



UNIVERSITY OF THE PUNJAB

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

Paper: Human Resource Management

Course Code: HR-211/GEN-21142Part – 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. Quantitative performance measures used by human resource managers to assess operations are called _____.
 - a. Ratios
 - b. Benchmarks
 - c. Metrics
 - d. Grades
2. First step in the strategic management process is to _____.
 - a. Perform external and internal audits
 - b. Define the business and its mission
 - c. Translate the mission into strategic goals
 - d. Formulate a strategy
3. The information resulting from job analysis is used for writing _____.
 - a. Job descriptions
 - b. Work activities
 - c. Work aids
 - d. Job context
4. Job enrichment can be described as _____.
 - a. Assigning workers additional work at the same level
 - b. Redesigning jobs to increase opportunities for responsibility
 - c. Moving workers from one job to another
 - d. Encouraging employees not to limit themselves to what's on their job descriptions
5. When a company decides on how to fill top executive positions, the process is called _____.
 - a. Employment planning
 - b. Succession planning
 - c. Selection
 - d. Interviewing
6. Combination of subtle and not so- subtle barriers to women's' career progress is known as
 - a. Gender discrimination
 - b. Glass ceiling
 - c. Gender Bias
 - d. Occupational prejudice

7. When an interview follows a performance appraisal and focus on discussing an employee's performance rating, it is called a(n) ____ interview.
 - a. Selection
 - b. Appraisal
 - c. Exit
 - d. Preview
8. The process of evaluating an employee's current and/or past performance relative to his or her performance standards is called _____.
 - a. Recruitment
 - b. Employee selection
 - c. Performance appraisal
 - d. Organizational development
9. The lifelong series of activities that contributes to a person's career exploration, establishment, success, and fulfillment is called _____.
 - a. Organizational development
 - b. Career management
 - c. Career development
 - d. Career planning
10. _____ is an organizing tactic by which full time undercover union organizers are hired unknowingly by employers in order to sway union elections.
 - a. Union salting
 - b. Featherbedding
 - c. Espionage
 - d. Infiltration



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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)

1. Describe the components of a company's basis HR architecture. 2
2. Write down advantages of job analysis in respect of recruitment and selection, compensation, and performance appraisal. 3
3. Explain the difference between job enlargement and job enrichment. 2
4. Define the concept of collective bargaining. 2
5. Why is it important for managers to appraise subordinates' performance? Provide three reasons for performance appraisals. 2
6. What policy issues must employers address when developing benefit plans? Name five issues. 2
7. What steps can organizations take to enhance the promotional and career prospects for their female employees? 2
8. Write down ten sections covered by a typical contract agreement. 2
9. Explain the difference between line authority and staff authority. What type of authority do human resource managers have? 3
10. Write down guidelines for managing a testing program.

Q.3. Give brief answers of the followings. (3x10=30)

1. Write down performance appraisal methods.10
2. Define recruitment. What are the factors that affect recruitment process? 10
3. Briefly explain traditional organizational development methods.10