

Dr. Babasaheb Ambedkar Open University
Term End Examination February – 2026

Course	: BBA	Date	: 18-Feb-2026
Subject Code	: BBA-503(NEW)	Time	: 11:30am to 01:45pm
Subject Name	: Human Resource Development	Duration	: 02.15 Hours
		Max. Marks	: 70

Section A

Answer the following (Attempt any three) (30)

1. What is HRM? Write the features of HRM.
2. What is communication? Write eight important practices followed in communication.
3. Explain the effects of competition on HRM.
4. What are HR practices? Write the impact of good HR practices.
5. Write the Training Need Identification through Survey.

Section B

Answer the following (Attempt any four) (20)

1. Write the objectives of Performance Appraisal?
2. Explain the phases of Evaluating the results of training.
3. Explain the concept carrier anchors.
4. Write the techniques of Job Evaluation.
5. Write about the need for HRD audit.
6. Explain the concept of HRD scorecard.

Section C

Part – A (Multiple Choice Questions) (10)

1. ____ Professional need to be more professional and business oriented.
A HR B marketing
C Labor Union D Government Sector
2. Converting an idea into written message is the part of ____
A Noise B Encoding
C Feedback D Decoding
3. Quarterly Appraisal means ____
A After 3 months B After 4 months
C After 5 months D After 6 months
4. ____ refers to the consolidation of trade and business across borders on an international level.
A Globalisation B Privatisation
C Liberalisation D None of these

- 5 The problem of poverty was one of the effects of the liberalisation policy started in _____.
 A 1980 B 1981
 C 1982 D 1983
- 6 This stage is characterised by static communication that gradually lessen in quantity as well as quality of topics.
 A Differentiating B Stagnating
 C Bonding D Circumscribing
- 7 One more issue related to diversity is of high _____.
 A Attrition B Cost
 C Turnover D Productivity
- 8 Process Involved In Performance Counselling, Feedback is /are _____.
 A Rapport Building B Exploration
 C Action D All of these
- 9 ____ creates a talent reservoir in organisation future needs.
 A Potential appraisal B Recruitments
 C Human resource planning D Performance appraisal
- 10 The concept of HR Quality Index is developed by _____.
 A Ostroff B Pfeffer
 C Welbourne D Andrews

Part – B (Do as Directed)

(10)

- 1 What is MRTP?
- 2 What is HRD audit?
- 3 What is performance counseling?
- 4 What is KRA?
- 5 Define Performance Appraisal.
- 6 Write the steps of Career development Cycle.
- 7 What is Bench marking?
- 8 What is ROI? (Return on Investment)
- 9 What is CTC?
- 10 What do you mean by Training?
