

Course No: MAN2302  
Course Title: HRM  
Date: 15/02/2014  
No. of Questions: (7)  
Time: 2hours  
Using Calculator (No)

University of Palestine



Final Exam  
2013/2014  
Total Grade: 60

Instructor Name: Abedelazez Safi  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: \_\_\_\_\_  
Dep. / Specialist: \_\_\_\_\_  
Using Dictionary (No)

1<sup>st</sup> Question: Put (R) in Front of The Right Answer and (W) in front of Wrong Answer.

1. ( ) The induction program should be drawn up depending on the size of complexity of the business.
2. ( ) The follow-up activities related to the employees in their first weeks help to remove any doubts and misunderstandings the employee may have.
3. ( ) There is an adverse relationship between the training and development of employees and the efficiency of the organization.
4. ( ) Training is a mean to achieve an end. It is not an end in itself.
5. ( ) Top managers haven't any impact on the training process
6. ( ) The location of training has no impact on the training results , but the curriculum used has a major impact on them.
7. ( ) The personal differences in ability, learning capacity and interest of trainees must be taken on account when designing training programs.
8. ( ) The probationary period must not increase about one month.
9. ( ) Performance appraisal is used to appraise the quality of performance of different employees.
10. ( ) The standards of performance shouldn't be communicated to the employees.

2<sup>nd</sup> Question: Choose The Correct Answer from the Multiple Choices

1. At \_\_\_\_\_ the new employee is introduced to his/her job situation and informed about the rules, working conditions, privileges and activities and other particulars pertaining to the organization.
  - a. Induction
  - b. Training
  - c. Appointment
  - d. Recruitment
2. The induction program should be drawn up in consultation with:
  - a. Senior Management
  - b. Supervisors or Line Managers
  - c. HR Officials
  - d. None of above
  - e. All of above

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**3. The good training program is that one which cover the following aspect except:**

- a. Relevance to job requirements
- b. Determine the training needs
- c. Provide suitable incentives.
- d. Ignore personal differences.
- e. Provide management support.

**4. The success of a Training Programme is affected by:**

- a. The trainer
- b. The curriculum
- c. The training material
- d. b and c
- e. All of above

**5. Personal observation, statistical reports, oral reports and written reports are sources of information that used to measure:**

- a. Standard performance.
- b. Actual performance.
- c. The deviation of performance.
- d. Performance quality.

**3<sup>rd</sup> Question: Defined the Following Concept**

1. **Induction:**
2. **Evaluation of training:**
3. **Job training:**
4. **Probationary period:**
5. **Training:**

**4<sup>th</sup> Question: Mention the Right Answer of the Following Question**

1. **There are two types of corrective action, explain them briefly?**
2. **Mention 7 of traditional methods of performance appraisal?**
3. **What is the importance of trial / probationary period?**
4. **What are the uses and Purposes of Performance Appraisal?**

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5<sup>th</sup> Question: Explain and Mention

1. Explain the steps of performance appraisal?
2. Explain the methods of training and development?
3. Explain the characteristics of a good Training Programme ?

6<sup>th</sup> Question: Write the required Letter

Let's Assume you are applying to Program Officer Position and you are required to write a COVER LETTER for that Program Officer Position?  
(Please don't write more that 8 lines and 80 words Maximum)

7<sup>th</sup> Question: For Student who didn't attend the Midterm Exam

1. What are the main activities of Manpower planning?
2. What are the main components of the job description?

End of Questions

*Good Luck*