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**Avinashilingam Institute for Home Science and Higher Education for Women**

Deemed to be University Estd. u/s 3 of UGC Act 1956, Category A by MHRD [now MoE]

Re-accredited with A++ Grade by NAAC. CGPA 3.65 /4, Category I by UGC

Coimbatore - 641 043, Tamil Nadu, India

**Master of Education Degree Examination – May 2025  
II Semester**

**Class: I M.Ed.**

**Time : 3 Hours**

**Max. Marks : 100**

**23MEDC06 Human Resource and Capacity Development  
in Higher Education**

**Course Outcomes:**

CO1: Apply the knowledge of soft skills through instruction, knowledge dissemination, demonstration and practice

CO2: Actively participate in group discussion / meetings /interviews and prepare & deliver presentation

CO3: Communicate effectively through verbal / oral communication and improve the listening and speaking skills

CO4: Demonstrate knowledge about the significance of current research by writing a research paper

CO5: Prepare, critically analyse and assess the capacity development programmes

**Part A**

**10 x 1 = 10**

**Choose the Correct Answer**

1. The primary goal of knowledge management is to CO1 K1
  - a. store all data in one place
  - b. enhance organizational learning and decision making
  - c. reduce employee workload
  - d. increase hardware usage
2. \_\_\_\_\_ approach to employee development is associated with learner participation and interaction. CO1 K2
  - a. Facilitation
  - b. Instruction
  - c. Rote learning
  - d. Off-the-job training
3. The term six sigma refers to a CO2 K3
  - a. statistical measure of process variation
  - b. tool for employee motivation
  - c. process of random sampling
  - d. quality management methodology focussed on reducing defects and errors
4. \_\_\_\_\_ is the system of rules that govern the ordering of values. CO2 K2
  - a. Ethics
  - b. Organizational culture
  - c. Protocol
  - d. Value system
5. \_\_\_\_\_ listening is not a type of listening. CO3 K2
  - a. Appreciative
  - b. Superficial
  - c. Focussed
  - d. Musical
6. The study and classification of speech sound is CO3 K1
  - a. Gesture
  - b. Speech style
  - c. Phonetics
  - d. Spoof
7. Looking for a number in the phone is an example of CO4 K2
  - a. Intensive
  - b. Extensive
  - c. Skimming
  - d. Scanning
8. The process of writing approach can be described as \_\_\_\_\_ approach. CO4 K1
  - a. horizontal
  - b. vertical
  - c. bottom up
  - d. top down
9. \_\_\_\_\_ is widely used for human relations and leadership training. CO5 K3
  - a. Business games
  - b. Role playing
  - c. Case study method
  - d. Job rotation
10. Henry fayol is well known as / for CO5 K2
  - a. the father of modern management
  - b. formulating general principles of management
  - c. promoting trade
  - d. determining assistance

**Part B**

**5 x 6 = 30**

**Answer ALL questions**

**Each answer should not exceed 400 words or two pages**

- 11.a. Discuss the ways to organize HRD meeting. **CO1 K2**  
(or)
- 11.b. Examine the concept of workshop. **CO1 K2**
- 12.a. Explain the need and importance of quality training. **CO2 K3**  
(or)
- 12.b. Briefly outline the resume preparation skill. **CO2 K5**
- 13.a. List out the types of listening with its meaning. **CO3 K3**  
(or)
- 13.b. Describe the skill of speaking at different types of interview. **CO3 K2**
- 14.a. Explain the process of skimming and scanning in reading skill. **CO4 K3**  
(or)
- 14.b. Discuss creative writing and essay writing. **CO4 K2**
- 15.a. Explain evaluation of capacity development. **CO5 K3**  
(or)
- 15.b. Write short notes on opportunity management. **CO5 K4**

**Part C**

**5 x 12 = 60**

**Answer ALL questions**

**Each answer should not exceed 800 words or four pages**

- 16.a. Analyse the components of knowledge transfer. **CO1 K5**  
(or)
- 16.b. Trace the human resource development in the 21<sup>st</sup> Century. **CO1 K6**
- 17.a. Describe work ethics in detail. **CO2 K3**  
(or)
- 17.b. Team work and communication skills are essential for quality training –  
Substantiate. **CO2 K4**
- 18.a. How do you improve the skill of speaking during formal situations? **CO3 K5**  
(or)
- 18.b. Describe the ways to improve the listening skill. **CO3 K4**
- 19.a. State the need for developing reading skill. **CO4 K6**  
(or)
- 19.b. Compare the different types of writing skill. **CO4 K4**
- 20.a. Suggest the innovative and proven methodologies for further development in  
capacity programmes. **CO5 K6**  
(or)
- 20.b. Prepare a tool to assess and evaluate capacity development. **CO5 K6**

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