



UNIVERSITY OF THE PUNJAB

B.S. 4 Years Program / Eighth Semester – 2019

Paper: Human Resource Development

Course Code: BBA-418 Part – I (Compulsory)

Time: 15 Min. Marks: 10

Roll No. in Fig.

Roll No. in Words.

Signature of Supdt.:

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.

Q.1. Encircle the correct option.

(10x1=10)

1. According to the 'new learning and performance wheel' what is true about Business Strategy?
 - a. It should be at the hub or center of HRD efforts.
 - b. It should not be a part of the wheel
 - c. It is included in the 'upper right spokes'
 - d. It is included in the 'lower left spokes'
2. Internal forces impacting employee behavior include all of the following except:
 - a. KSA's
 - b. Motivation
 - c. Technological changes
 - d. Attitudes
3. According to social learning theory, self-efficacy is defined as a person's beliefs:
 - a. About their ability to successfully perform a particular task or activity
 - b. About their overall worth or sense of value
 - c. That performing a particular task will lead to a given outcome
 - d. That the cause of their behavior is something external to themselves
4. Maslow's need theory of motivation:
 - a. Contains 2 factors
 - b. Contains 5 factors
 - c. Focuses on existence, relatedness and growth
 - d. None of these
5. In needs assessment, a focus on environmental constraints would occur as part of which analysis?
 - a. Person
 - b. Strategic/organizational
 - c. Task
 - d. Ergonomic
6. Which of these is an off – the – job training method?
 - a. Television
 - b. Job rotation
 - c. Orientation training
 - d. Coaching
7. The sequence of positions held by a person during his or her lifetime:
 - a. Career
 - b. Development
 - c. Training
 - d. Task

P.T.O.

8. A person's general feelings of favor or disfavor towards something:

- a. Mood
- b. Attitude
- c. Attraction
- d. Recalibration

9. HRD programs mostly focus on changing skills and:

- a. Knowledge
- b. Rule
- c. Training
- d. Career

10. Apprentices who mastered all the necessary skills were considered:

- a. Trainer
- b. Instructor
- c. Yeomen
- d. Guru



ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

Q.2. Give Short answers of the following questions: (10x2=20)

- i. What is Orientation of employees?
- ii. Why do people with low self-efficacy perform more poorly in training programs than those with high self-efficacy"?
- iii. What is Pedagogical approach?
- iv. What is HRD evaluation?
- v. What is Training competency?
- vi. Identify any four advantages of holding a training program on site.
- vii. What is Organizational analysis?
- viii. What is 360-degree performance appraisal?
- ix. Distinguish between Dynamic and Static media.
- x. What is Attitude?

Q.3. Define Human Resource Development. Identify the phases of the training and HRD process? (10)

Q.4. What are the major external and internal factors that influence employee behavior? (10)

Q.5. Explain the different types of data collection methods for HRD evaluation? (10)