Reason for strategic alliances
4. Role of HRM
5. Organizational conflict
6. SWOT analysis

Section C

(A) Choose correct answer. (10)

- 1 Developing a vision and mission, identifying an organization's external opportunities and threats, and determining internal strengths and weaknesses are all _____ activities.
a) strategy-formulation b) strategy-implementation
c) long-range planning d) short-range planning
- 2 The means by which long-term objectives will be achieved are
a) mission statements b) strategies c) vision statements d) long-term goals
- 3 Following is not an element of strategy
a) goal b) scope c) resource d) logic
- 4 Strategy Implementation conducted by;
a) Top Management b) Middle Management
c) Lower Management d) Middle and lower level management
- 5 ETOP stands for,
a) Environmental threat and opportunity profile
b) Environmental threat and opportunity product
c) Environmental time and opportunity profile d) None of the above
- 6 Grand strategy means;
a) General plan for minor action b) General plan for major action
c) General plan for motive action d) None of the above

- 7 Direction policy matrix is developed by;
a) Gold Chemical, USA b) Silver Chemical, UK
c) Shell Chemicals, UK d) Mckinsey & co.
- 8 Following is the example of intangible Assets;
a) Human resources b) Technological resources
c) Information resources d) All of the above
- 9 Which of the following is not a part of macro environment?
a) Suppliers b) Laws and policy c) Social values d) demographics
- 10 What do cash cows symbolize in BCG matrix?
a) Invest b) Stable c) Liquidate d) None of the above

(B) True/False

(10)

1. Strategic analysis and strategic choice are important element of strategic management.
 2. According to Michael porter the nature and degree of competition in an industry depends on five forces.
 3. Capacity planning is a process of forecasting demand and then deciding what resources will be required to meet that demand.
 4. The word strength implies competitive advantages and other distinct competencies.
 5. Conglomerate merger is a combination of two or more firms unrelated to each other.
 6. Financial strategies outline the steps to keep costs under check and improve operational strategy.
 7. Downsizing means eliminating the business that is unrelated to firm's core business.
 8. Firms can acquire core competence through low investment in technology.
 9. Strategy implementation is a minor issue.
 10. Obtaining formal and informal support of higher management is downward appeals.
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Term End Examination January-2015

Course	: APGDHR	Numerical Code: 0054
Subject Code	: APGDHR - 202	Numerical Code: 0289
Subject	: International Business	Total Marks : 70
Date	: 02/07/2014	Time : 03.00 to 06.00

Section A (30)

Answer the following (any three)

1. Explain any two of the 3 theories of international business.
2. Explain any 7 foreign market entry strategies.
3. Explain five factors that encourage standardization and five factors that encourage adoption in international product strategies.
4. Discuss 'Women in International Business', Dual Career Groups' and 'Quality Circle' as core functions of IHRM.
5. Explain any five foreign investment risks which affect international finance.

Section B (20)

Answer the following (any four)

1. Discuss any three forces that constitute the economic environment of international business.
2. List the steps involved in the 'Global Strategic Management Process'.
3. Discuss any five characteristics of 'Business Process Reengineering'.
4. Discuss the five factors that contributed to the growth of MNCs.
5. Discuss the five factors affecting the location of production facilities of a global corporation.
6. Write a short note on 'Protean Career Strategy'.

Section C

(A) Define any five terms. (10)

1. Low cost leadership
2. Globalization
3. Contract manufacturing
4. Parent country nationals
5. E business
6. MNC

(B) Multiple choice questions. (10)

1. The theory of 'Comparative Cost' is given by the economist _____
2. _____ is the blend of communistic and capitalistic economic system.
3. The discipline dealing with that which is good and bad and with normal duty and obligations is called _____
4. A form of license in which a parent company grants another independent entity the right to do business in a prescribed manner is called _____
5. Under the _____ approach, the most suitable candidates are selected for jobs from any part of the globe.

