



Human Resource Management and Organizational Behavior

The sample questions are related to the JAIBP Stage 2 course “**Human Resource Management and Organizational Behavior**”. The students are advised to thoroughly read the exam guidelines and the syllabus guide for this course before start studying for the paper. The questions are shared to give an idea to the student about the paper format and types of questions. For further information visit the IBP website www.ibp.org.pk

Multiple Choice Questions

Each MCQ carry one and half mark.

- Q1.** Latest research shows that sitting in front of the computer for hours with a lax body posture can lead to neck and back pain. This is an example of
- A. Ergonomics (Answer)
 - B. Re-engineering
 - C. Technological advancement
 - D. Business Intelligence Risk measurement
- Q2.** All of the following are the major components in developing a questionnaire for collecting job analysis information, EXCEPT:
- A. Status and identification
 - B. Duties and responsibilities
 - C. Human characteristics and working conditions
 - D. Salaries and compensation (Answer)
- Q3.** In sales positions, a certain percentage of every sale made or a fixed amount is paid to the sales person who makes the deal from every unit sold. This amount is called:
- A. Bonuses
 - B. compensation
 - C. commissions (Answer)
 - D. piece-work



Constructed Response Question

Each CRQ carry five marks.

Question:

- A).** What is the significance of Performance Management System in an organization? Explain with TWO examples. **(3 marks)**
- B).** State TWO performance measures that the HR department must identify for the appraisal of "Customer Relationship Officer". **(2 Marks)**

Answer:

Part-A

PMS can be used for the study of competencies required to perform a particular job to the required level.

- In selection process: It helps to find whether there is a poor match between people selected for a job and the job itself.
- in training function: it helps identify the areas that require training and development in case of poor performance.
- In salary and compensation: Year-end appraisals are used by some organizations for determining salary reviews, performance related bonuses etc.

Part-B.

Applying company's procedures

- Pleasant manners – speaking clearly and courteously and with a smile.
- Accuracy of information being provided to customers.
- Time the CRO is taking to solve problems of customers.



Extended Response Question

Each ERQ carry ten marks.

Question:

Explain in FIVE points, how does Human Resource Planning help in overall Human Resource Management? **(10 Marks)**

Answer

- Equips HR officials with knowledge of job vacancies
- Help decide whether to hire internally or externally
- Signifies whether the firm's affirmative action goals are met
- HRP is an integral part of firm's Human Resource Information System
- It directs and assists recruiters, trainers, career planners, and other HR specialists
- Personnel specialists, operating managers, and individual employees using organization's knowledge of internal and external employment requirements, can put in more efforts and lead them to the achievement of the firm's future employee needs.
- In order to prepare their employees for future openings managers can train their employees.
- Individuals can groom themselves for future openings, hence will be encouraged for self-development.