



UNIVERSITY OF THE PUNJAB

Third Semester 2015
Examination: B.S. 4 Years Programme

Roll No.

PAPER: Human Resource Management
Course Code: HR-211/

TIME ALLOWED: 2 hrs. & 30 mins.
MAX. MARKS: 50

Attempt this Paper on Separate Answer Sheet provided.

SECTION – II (Subjective Part)

Question No. 2: Answer the Following short questions. (20)

- i) What is scope of human resource management? 2
- ii) Enlist various techniques / approaches to perform job analysis. 2
- iii) Why employment opportunity equal is important for an organization? 2
- iv) Describe how safety and health programs can be administered in organizations? 2
- v) Differentiate recruitment and selection. 2
- vi) Explain Maslow's theory of hierarchy of needs. 2
- vii) Define Trade Union. 2
- viii) What are types of rewards used in organizations? 2
- ix) What do you understand by graphology test? 2
- x) Define organizational change and development. 2

Question No. 3: Attempt any three subjective questions. (30)

1. What is meant by environment of HRM? How is it categorized on the bases of environmental factors? 10
2. What is performance appraisal? Discuss various methods / techniques to appraise employees. 10
3. Differentiate training and development. Describe the steps of training cycle/process with help of example. 10
4. Explain the different methods of formal testing and structured interview for selecting a suitable candidate for a job in your organization. 10



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Attempt this Paper on this Question Sheet only.

SECTION – I (Objective Part)

Question No. 1: Encircle the most appropriate option for the below given statements. (10)

1. Glass ceiling isbarrier for women in the organizations.
 - a. Intangible barrier
 - b. Tangible barrier
 - c. Physical barrier
 - d. Physiological barrier
2. _____ is name of attracting a pool of people for the job.
 - a. Recruitment
 - b. Selection
 - c. Placement
 - d. Induction
3. Which of the following is most likely to be the first step in personnel selection?
 - a. Application screening
 - b. Reviewing work samples
 - c. Initial/primary interview
 - d. Background checking
4. Which one of the following is NOT a part of the training cycle?
 - a. Goals of training
 - b. Identification of training and development needs
 - c. Conduction of training and development
 - d. Evaluating the training and development program
5. _____ exposes trainees to various jobs at their level of employment.
 - a. Job enlargement
 - b. Job enrichment
 - c. Job rotation
 - d. Job commitment

(P.T.O.)

6. The integrated and coordinated group of people who are working together to achieve some common goal is known as.....
- Organization
 - Team
 - Group
 - Quality Circle
7. The mean of measuring a person's capacity or latent ability to perform a job is.....
- Formal Test
 - Aptitude Test
 - Polygraph Test
 - Negative Test
8. Theis conducted according to a predetermined outline.
- Interview
 - Unstructured Interview
 - Structured Interview
 - Panel Interview
9. The laying off a large number of managerial and other employees of the organization is....
- Rightsizing
 - Downsizing
 - Outsourcing
 - Upsizing
10. Working at home by using an electronic linkup with a central office of the organization is known as.....
- Empowerment
 - Tele conferencing
 - Telecommuting
 - All of these



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Roll No.

Third Semester 2015
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PAPER: Human Resource Development
Course Code: HR-212/

TIME ALLOWED: 30 mins.
MAX. MARKS: 10

Attempt this Paper on this Question Sheet only.

OBJECTIVE

MULTIPLE CHOICE QUESTIONS

1. Decision making is _____ and dynamic process.
 - a) Continuous
 - b) Complex
 - c) Difficult
 - d) Easy
2. A theory X manager would assume employees would _____.
 - a) Like work
 - b) Seek responsibility
 - c) Need to be controlled
 - d) Exercise self-direction
3. HRD is the development of an individual through.
 - a) Planned Process
 - b) Learning Process
 - c) Continuous Process
 - d) All of Above
4. A manager will not be able to function efficiently without proper _____.
 - a) Office
 - b) Car
 - c) Authority
 - d) Money
5. The _____ initiates a message by encoding a thought.
 - a) Channel
 - b) Receiver
 - c) Sender
 - d) Medium
6. Avoidance of _____ is why most organizations develop multiple suppliers rather than give their business to only one.
 - a) Knowledge
 - b) Dependency
 - c) Power
 - d) Independence

(P.T.O.)