6. A _____ is a negotiable certificate, denominated in US dollars that represents a non-US company's publicly traded equity shares.
 7. _____ is the exchange of business information using electronic formats including email.
 8. _____ Corporations are those that produce, market, invest and operate across the world.
 9. In a value chain, _____ activities include operations, marketing and sales.
 10. In a virtual international business; fulfillment, scheduling, supplies and manufacturing are included in _____ stage.
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Term End Examination January-2015

Course	: APGDHR	Numerical Code: 0054
Subject Code	: APGDHR-203	Numerical Code: 0290
Subject	: Business Ethics & Corporate Governance	Total Marks : 70
Date	: 03/07/2014	Time : 03.00 to 06.00

Section A (30)

Answer the following (any three)

1. Discuss about managing cultural diversity in organisation.
2. What is ethics? Explain the Principles of professional ethics.
3. Describe the organisation ethics development system.
4. Define the corporate Governance and explain the factors influencing quality of governance.
5. Write a full note on 'Need for Audit Committee'.

Section B (20)

Answer the following (any four)

1. Board Empowerment
2. Industrial Ecology
3. Ethical Behaviour
4. Scope of Business ethics
5. Professional Ethics
6. Factors Influencing Ethical Environment

Section C

(A) Choose correct answer. (10)

1. Ethics is generally related with human.....
a) emotion b) education c) age d) mentality
2. Which of the following issues is / are addresses by corporate Governance?
a) Ethical Issue b) Efficiency Issue c) Accountability Issue d) All of above
3. The source of Ethic is
a) External b) Internal c) Both of above d) None of these
4. The scope of business ethics includes
a) Ethics in organization b) Ethics in finance
c) Ethics in Human Resource d) All of above
5. Which of the following is a basic definition of ethics?
a) Moral guidelines for behavior
b) Rule or principles that define right and wrong conduct
c) Principles for legal and moral development
d) Rules for acknowledge the spirit of the law
6. relates with the principles of right and wrong.
a) Ethics b) Morale c) Value d) Principles

- 7 The soul of a business is its
 a) Values b) Vision c) Mission d) Standards
- 8 generally related to the practical means of determining a moral course of action.
 a) Normative ethics b) Meta-ethics c) Applied ethics d) Descriptive ethics
- 9 Cadbury committee is related to.....
 a) Corporate governance b) Audit c) Plan d) Project
- 10 is defined as firm's obligation beyond that required by law and economics to pursue long term goals that are good for Society.
 a) Social obligation b) Social responsibility
 c) Social screening d) Value-based management

(B) True/False

(10)

1. Corporate governance is the system by which business corporation are directed and controlled.
2. Empowered directors are not increasingly focusing more attention on CEO performance evaluation and corporate strategy.
3. Naresh Chandra committee on corporate audit and governance has suggested that audit committees should consists entirely of independent directions.
4. Operating on a global scale brings problems at a global level.
5. Ethics codes are statements of the norms and beliefs of an organization.
6. A socialization's model process includes Encounter as first step.
7. An organization's culture consists the shared values and common assumption held by the people within the organization.
8. Diversity is not an ethical and social responsibility issue.
9. Myth 10 is people just naturally "Do the right thing when presented with a morale dilemma.
10. Ethics means a set of morale principles 'A Code of Conduct'.

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Term End Examination January-2015

Course : APGDHR

Numerical Code: 0054

Subject Code : APGDHR-204

Numerical Code: 0291

Subject : Management Control System

Total Marks : 70

Date : 04/07/2014

Time : 03.00 to 06.00

Section A

(30)

Answer the following (any three)

1. Describe the 'Quantitative Techniques'.
2. What is Responsibility Centre? Explain about Revenue and Expenses Centre.
3. Discuss "The strategic planning process".
4. State the detailed information on Business Unit strategy and its mission.
5. Write a brief note on 'The Financial service sector and its General characteristics'.

Section B

(20)

Answer the following (any four)

1. Project Planning
2. Just - In - Time Techniques
3. Variable cost
4. Corporate level strategy
5. Management control
6. Insurance companies

Section C

(A) Choose correct answer.

