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**SARDAR PATEL UNIVERSITY**

Vallabh Vidyanagar

MHRD Examination 4<sup>th</sup> Semester

Saturday: Day Date: 16/04/2016

Session: afternoon Time: 2:30 pm to 5:30 pm

Subject Code: PA04CHRD03

Subject / Course Title: HRD in various sectors

Total Marks : 70

Q- 1. Tick marks the appropriate answer.

(10)

1. Performance appraisal is an important mechanism of _____	
(a) HRM	(b) Awarding punishment
(c) HRD	(d) None of the above
2. The purpose of _____ is to align the organization purpose with the organization process and the organization performance.	
(a) Job analysis	(b) Performance management
(c) Panel interview	(d) None of the above
3. We consider hospital a place for the :	
(a) Diagnosis & treatment of human ills	(b) Training & biosocial research
(c) Promotion of health care activities	(d) All the above
4. The purpose of HRD in service sector is to improve _____	
(a) Effectiveness of personnel	(b) Efficiency of personnel
(c) Overall skills of the personnel	(d) None of the above
5. The manufacturing sector uses machines & equipments where as service sector uses _____ for achieving organizational goal.	
(a) Human Resource	(b) Customers
(c) Government support	(d) All the above
6. The word tourism has its origin in a Latin word Tronos, meaning a tool, for describing a circle (True / False )	
7. The service sector has a crucial socio-economic role to play in society (True /False)	
8. Tourism in India has grown substantially over the last _____ decades	
(a) Two decades	(b) Three decades
(c) Five decades	(d) Seven decades
9. The recruitment policy should be flexible enough to meet the changing needs of an organization (True / False)	
10. Various graduates are the product of the university, hence university can be considered as a production organization. (True / False)	

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Q-2 Give the answer in brief (any three)

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1. Explain HRD in Banks
2. How HRD in LIC is perceived by the people?
3. What is the nature of service sector?
4. Discuss classification of service sector.
5. Why we need to have HRD in education?

Q-3 What is service sector? Explain role and importance of HRD in service sector. 15

OR

Discuss various HRD tools for the development of an organization.

Q-4 How HRD tools can be helpful for overall development of the organization? 14

OR

Explain HRD in Tourism and HRD in NGO.

Q-5 Write short note on any two 16

1. Barriers to HRD Programme
2. Impact of technology on HRD Practices
3. HRD in Indian context
4. HRD in Health

— X —  
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