

**M.B.A. (GEN.) / M.B.A. (HR) / M.B.A. (IT) / SEMESTER - IV  
(2012 COURSE)(CHOICE BASED CREDIT SYSTEM)/ M.B.A.  
(FM) SEMESTER - IV (2013 (CHOICE BASED CREDIT SYSTEM)  
: SUMMER - 2018**

**SUBJECT: ELECTIVE –VI HUMANRESOURCE DEVELOPMENT INSTRUMENTS &  
ASSESSMENT CENTERS (HRM)**

Day : **Wednesday**  
Date : **30/05/2018**

**S-2018-1928**

Time : **02.00 PM TO 05.00 PM**  
Max. Marks : 100

**N.B.:**

- 1) Attempt any **FOUR** questions from Section – I and any **TWO** questions from Section – II.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to both the sections should be written in **SEPARATE** answer book.

**SECTION-I**

- Q.1** Explain the concept of an Assessment center and the key features of assessment center with suitable examples. (15)
- Q.2** Elaborate on different methods used for appraising an employee in assessment centers. (15)
- Q.3** Explain the meaning of transactional analysis. Discuss how does it brings out the improvement in interpersonal behavior and communication. (15)
- Q.4** What do you mean by an intervention? What various kinds of group interventions are carried out for organizational improvement in present need of customer orientation of business? (15)
- Q.5** Write short notes on **ANY THREE** of the following: (15)
- a) Do's and Don't's of a test
  - b) Theory X and Theory Y
  - c) Use of Management Games
  - d) Johari window

**SECTION-II**

- Q.6** What are the components of organizational culture? How would you ensure that employees are inculcated with the customer responsive culture in an organization? (20)
- Q.7** "Managerial Development involves the inter-personal skills development". What tests would you administer for identifying inter-personal skills and development of these skills? Justify. (20)
- Q.8** Discuss in detail any two methods of personality assessment with suitable illustrations. (20)

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