(10)

- 1 The process expenditures that will influence the operation of a firm over a numbers of years is called _____.
a) Investment b) Capital Budgeting c) Net present valuation d) Dividend valuation
- 2 Fixed cost is
a) Salary b) Wages c) Material d) None of these
- 3 Which is a responsibility center?
a) Expenses b) Ratio c) Control d) Plan
- 4 Strategic planning is a framework to develop
a) Annual budget b) Capital Budget c) Both (a) (b) d) None of these
- 5 Which of the following defines what business or businesses the firm is in or should be in?
a) Corporate strategy b) Business strategy
c) Function strategy d) National strategy
- 6 Profitability is expressed by an equation that is the product of two ratio?
a) $\frac{\text{Revenue} - \text{Exps}}{\text{Revenues}} \times \frac{\text{Revenues}}{\text{Investment}} = \text{Return on investment}$
b) $\frac{\text{Revenue}}{\text{Investment}} \times \text{Exps.} = \text{Return investment}$
c) Both (a) & (b)
d) None of these

- 7 Which of the following is not an advantage of Management by objectives?
 a) Employee Commitment b) Better appraisal
 c) Self-control d) Success without planning
- 8 The following which is not the components of a computer integrated manufacturing system.
 a) Computer aided design b) Computer aided manufacturing
 c) Computer-aided structure d) All of above
- 9 The full form of 'PERT'
 a) Process evaluation and receive technique b) Program evaluation and review technique
 c) Process evaluation and review technique d) None of these
- 10 In project control information is structured by element of the project. The smallest element is called.
 a) Indirect cost b) Direct cost c) Work packages d) None of these

(B) True/False

(10)

1. Task control is not transactional oriented.
 2. Profit center is not the part of Responsibility center.
 3. Corporate strategy is about being in the right mix of businesses.
 4. General Motors used ABC analysis to formulate a component make or buy strategy.
 5. Budgets are an important tool for effective short-term planning and control in organization.
 6. The selling price variance is calculated by multiplying the difference between the actual price and standard price by actual volume.
 7. A Project organization is a permanent organization.
 8. The mission of the business unit influence the certainties that general managers face and the short-term various long term trade-offs that they make.
 9. $\text{Cycle time} = \text{Processing time} + \text{Strategy time} + \text{Movement time} + \text{Inspection time}$
 10. A project is set of activities intended to accomplish a specified and result of sufficient importance to be of interest to management.
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Term End Examination January-2015

Course	: APGDHR	Numerical Code: 0054
Subject Code	: APGDHR-205	Numerical Code: 0292
Subject	: Labor Laws for Managers	Total Marks : 70
Date	: 24/01/2015	Time : 03.00 to 06.00

Section A (30)

At least way three questions from below.

1. Rights & liabilities of Registered Trade union.
2. Disuses welfare measures under factories Act 1948
3. Disuse the rules of set-off and set-on under payment of bonus act.
4. Disuses role of office & labour court in resolving disputes under industrial Disputes Act.
5. Disuses various benefits available to employee under ESIC act.

Section B (20)

Answer the following (any four)

1. Hazer duos Process
2. Lay off and Retrenchment
3. "Contribution" under Employees state Insurance Act.
4. Minimum And Maximum Bonus under payment of bonus Act
5. Industrial dispute under Industrial Disputes Act.
6. Authorised deductions from wages.

Section C

(A) Choose correct answer. (10)

- 1 Every organisation whether Manufacturing concern or service Provider, with motive of profit or without motive of profits _____.
a) Covered under the payment of bonus act
b) Required to get registered under payment of bonus act.
c) require to pay bonus @ 10% of salary to employee
d) None of above.
- 2 A child below the age of _____ years can't be appointed as employee/
a) 12 b) 14 c) 18 d) 20
- 3 Under the _____ maternity leave benefit Act in case of tube tony operating a women is entitled to leave for a period of _____ needs
a) Two b) Three c) Four d) Five
- 4 Under act for _____ no of days work of audit one day leave can be available as earned leave.
a) 200 days b) 20 days c) 150 days d) 100 days
- 5 The term jalopy means and in clades _____
a) A place home producing process is carried out
b) A place of producing and nearby area also
c) A registered office of cooery from where admin work is
d) Mona of above

- 6 Work committee having representation of _____
 a) Employees only b) Employees only c) Employees & employer d) mine of abode
- 7 Motive of also _____ from job due to pregnancy should be given not earlier than _____.
 a) 40 days b) 6 weeks c) 3 d) 6 months
- 8 Equal Remuneration Act was introduced in the year _____.
 a) 1967 b) 1976 c) 1966 d) 1979
- 9 Maximum overtime one can get _____ hours in week.
 a) 12 b) 24 c) 10 d) 15
- 10 Under Equal Remuneration Act one can make an appeal against an order of award within _____ days of order.
 a) 45 b) 30 c) 15 d) 10

