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Code	Subject Title	Cr. Hrs	Semester
BBA-305	Human Resource Management	3	V
Year	Discipline		
3	Business Administration		

**Course Objectives :**

This course will introduce the students with the concepts of Human Resource Management and their implementation in technological and business environments.

**Course Contents :**

Overview of Human Resource Management; Perspectives on human resource management; The contemporary legal environment; The labor market and the changing workforce; Human resources planning and staffing; Performance evaluation and management; Compensation and reward system; Human resources development. Labor relations in contemporary work environments; Rights; Responsibilities; Values; and ethics; Organization culture and change; Work environments stressors; Support safety and health; Employee attitudes; Organizational exit; performance and effectiveness

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# UNIVERSITY OF THE PUNJAB

Roll No. ....

Fifth Semester 2017

Examination: B.S. 4 Years Programme

**PAPER: Human Resource Management**

**TIME ALLOWED: 30 mins.**

**Course Code: BBA-305**

**MAX. MARKS: 10**

*Attempt this Paper on this Question Sheet only.*

## OBJECTIVE TYPE

Q1. Choose the correct answer.

(10X1=10)

1. Functions of management are:

- A. Planning & Organizing
- B. Leading & Controlling
- C. A & B both
- D. None of these

2. The relationship between two parties where one party has right to make and impose decision and other party has to follow them:

- A. Staff Management
- B. Line Management
- C. A & B both
- D. None of these

3. To identify the number of individuals required by determining the ratio b/w outputs and human inputs:

- A. Expert Assessment
- B. Trend Analysis
- C. Ratio Analysis
- D. Time Series Analysis

4. A list of duties and responsibilities to be performed by an individual:

- A. Job Description
- B. Job Specification
- C. De-Jobing
- D. Job Placement

5. Continuously and systematically moving an employee from one job place to another:

- A. Job Enrichment
- B. Job Enlargement
- C. Job Rotation
- D. Job Placement

6. Sources of candidates,

- A. One
- B. Two
- C. Three
- D. Four

7. Types of interviews

- A. One
- B. Two
- C. Three
- D. Four

8. The training program designed to enhance personal skills of an employee:

- A. Consoling
- B. Coaching
- C. Apprenticeship
- D. Rotation

9. Off job training:

- A. Informal Learning
- B. Job Rotation
- C. Seminar
- D. All of these

10. All kinds of financial and non-financial benefits offered to an employee in exchange of its services:

- A. Appraising people
- B. Compensating people
- C. A & B both
- D. None of these



# UNIVERSITY OF THE PUNJAB

Fifth Semester 2017

Examination: B.S. 4 Years Programme

Roll No. ....

**PAPER: Human Resource Management**  
**Course Code: BBA-305**

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

*Attempt this Paper on Separate Answer Sheet provided.*

## **SUBJECTIVE TYPE**

**Q2. Give short answers.**

**(10X2=20)**

1. Why employee selection is important?
2. Differentiate between job enrichment and job enlargement?
3. Define organizational orientation.
4. Define various components of employee compensation.
5. Highlight methods of employee forecasting.
6. Differentiate between coaching and counselling.
7. Explain the job analysis.
8. Highlight major differences between job description and job specification.
9. Define flextime.
10. What do you understand by Equal Employment Opportunity? Narrate briefly!

**Q3. Give answers of the following questions.**

**(3X10=30)**

1. What is performance appraisal? Why is performance appraisal important? What are the issues associated with performance appraisal?
2. Define interview. Discuss various types of interviews. Which factors can affect the usefulness of interview?
3. What is training? Explain methods of training with the help of appropriate examples. Discuss when and how the training is effective.



*Attempt this Paper on this Question Sheet only.*  
**OBJECTIVE TYPE**

Q.No.1. Encircle the Most Appropriate Answer of the following:

(10)

- i. A supplement packet of written information for new employees is:
  - a. HRIS
  - b. Training broacher
  - c. Job pamphlet
  - d. Orientation Kit
- ii. The relationship between two parties where one party has right to make and impose decision and other party has to follow them:
  - a. Staff Management
  - b. Line Management
  - c. A & B both
  - d. None of these
- iii. To identify the number of individuals required by determining the ratio b/w outputs and human inputs:
  - a. Expert Assessment
  - b. Trend Analysis
  - c. Ratio Analysis
  - d. Time Series Analysis
- iv. A list of duties and responsibilities to be performed by an individual:
  - a. Job Description
  - b. Job Specification
  - c. De-Jobing
  - d. Job Placement
- v. Continuously and systematically moving an employee from one job place to another:
  - a. Job Enrichment
  - b. Job Enlargement
  - c. Job Rotation
  - d. Job Placement
- vi. Sources of candidates are,
  - a. Internal
  - b. External
  - c. Both a & b
  - d. None of the above
- vii. Types of interviews
  - a. One
  - b. Two
  - c. Three
  - d. Four
- viii. The training program designed to enhance personal skills of an employee:
  - a. Consoling
  - b. Coaching
  - c. Apprenticeship
  - d. Rotation
- ix. Off job training;
  - a. Informal Learning
  - b. Job Rotation
  - c. Seminar
  - d. All of these
- x. All kinds of financial and non-financial benefits offered to an employee in exchange of its services:
  - a. Appraising people
  - b. Compensating people
  - c. A & B both
  - d. None of these



# UNIVERSITY OF THE PUNJAB

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

Roll No. ....