7. Communication that flows from one level of a group to a lower level is
- a) Downward
 - b) Upward
 - c) Horizontal
 - d) Both A&B
8. Learning that takes places via electronic media such as web is known as
- a) E-Learning
 - b) On-the-job training
 - c) Internship programs
 - d) All
9. People's judgments of their capabilities to organize and execute courses of action is known as
- a) Expectancy
 - b) Self-efficacy
 - c) Both
 - d) None
10. Which of the following is NOT an example of formal organization?
- a) College
 - b) Company
 - c) Tea club
 - d) A & b



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PAPER: Human Resource Development
Course Code: HR-212/

TIME ALLOWED: 2 hrs. & 30 mins.
MAX. MARKS: 50

Attempt this Paper on Separate Answer Sheet provided.

SUBJECTIVE

SHORT QUESTIONS

(20)

1. What is on the job training?
2. What is meant by authority?
3. What are the five different types of power? Define briefly/
4. Discuss three approaches to decision making?
5. What is meant by transformational leadership?
6. What is the difference between Power and Authority?
7. List down important elements of communication process?
8. Differentiate between formal and informal organizations?
9. What do you mean by performance appraisal?
10. What is motivation?

LONG QUESTIONS

Briefly discuss following questions:

(10marks each)

1. Discuss Maslow's Hierarchy of needs theory in detail, with examples of each need?
2. What is Human Resource Development and why it is needed for the development of an organization?
3. What is conflict and what modes do people use to address conflict?



UNIVERSITY OF THE PUNJAB

Fourth Semester 2015

Examination: B.S. 4 Years Programme

Roll No.

PAPER: Citizenship Education (Human Rights)

TIME ALLOWED: 2 hrs. & 30 mins.

Course Code: HR-213 /

MAX. MARKS: 50

Attempt this Paper on Separate Answer Sheet provided.

SUBJECTIVE TYPE

Q. # 2: Write short answer each item carry five marks.

(4x5=20)

- What is United Nations enforcement system of Human Rights?
- Describe Human Rights.
- Describe "Human Dignity" in context of Human Rights discourse in 20th century.
- Briefly describe principles of Human Rights.

Q. # 3: Attempt following each question carry 15 marks.

(2x15=30)

- Discuss "UDHR" as core instrument in preservation of Human Rights.
- Discuss Fundamental Human Rights.



UNIVERSITY OF THE PUNJAB

Roll No.

Fourth Semester 2015

Examination: B.S. 4 Years Programme

PAPER: Citizenship Education (Human Rights)

TIME ALLOWED: 30 mins.

Course Code: HR-213 / 011017

MAX. MARKS: 10

Attempt this Paper on this Question Sheet only.

OBJECTIVE TYPE

SECTION – A

Q. # 1: Multiple Choice Questions.

(1x10=10)

(1) CEDAW stands for,

(2) UDHR stands for,

(3) UNO stands for,

(4) "Human Rights Day is celebrated/ observed on:

(5) United Nations organization was formed in:

(i) 1919

(ii) 1937

(iii) 1945

(6) Status of Human Rights in South Asia is :

(i) Satisfactory

(ii) Excellent

(iii) Worst

(7) UDHR Consist of :

(i) 20 articles

(ii) 30 articles

(iii) 40 articles

(8) Human Rights movement is relatively:

(i) A new Phenomenon

(ii) Universal discourse

(iii) Part of modern consciousness

(iv) All of these

(9) Preservance of Human Rights is the duty of:

(i) UNO

(ii) General Assembly

(iii) State

(iv) Non of these

(10) CRC stands for