(B) True/False

(10)

1. Every type of employment is covered under Factories Act.
2. Bonus is compulsory to every employee of two organizations.
3. Maternity benefit act provides a leave of one year to women employee.
4. Industrial dispute act is prepared/having objective of maintaining good relationship between worker and employee.
5. Payment of wages act covers apprentice also.
6. Registered trade union always has an advantages as to non-registered one.
7. A contractor should apply for license under contract labour act.
8. Bonus can be paid out in kind.
9. Overtime wages should be paid @ 200% of the normal wage rate.
10. Under Equal Remuneration Act central government has power to make rules & prescribe forms.

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Term End Examination January-2015

Course	: APGDHR	Numerical Code: 0054
Subject Code	: APGDHR-206	Numerical Code: 0293
Subject	: Organizational Change & Development	Total Marks : 70
Date	: 25/01/2015	Time : 03.00 to 06.00

Section A (30)

Answer the following (any three)

1. Describe organization as an open system.
2. Briefly explain the Universal Perspectives of Organisation Design.
3. Mention and write down the stages of Organisational Development.
4. What are the four major cultures with reference to Organisational Development System-Discuss?
5. Describe the various types of Organisational Development Interventions.

Section B (20)

Answer the following (any four)

1. Describe the "7 S's" of McKinney's Model.
2. What is organizational change-Explain.
3. List down the essentials for success of Organisational Development.
4. Mention the changing boundaries of HRD.
5. What do you understand by Three "Ss" of the Organisational Development?
6. Define "T-Group" Training. Write down the objectives and benefits of "T-Group Training"

Section C

(A) Answer in one line (04)

1. What is Conceptual Thinking?
2. Define Self Confidence...
3. What do you understand by "Competency"?
4. Write down the meaning of Organization".

(B) Choose correct answer. (03)

1. The _____environment consists of economic, technical, socio-cultural, political and international dimensions which have an impact on the organization.
2. _____ is a new systematic approach to proactively deal with issues related to individual employees, teams and the total organization
3. The_____ culture is job or project oriented and may be found where the market is extremely competitive, where product have a short life-span or where you may carry out more than one role in the organization.

(C) State whether the following statements are true or false: (03)

1. Training is defined as a behavior which affects the ongoing social processes of a system.
2. Role Analysis is a technique used for clarifying and prioritizing the expectations of significant role sender 'from a 'role holder'.

3. A change process based on systematic collection and analysis of data is called Experiential Research.

(D) Choose the correct answer from the following and rewrite:

(10)

- _____ enables a person to understand a situation by breaking it apart into smaller pieces or tracing the implications of a situation in a step-by-step causal way.

a) Demonstration c) Standardization
b) Analytical thinking d) Performance appraisal
- A _____ is a professional (internal or external) who applies behavioral science knowledge in an on-going organization (or client system) with clear objectives of managing change and improving effectiveness.

a) Consultant b) Artist c) Scientist d) Teacher
- _____ may be defined as a responsive, adaptive organization which is a product of social needs and pressures.

a) Place b) Class c) Institution d) market
- _____ Competencies are related with knowledge, attitudes and skills required to motivate utilize and develop human resources.

a) Managerial b) Conceptual c) Human d) Technical
- In Organization Development, _____ is a collaborative process between organizational members and organizational consultant leading to collection of relevant information.

a) Organizational Diagnosis b) Organizational Settlement
c) Organizational Placement c) Organizational Management
- _____ Change means the new information about an event, behavior, image is integrated and the ‘picture shifts’ or enlarges, emergence of a new belief.

a) Exceptional b) Incremental c) Pendulum d) Paradigm
- _____ are used for identifying and prioritizing problems in organizations and beginning the working on the solution of the problems by involving many people.

a) Organizational b) Team Building c) Confrontation d) Dilemma
- The organizational _____ encompasses the identity of the organization and indicates its reasons for existence.

a) Mission b) Vision c) Strategy d) Structure
- Communication across business groups, regions and units to develop collaboration and reduce bureaucratization is called as _____ Communication.