PAPER: Human Resource Management  
Course Code: BBA-305

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

*Attempt this Paper on Separate Answer Sheet provided.*

## SUBJECTIVE TYPE

**Q2. Give short answers.**

**(10X2=20)**

1. What is job design?
2. Enlist the activities of human resource management.
3. What is the objective of Equal Employment Opportunity Legislation?
4. Highlight methods of employee forecasting.
5. Differentiate between selection and recruitment.
6. What are the sources of internal recruiting?
7. Why employee selection is important?
8. Define apprenticeship.
9. Define ACR.
10. What are the two basic types of compensation?

**Q3. Give answers of the following questions.**

**(3X10=30)**

1. What is performance appraisal? Discuss various methods to appraise performance of employees.
2. What is incentive plan? Explain in detail different types of incentive plans.
3. What is orientation? Explain types of orientation. Discuss the effectiveness of orientation program.



# UNIVERSITY OF THE PUNJAB

Fifth Semester – 2019

Examination: B.S. 4 Years Program

Roll No. in Fig. ....

Roll No. in Words. ....

**PAPER: Human Resource Management**  
**Course Code: BBA-305 Part-I (Compulsory)**

**MAX. TIME: 15 Min.**  
**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. For jobs in a large grocery store, which method of job analysis do you think would be most effective?  
(a) Questionnaire (b) Interview  
(c) Observation (d) MPDQ (e) None of above
- ii. An organization can get benefits, like dealing with fluctuating product demand and providing skills organization lacks in-house, from:  
(a) Job sharing workers (b) Condensed week workers  
(c) Permanent workers (d) None of above
- iii. Which of following is not a possible topic for organizational orientation?  
(a) Compensation (b) Safety  
(c) Physical facilities (d) Employee relations (e) None of above
- iv. Training for highly skilled occupations based on both theory and practical is:  
(a) Classroom training (b) Cross training  
(c) Apprenticeship (d) All of above
- v. Which of the following is best description of extrinsic reward?  
(a) Informal recognition (b) Formal recognition  
(c) Social relationships (d) Bath a & b (e) both b & c
- vi. Test conducted to evaluate job related knowledge is \_\_\_\_\_ test.  
(a) Proficiency (b) Interest  
(c) Both a & b (d) None of above
- vii. Application without formal advertisement is \_\_\_\_\_ application.  
(a) Formal (b) Unsolicited  
(c) Informal (d) Solicited
- viii. Both positive & negative information about job to job holder is:  
(a) Clean reviews (b) Job depth  
(c) Realistic job previews (d) Responsibilities
- ix. The condition when job is no longer important for an employee is:  
(a) Stress (b) Burnout  
(c) Uncertainty (d) None of above
- x. Which is an external source of recruiting?  
(a) Employee referral (b) Job advertisement  
(c) Employee leasing (d) All of above



# UNIVERSITY OF THE PUNJAB

Fifth Semester – 2019

Examination: B.S. 4 Years Program

Roll No. ....

**PAPER: Human Resource Management**  
**Course Code: BBA-305 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.**

**(10 x 2 = 20)**

- i. What is job specification?
- ii. Differentiate line manager and staff manager.
- iii. What is the objective of Equal Employment Opportunity Legislation?
- iv. Highlight types of orientation.
- v. Differentiate between selection and recruitment.
- vi. What are the sources of external recruiting?
- vii. Why reference checking is important?
- viii. Define apprenticeship.
- ix. Define job rotation.
- x. What are the two basic types of compensation?

**Q.3. Give answers of the following questions.**

**(3x10=30)**

- i. What is HRM? How it relates to management process? Illustrate HR manager's responsibilities.
- ii. Compare and contrast different methods of collecting job analysis data with their pros and cons.
- iii. What is career development? Discuss the roles of employees, employee and organization in career development.



# 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.**

.....  
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.



**Q.1. Give short answers of the following:**

**(10x3=30)**

1. Define Human Resource Management.
2. Define job rotation.
3. What is an orientation kit?
4. What is behavioral and situational interview?
5. Explain the term flextime.
6. What do the terms on the job Training & off-the-job training mean?
7. What is the difference between Job analysis and Job description?
8. Elaborate the term grievance.
9. What is a realistic job preview?
10. Differentiate between validity and reliability.

**Q.2. Give brief answers of the followings.**

**(3x10=30)**

1. Define career development. Who is responsible for developing the careers of employees? Elaborate the process of career development.
2. Discuss in brief various types of tests for recruitment.
3. What are the steps involved in recruitment and selection process? Discuss briefly.