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**HUMAN RESOURCE DEVELOPMENT**

SIXTH PAPER

*Full Marks : 100*

*Time : 3 hours*

*The figures in the margin indicate full marks  
for the questions*

1. Answer any five questions : 5x5=25
- (a) "Self-management is a substitute for leadership." Elucidate.
  - (b) Explain case study approach of training.
  - (c) Explain Johari Window Model for enhancing self-understanding.
  - (d) Define quality circle.
  - (e) What do you understand by managerial grid?
  - (f) Explain the concept of E-Governance.
  - (g) What is meant by method study?
  - (h) Explain the process of man-power planning.
2. Answer any three questions : 10x3=30
- (a) What is meant by levels of management? Describe the management skills necessary at various levels of management.
  - (b) What is perception? Describe the process of enhancing perceptual skills.
  - (c) What is automation? Does automation create or destroy jobs?
  - (d) Distinguish between Product layout and Process layout.
  - (e) What do you understand by rating in work measurement? What factors are essential in rating?

3. Answer any three questions : 15x3=45
- (a) What do you understand by quality of work life? Describe the eight broad conditions necessary to achieve a desirable QWL.
  - (b) Discuss the design of an EDI and the role of its main components.
  - (c) What strategy should be employed to cultivate positive attitude of employees towards technological change? What changes IT has brought in the work culture of Indian companies?
  - (d) Define materials handling and its objective. Describe major principles in the design of an efficient materials handling system.
  - (e) What do you understand by personality traits? Describe the desired personality characteristics for effective managers.

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