



UNIVERSITY OF THE PUNJAB

B.S. 4 Years Program : Fifth Semester – 2020

Paper: Human Resource Management

Course Code: BBA-305

Part – I (Compulsory)

Time: 15Min. Marks: 10

Roll No. in Fig.

Roll No. in Words.

Attempt this Paper on this Question Sheet only.

Division of marks is given in front of each question.

This Paper will be collected back after expiry of time limit mentioned above.

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Signature of Supdt.:

Q.1. Encircle the right answer cutting and overwriting is not allowed. (10x1=10)

1) Sources of candidates are:

- a) Internal
- b) External
- c) Both a& b
- d) None

2) The benefits imposed by law of land:

- a) Mandatory Benefits
- b) Voluntary Benefits
- c) Company benefits
- d) None of these.

3) If HR demand exceeds supply:

- a) Recruitment needed
- b) Promotion needed
- c) Both
- d) None

4) Job design refers to:

- a) New entry of employee
- b) Skills determination
- c) Job enrichment
- d) How & when task is to be done

5) Orientation refers to:

- a) Socialization
- b) Planning
- c) Abilities
- d) Ideas

6) A list of duties and responsibilities to be performed by an individual:

- a) Job enlargement
- b) Job Specification
- c) Recruitment
- d) Job description

7) Assessing performance with aim to motivate employees to do work above par:

- a) Performance appraisal
- b) Achievement
- c) Feedback
- d) all of these.

8) Benefits provided by the employer usually money, promotion or benefits:

- a) Effective rewards
- b) Extrinsic rewards
- c) Obvious rewards
- d) Intrinsic rewards

9) Handling grievance means to

- a) Settle disputes
- b) Promotion
- c) Job approval
- d) DE promotion

10) The program continually added to employees' skills, abilities and knowledge is called as:

- a) Job design
- b) Job rotation
- c) Job description
- d) Career Development.



UNIVERSITY OF THE PUNJAB
B.S. 4 Years Program : Fifth Semester – 2020

Roll No.

Paper: Human Resource Management
Course Code: BBA-305 Part – II

Time: 2 Hrs. 45 Min. Marks: 50

ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

Q.2. Give short answers of the following:

(10x2=20)

- i. What is job evaluation?
- ii. What is the purpose of job analysis?
- iii. What are basic types of employee benefits?
- iv. Define orientation kit.
- v. Differentiate between on the job and off the job training.
- vi. What are the sources of recruitment?
- vii. Why is job burnout?
- viii. Define glass ceiling.
- ix. Define job design.
- x. What are contemporary health and safety issues?

Q.3. Give brief answers of the followings.

(3x10=30)

- i. What is HRM? What are challenges being faced by human resource managers?
- ii. Explain how job analysis is conducted? What items are typically included in job description and job specification?
- iii. What is the purpose of performance appraisal? Discuss the various methods of conducting performance appraisal.