a) Upward b) Downward c) Horizontal d) External
- _____ Systems are concerned with the advancement of the individual employees in their careers in the organization.

a) Career b) Performance Appraisal c) Cultural d) Re-inforcement

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Term End Examination January-2015

Course	: APGDHR	Numerical Code: 0054
Subject Code	: APGDHR-208	Numerical Code: 0295
Subject	: Managing Performance	Total Marks : 70
Date	: 28/01/2015	Time : 03.00 to 06.00

Section A (30)

Answer the following (any three)

1. Explain various steps involved in Performance management process.
2. What types of barriers take place in an effective performance appraisal? How can these barriers be overcome?
3. Explain various performance appraisal techniques with suitable examples.
4. What are main objectives of Compensation management? Explain the process of compensation management.
5. Explain the methods of Job evaluation generally used in an organization.

Section B (20)

Answer the following (any four)

1. What is voluntary Retirement scheme (VRS)? Explain various reasons of VRS.
2. Explain Maslow's need hierarchy theory of motivation with suitable examples.
3. What are the _____ of Job evaluation?
4. Explain essential requirements of a good report.
5. What are the main objectives of wage incentive scheme? How does the scheme helpful to organization and employs?
6. Explain various principles of training in an organization.

Section C

(A) Choose correct answer. (10)

- 1 Rapport between employees and counsellor is _____ step of performance counselling.
a) First b) second c) Third d) None of these
- 2 In _____ method of performance appraisal a set of objectives about the employee and his behavior for rating.
a) Graphic rating b) Check list c) Confidential Report d) essay method
- 3 Full form of BARS is _____
a) Graphic rating b) Big anchored rate
c) Behavioral anchored rating sale d) Behavioral Anchored rater scale
- 4 In _____ plan incentive earnings are usually divided among team members.
a) Individual b) Two persons c) company d) group Incentive
- 5 Theory and Theory of motivation given by _____
a) Professor McGregor b) Professor Hamilton
c) Professor McClelland d) Professor Maslow

(B) True/False

(10)

1. Separation means cessation of services of personnel from an organization.
 2. Job evaluation process does not include job analysis.
 3. The understudy method shows learning through also observation of manager and his activities.
 4. Piece work is focusing on workers payment based on a specific rate for each 'Piece' of output.
 5. Training is only expense for the organization.
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Dr. Babasaheb Ambedkar Open University

Term End Examination January-2015

Course	: APGDHR	Numerical Code: 0054
Subject Code	: APGDHR-209	Numerical Code: 0296
Subject	: Human Resource Development	Total Marks : 70
Date	: 29/01/2015	Time : 03.00 to 06.00

Section A (30)

Answer the following (any three)

1. Describe humane resource Management process and functions.
2. Explain the process of communication in detail.
3. What is bench marking and which are the various types of bench marking?
4. Explain the various methods of performance appraisal? In your Opinion which would be the best method of performance appraisal and why?
5. Describe the elements of succession planning.

Section B (20)

Answer the following (any four)

1. Subsidies
2. Causes of ineffective communication
3. Types of server to identify training needs
4. Job ranking and job analysis
5. Need of HR Audit
6. HRD score card

Section C

(A) Choose correct answer. (10)

- 1 There are _____ stages in the management of human capital according to Arthur Anderson human capital appraisal approach.
a) four b) six c) five d) none of these
- 2 _____ is a methodology applied to HRD Audit.
a) Observation b) Interview c) Workshop d) all of theses
- 3 _____ is a factor use to design wage structure.
a) Education b) Experience c) Performance d) all of these
- 4 Management succession is the responsibility of
a) Top level Management b) Middle level Management c) Lower level Management
- 5 To help employees to achieve their personal goal is _____ type of training objective.
a) Individual b) Organizational c) Societal d) Functional
- 6 Human Resource Development essentially consist of _____
a) Competency b) Commitment c) Culture d) All of these
- 7 Identification of hidden talents and skills of a person is called _____
a) Counseling b) Potential appraisal d) None of these
- 8 _____ involves analysis of various systems or functions which are common across different types of industry.
a) Generic b) Functional c) Competitive d) Internal

