



UNIVERSITY OF THE PUNJAB

Third Semester – 2019

Examination: B.S. 4 Years Program

Roll No.

PAPER: Human Resource Development

Course Code: HR-212/GEN-21112 Part – II

MAX. TIME: 2 Hrs. 45 Min.

MAX. MARKS: 50

ATTEMPT THIS (SUBJECTIVE) ON THE SEPARATE ANSWER SHEET PROVIDED

Q.2. Give short answers.

(2x10=20)

- i. Brief note on types of employee benefits.
- ii. Describe types of training.
- iii. How to increase morale of employees?
- iv. Define case study method.
- v. What is meant by effectiveness of training?
- vi. Define need assessment.
- vii. Explain any two techniques of management development.
- viii. Highlight advantages of holding a training program on-site.
- ix. Define self-efficacy.
- x. Define goal setting theory.

Q.3. Give answers of the following questions.

(3x10=30)

- i. Compare and contrast different models of training evaluation in detail.
- ii. What is a supervisor's role in orientation? Which two aspects of orientation program do you think are the most important in socializing new employees? Discuss!
- iii. Using two different theories of motivation, explain why lack of motivation occurs? How these theories help to increase motivation?



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Examination: B.S. 4 Years Program

Roll No. in Fig.

Roll No. in Words.

PAPER: Human Resource Development

MAX. TIME: 15 Min.

Course Code: HR-212/GEN-21112 Part-I (Compulsory)

MAX. MARKS: 10

Signature of Supdt.:

Attempt this Paper on this Question Sheet only.

Please encircle the correct option. 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 right answer, cutting and overwriting is not allowed. (1x10=10)

- i. _____ refers to the learning opportunities designed to help employees grow.
 - (a) Training
 - (b) Development
 - (c) Education
 - (d) All of the above
- ii. Which of the following is a benefit of employee training?
 - (a) Improves morale
 - (b) Helps people identify with organizational goals
 - (c) Provides a good climate for learning, growth and co – ordination
 - (d) None of the above
- iii. 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 outcomes
 - (d) That the cause of their behavior is something external to themselves
- iv. Organization culture is:
 - (a) Illegal to talk about
 - (b) Of no interest to training and development
 - (c) A set of beliefs and behaviors that are shared by members of the organization
 - (d) A factor only for management level employees.
- v. Maslow's need theory of motivation:
 - (a) Contains 2 factors
 - (b) Contains 5 categories of needs
 - (c) Focuses on existence, relatedness and growth
 - (d) None of these are true
- vi. Rearrange the steps in training programme.
 - (a) What should be the level of training?
 - (b) What principles of learning?
 - (c) Who are the trainees?
 - (d) What methods and techniques?
 - (e) Where to conduct the programme?
 - (f) Who are the trainers?
- vii. Human Resource Development is best defined as:
 - (a) A set of systematic and planned activities designed by an organization to provide its members with the necessary skills to meet current and future job demands.
 - (b) A set of systematic and planned activities designed by an organization to provide its members with the necessary skills to meet past job demands.
 - (c) A fancy name for being a Personnel Manager
 - (d) Just another form of apprenticeship training.
- viii. A main distinction between training and development is that developmental activities are generally:
 - (a) More focused on specific job skills
 - (b) Less expensive than training activities
 - (c) Becoming less common as organizations deal with their changing business environment
 - (d) More focused on long-term or future responsibilities.
- ix. A challenge currently facing the HRD field is:
 - (a) Increasing workforce diversity
 - (b) Competing in a global economy
 - (c) Eliminating the skills gap
 - (d) All of these are challenges HRD faces
- x. Which of these is an off – the – job training method?
 - (a) Television
 - (b) Job Rotation
 - (c) Orientation Training
 - (d) Coaching