



UNIVERSITY OF THE PUNJAB

Third Semester 2018
Examination: B.S. 4 Years Programme

Roll No.

PAPER: Human Resource Development
Course Code: HR-212/GEN-21112

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

Attempt this Paper on Separate Answer Sheet provided.

SUBJECTIVE

Q1. Give short answers.

(10X2=20)

1. Define verbal communication.
2. Explain authority with examples.
3. What is meant by performance appraisal?
4. List down elements of communication process.
5. What is motivation?
6. Why organizational structure is important for success of HRD program?
7. Identify two types of training programs a manager might not want to conduct in a classroom format.
8. Differentiate between roles and group norms.
9. Define hazing.
10. What do you understand by simulation?

Q2. Give answers of the following questions.

(3X10=30)

1. What is human resource development? Why is it needed for development of an organization? Discuss in detail!
2. Explain in detail McGregor theory X and theory Y.
3. What is a supervisor's role in orientation? What could be done to convince or encourage a skeptical supervisor to fulfill this role of orientation?



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TIME ALLOWED: 30 mins.
MAX. MARKS: 10

Attempt this Paper on this Question Sheet only.

OBJECTIVE

Q1. Choose the correct answer.

(10X1=10)

1. Internal forces impacting employee behavior include all of the following except:

- a. KSA's.
- b. motivation.
- c. technological changes.
- d. attitudes.

2. An organizational outcome of employee behavior would include:

- a. downsizing.
- b. pay
- c. productivity
- d. recognition

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. 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.

5. 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.

6. Goals setting theory:

- a. is well supported by research.
- b. works only for some employees.
- c. has no role in training.
- d. works only if the goals are easy to achieve.

7. HRD - 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.

P.T.O.

8. 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.

9. 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

10. The knowledge, skills, abilities, and other requirements (KSAOs) needed to perform a task or job are spelled out in the:

- a. job specification.
- b. job design.
- c. skills inventory.
- d. organizational climate index.