9. _____ is a barrier to communication.
a) Distraction b) Poor listening c) Competitive d) Internal
10. Securing and employing people possessing required skills is called
a) Acquisition b) Development c) Motivation d) Maintenance

(B) True/False

(10)

1. Human Resource Audit is the only linkage between HRD and total quality management
 2. Human Resource Audit is undertaken to make the HR function business driven.
 3. Job description involves various tasks required to perform a job.
 4. Self-evaluation balance sheet is based only on assessment of job responsibility.
 5. SSL technology is a method of subjectively measuring the training needs of a company supervisor through well design psychometric test.
 6. Rigorous selection and selectivity in recruiting is an example of good HR practices.
 7. Rapport building is a one of the phase of performance counseling.
 8. Strategic bench marking involves the process of designing new product or upgrade current product.
 9. Communication by supervisor to his manager is an example of downward channel.
 10. Poverty is not confined to developing nation only.
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Dr. Babasaheb Ambedkar Open University

Term End Examination January-2015

Course	: APGDHR	Numerical Code: 0054
Subject Code	: APGDHR-210	Numerical Code: 0297
Subject	: Management of Training & Development	Total Marks : 70
Date	: 30/01/2015	Time : 03.00 to 06.00

Section A (30)

Answer the following (any three)

1. Explain the various steps involved in “Co-ordination of Training”
2. Discuss the various points that a trainer has to keep in mind to convince others.
3. Describe the various methods involved in “Assessment”
4. Explain the various data collection tools and techniques for TNI.
5. Assume yourself as a trainer of a large company. As a trainer, design the training programs for “Process Training”.

Section B (20)

Answer the following (any four)

1. Mention the areas of corporate training where computers are used.
2. Discuss the importance of “Behavioural Training”
3. Draw the “Process Flow Chart” as a part of procedural documentation.
4. Discuss how “Process Training” is significant for companies.
5. Differentiate “Conventional Training” and “Modern Training”.
6. Mention three reasons, why training is important in corporate world.

Section C

Q-3 Do as directed:

(A) Answer in one line: (04)

1. What is Virtual Reality?
2. Define WAT.
3. What do you understand by “In-house Training”?
4. What is panel Interview?

(B) Fill in the Blanks: (03)

1. _____ are used for projecting the presentations in training room.
2. _____ can be defined as the combination of various media formats together to form an instructional or informative programmer.
3. Consists of mainly two aspects: Speed and Accuracy.

(C) State whether the following statements are true or false: (03)

1. Technical Training is the training which is meant to train the employees to understand the various steps involved in a process.
2. Thematic Apperception Test (TAT) is a medical test.
3. In stress interview, the interviewee will be subjected to an artificial environment of stress.

(D) Choose the correct answer form the following and rewrite: (10)

- 1 CAI means _____
a) Company Asked Interview b) Computer Aided Instructions
c) Corporate Assessment Instructions d) Company Assistant Interest
- 2 A _____ can be defined as a document which is made as a plan for a long term and according to which various training activities of the organization can be carried out during that period.
a) Training Budget b) Training Program c) Training Technology d) Training Calendar
- 3 _____ Quality helps the trainer to make his own habits in which he will be extremely desirous to gather knowledge, improve his skills and he certainly knows his responsibility.
a) Innovation b) Time Management c) Proactivity d) Multi-tasking Ability
- 4 Dramas and other activities can be used as very good tools for _____ training.
a) Behavioural b) Classroom c) Telephonic d) Procedural
- 5 In _____ observation, the trainer will intimate the trainees about his sitting for the study of the process.
a) Silent b) Informal c) Case study d) Formal
- 6 _____ Training is a kind of practical training which is conducted during the process of job.
a) on-the -job b) Off-the-job c) Case study d) Class room
- 7 One of the reasons behind “Process Training” is _____ of work.
a) Standardization b) Selection c) Completion d) Presentation
- 8 For Trait identification, SRT means _____ test.
a) Standard Research Technique b) Situation Reaction Test
c) Superior Research Test d) Supervisor Regularity Test
- 9 _____ Training is used when highly technical topics are involved.
a) Situational b) Attitudinal c) Technical d) Behavioural
- 10 _____ can be defined as the comparison of standard situation and current situation to find out the gap in between.
a) Virtual Reality b) Gap Analysis c) E-learning d) Process Analysis