



**BRAINWARE UNIVERSITY**

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**Brainware University**  
398, Ramkrishnapur Road, Barasat  
Kolkata, West Bengal-700125

**Term End Examination 2024-2025**  
**Programme – B.Tech.(CSE)-AIML-2021**  
**Course Name – Human Resource Development and Organizational Behavior**  
**Course Code - OEC-CSM702B**  
**( Semester VII )**

**Full Marks : 60**

**Time : 2:30 Hours**

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

**Group-A**

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) Recall the primary goal of HRM is to \_\_\_\_\_.  
a) Increase sales revenue  
b) Optimize employee performance  
c) Minimize product defects  
d) Enhance customer satisfaction
- (ii) Recall which method involves using historical data to predict future HR needs.  
a) Delphi Technique  
b) Trend Analysis  
c) SWOT Analysis  
d) Brainstorming
- (iii) Locate in \_\_\_\_\_ selection method are candidates asked to describe past experiences and their results.  
a) Situational interview  
b) Behavioral interview  
c) Panel interview  
d) Telephone interview
- (iv) Indicate the main advantage of using e-learning in HRD.  
a) Higher costs  
b) Limited flexibility  
c) Accessibility and convenience  
d) Personalized content
- (v) Trace key objective of succession planning in HRD.  
a) To reduce training costs  
b) To ensure smooth transitions in key positions  
c) To improve employee satisfaction  
d) To increase organizational profits
- (vi) Infer performance appraisals are used to make decisions about \_\_\_\_\_.  
a) Employee layoffs  
b) Employee benefits  
c) Employee performance improvement  
d) Office renovations
- (vii) Cite "Management by Objectives" (MBO) method involves \_\_\_\_\_.  
a) Rating employees on a scale of attributes  
b) Setting specific, measurable goals for employees

- c) Collecting feedback from peers  
(viii) Identify error in performance appraisal involves rating everyone as average.  
a) Leniency Error  
b) Central Tendency Error  
c) Halo Effect  
d) Similar-to-Me Error  
(ix) Predict the main objective of workers' participation in management.  
a) Increase managerial control  
b) Improve employee motivation and job satisfaction  
c) Decrease productivity  
d) Reduce communication between employees and management  
(x) Choose the correct answer. Collective bargaining is a process of \_\_\_\_\_.  
a) Single-party negotiation  
b) Mutual negotiation between employers and employees  
c) Employer-only negotiation  
d) Government intervention  
(xi) Discover theory that allows for the possibility of regression between different levels of needs.  
a) Maslow's Need Hierarchy Theory  
b) Alderfer's ERG Theory  
c) McGregor's Theory X & Y  
d) Herzberg's Two-Factor Theory  
(xii) According to Sigmund Freud's theory, write the component of personality that operates on the "pleasure principle".  
a) Id  
b) Ego  
c) Superego  
d) Consciousness  
(xiii) Sketch the concept of 'self-actualization' is associated with \_\_\_\_\_ theorist.  
a) B.F. Skinner  
b) Carl Rogers  
c) Abraham Maslow  
d) Sigmund Freud  
(xiv) The principle of learning that emphasizes the importance of context is explained as \_\_\_\_\_.  
a) Transfer of learning  
b) Constructivism  
c) Situated learning  
d) Discovery learning  
(xv) Leaders who rely on expert power are often judged as \_\_\_\_\_.  
a) Authoritative  
b) Charismatic  
c) Knowledgeable and credible  
d) Distant

#### Group-B

(Short Answer Type Questions)

3 x 5=15

2. Define the scope of Human Resource Management.
3. Identify purpose of e-learning.
4. Explain the key benefits of 360-degree appraisals.
5. Determine valence in Vroom's Expectancy Theory.
6. Explain Laissez-Faire Leadership.

(3)  
(3)  
(3)  
(3)  
(3)

OR

Explain importance of decision-making in leadership.

(3)

#### Group-C

(Long Answer Type Questions)

5 x 6=30

7. Discuss the external sources of recruitment and their advantages.
8. Explain five different methods used in performance appraisals.

(5)  
(5)

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9. Estimate the effectiveness of collective bargaining in resolving industrial disputes in India. (5)
  10. Estimate the key managerial skills needed for effective Organizational Behaviour management. (5)
  11. Explain McGregor's Theory X and Theory Y. How do they relate to motivation? (5)
  12. Explain the concept of Transformational Leadership and its impact on organizational change. (5)
- OR**
- Evaluate the importance of conflict resolution skills for leaders in maintaining a productive work environment. (5)

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