

Course No: BGMS2103

Course Title: HRM

Date: 12 / 01/ 2011

No. of Questions: 4

Time: 60 Minutes

Using Calculator (No)

University of Palestine



Final examination

1st 2010/2011

Total Grade: 60

Instructor Name: Shefa El Sagga

Student No.: _____

Student Name: _____

College Name: _____

Dep. / Specialist: _____

Using Dictionary, Mobile (No)

Answer all questions

First Question	No. of Branches (1)	(10/60)
Q1 B1		(10/10)

Choose the correct one of the following statements:

1. Levels of Training Needs Identification:

- Organizational analysis, Task / job analysis, &Person / employee analysis.
- Methods, Task / job analysis, &Person / employee analysis.
- Organizational analysis, Task / job analysis, & Tools.
- Methods, Task / job analysis,& performance .

2. Training Techniques as Audiovisual and distance learning techniques:

- Learning portals,& Videoconference distance learning.
- Videoconference distance learning, &Computer based training.
- Computer based training, & Tele-training.
- Tele-training, & Videoconference distance learning.

3. Organizational Development ways:

- University programs, Action Research, Survey Feedback, Sensitivity Training.
- Action Research, Survey Feedback, Sensitivity Training, &Team Building.
- Survey Feedback, Sensitivity Training, University programs, &Team Building.
- Outside seminars, University, Action Research, Survey Feedback.

4. Training for Special Purposes as:

- Literacy training techniques, Values, Diversity training, &Training Gap.
- Values, Diversity training, Training Gap, & Job Requirements.
- Literacy techniques, Values, Diversity training, &team work and Empowerment.
- Values, Diversity training, Training Gap, &Literacy training techniques.

5. Why To do Appraise Performance?.

- Promotion and salary raise decisions, Correcting performance deficiencies.
- Useful for career planning purposes.
- All Above wrong.
- All Above Right.

6. Job Evaluation Methods are:

- Ranking Method, Job Classification, &Point Method.
- Develop wage curve, Job Classification, &Point Method.
- Ranking Method, Develop wage curve, &Job Classification.
- Fine tune pay rates, Develop wage curve, &Job Classification.

7. Job Evaluation Methods to Establish Pay Rates:

- Broad banding, Job Classification, &Point Method.
- Ranking Method, Job Classification, & Broad banding.
- Ranking Method, Job Classification, &Point Method.
- Job Classification, Point Method, & Pay Rates.

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8. Components of Executives Compensation Plans:

- Base salary, Long Term Care, Social Security,& Executive benefits and perks.
- Base salary, Short , and Long term incentives,& Executive benefits and perks.
- Social Security, Short , Long term incentives,& Executive benefits and perks.
- Base salary, Short , Long term incentives,& Long Term Care.

9. Employee Insurance Benefits. All the following correct Except:

- Workers' Compensation, Long Term Care.
- Hospitalization, Medical, and Disability Insurance.
- Benefits and Employees Leasing.
- The Pregnancy Discrimination Act, COBRA Requirements.

10. Employee Retirement Benefits. All the following wrong Except:

- Social Security, Pension Plans. Employee Service, & the Cafeteria.
- Supplemental Pay Benefits, &Unemployment Insurance.
- Unemployment Insurance, Employee Service, & the Cafeteria.
- Social Security, Pension Plans, & Supplemental Pay Benefits.

Second Question	No. of Branches (2)	(05/60)
Q2 B1		(05/05)

Choose and write the appropriate term for the following definitions.

Broad-banding, Job Classification, Organizational Development, Compensation, Equity, Point Method.

- Aimed at changing the attitudes, values, and beliefs of employees so that the employees can identify and implement changes. -----
- The perception by workers that they are being treated fairly. -----
- A compensation technique that collapse many pay grades into a few wide bands in order to improve organizational effectiveness. -----
- A job evaluation method in which classes or grades are defined to describe a group of jobs. -----
- The total of all rewards provided to employees in return for their services. -----

Third Question	No. of Branches (3)	(10/60)
Q3B1		(10/10)

Put (T), or (F) for each of the following statements:

- Performance appraisal the methods used to give new or present employees the skills they need to perform their jobs. ()
- Building Learning Organizations an organization skilled at creating, acquiring, and transforming knowledge, and at modifying its behavior to reflect new knowledge and insights. ()
- Training evaluating an employee's current or past performance relative to his or her performance standards. ()
- Pay ranges a minimum and maximum pay rates for a job, with enough variance between the two to allow for a significance pay difference. ()
- Benchmark Jobs used to anchor the employer's pay scale, and around which other jobs are then slotted based on their relative worth to the firm. ()
- Compensable factors that determine definition of job content. ()

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7. Ranking method an approach to job evaluation in which numerical values are assigned to specific job components, and the sum of these values provides a quantitative assessment of a job's relative worth. ()
8. Point method an approach to which the raters examine the description of each job being evaluated and arrange jobs in order according to their value to the company. ()
9. Discipline without punishment a formal written reminder within six weeks if another incident arise, give a paid one day decision making leave, and remove the one day suspension from personal file if no incidents arise within one year. ()
10. Guide lines for the termination Interview, plan the interview carefully, get to the point, describe the situation, listen, review all elements of severance package, and identifying next step. ()

Fourth Question	No. of Branches (4)	(35/60)
<u>Q4 B1</u>		<u>(05/05)</u>
<u>Q4 B2</u>		<u>(05/05)</u>
<u>Q4 B3</u>		<u>(05/05)</u>
<u>Q4B4</u>		<u>(05/05)</u>
<u>Q4 B5</u>		<u>(05/05)</u>
<u>Q4 B6</u>		<u>(05/05)</u>
<u>Q4 B7</u>		<u>(05/05)</u>
<u>Q4 B8</u>		<u>(05/05)</u>

Answer 7 questions from 8 question.

Q4.1: Explain the operation steps of organizational change?.

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1.

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2.

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3.

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Q4.2: Explain how to evaluating the training and development effort?.

1. _____

2. _____

3. _____

- a. _____

- b. _____

Q4.3: Who should do the appraising?6/6.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Q4.4: What are the basic appraisal methods?5 /7.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

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Q4.5: How Employers Establish Pay Rates (Job Evaluation Process)?.

Step 1: _____

Step 2: _____

Step 3: _____

Step 4: _____

Step 5: _____

Q4.6: How to be fairness in disciplining?. What are the Reasons for employee dismissals?.

Fairness in disciplining by:

a. _____

b. _____

c. _____

Grounds for dismissals:

1. _____

2. _____

3. _____

4. _____

Q4.7: Remember the Current Trends in Compensation?4/5.

1. _____

2. _____

3. _____

4. _____

5. _____

Q4.8: What are the steps for the termination interview?.

1. _____

a. _____

b. _____

c. _____

d. _____

e. _____

f. _____

2. _____

3. _____

4. _____

End of Questions
Good Luck for all