

### Human Resources Management

HRM is more ..... whereas Personnel Management is slightly narrow.

- a. Complex
- b. Detailed
- c. Mechanical
- d. Growth-oriented

Ans - d

.....

Which of the following is not a method of On the job Training

- a. JIT
- b. Job Rotation
- c. Mentoring
- d. Simulations

Ans - d

.....

Which of the following is not a method of off the job Training

- a. Sensitivity
- b. Seminar
- c. under study
- d. Conferences

Ans - c

.....

“Seed Plot” is a Latin word which means:

- a. Mentoring
- b. Planning
- c. Seminar
- d. training

Ans - c

.....

The approach which was instilled in the principles of mass production, organization of work, simple work skills and supervisory managerial skills is termed as.

- a. The scientific management approach
- b. Craft system
- c. Human relations
- d. organisational behaviour

Ans - a

.....

The famous study undertaken by US social scientist Elton Mayo and Fritz Roethlisberger at the Western Electric's plant in Chicago is known as:

- a. The scientific study
- b. The behavioural studies
- c. The Hawthorne Studies
- d. The Organisational studies

Ans - c

.....

To control employee behavior at work place as daydreaming, forgetfulness, absenteeism, tardiness, sabotage, alcoholism and drug abuse can be analysed through...

- a. Through Trait theory
- b. Through psychoanalytical studies
- c. Through self concept theory
- d. Through Social learning theory

Ans - b

.....

Mechanistic Theories of Knowles are also called as .....

- a. Cognitive Theories
- b. Behaviourist Theories
- c. Organismic Theories
- d. Humanistic Theories

Ans - b

.....

The most pertinent criticism of the empowerment concept concerns:

- a. the balance between customers' wishes and efficiency.

- b. the limited evidence for any shift towards a substantially more empowered workforce.
- c. the over-empowerment of employees.
- d. the limited theorising of the concept.

Ans - b

.....

What is the most effective and insidious use of power, according to Lukes (1974)?

- a. To forcefully prevent union action.
- b. To dictate a method of work process.
- c. To prevent any form of conflict arising in the first place.
- d. To prevent workers from progressing to managerial levels.

Ans - c

.....

As Morgan (1997:167) observes, 'conflict arises whenever interests collide'. There are three broad perspectives we can draw upon to understand conflict in organizations. Which of these is not one of the three perspectives identified?

- a. Unitary
- b. Practitioner
- c. Radical
- d. Pluralist

Ans - b

.....

The chapter argues that one of the following attributes of potential employees is of heightened interest to employers when recruiting. Which one is it?

- a. The candidate's physical health
- b. The candidate's ability to deal with customers
- c. The candidate's ability to prepare for and cope with an uncertain future
- d. The candidate's organizational abilities

Ans - c

.....

It is a method of reducing stress and tension and stimulate creative thinking.....

- a. Stress reducing exercise
- b. split brain psychology
- c. ESB

d. Physical exercise and yoga

Ans - c

.....

..... is for learning to prepare the individual for a different but identified job.

- a. Training
- b. Education
- c. Development
- d. Motivation

Ans - b

.....

Humanistic Theories of Knowles are also called as .....

- a. Cognitive Theories
- b. Behaviourist Theories
- c. Organismic Theories
- d. Mechanistic Theories

Ans - c

.....

..... theories hold that the learner is passive in the process of learning.

- a. Cognitive Theories
- b. Behaviourist Theories
- c. Organismic Theories
- d. Humanistic Theories

Ans - b

.....

Left hemisphere controls right side of body and controls all except one. Pick up the odd one.

- a. Sequential ordering
- b. Complex motor sequences pattern
- c. Simultaneous
- d. Dominant

Ans - c

.....

Which of the following statements regarding incentive pay plans is most accurate?

- a. Unlike merit pay plans, base pay is set at the market rate for incentive plans.
- b. Maximum earning potential is usually greater with an incentive plan than a traditional merit plan.
- c. Once earned, the incentive pay becomes part of the employee's base pay.
- d. Caps are used to keep incentive pay levels even with the industry pay level.

Ans - b

.....

Current distribution plans

- a. place earnings in an escrow account for distribution upon termination, disability or death
- b. create retirement funds
- c. are the fastest growing type of profit sharing plan
- d. provide a percentage of profits to be distributed quarterly or annually to employees

Ans - d

.....

In a defined benefit plan, the

- a. employee can receive a lump sum amount on retirement
- b. survivors will receive the benefits if the employee dies before the retirement funds are paid out
- c. employee can move to another job and carry their retirement account along
- d. benefits received upon retirement vary by the employee's age and length of service

Ans - d

.....

Inability of HR to think strategically becomes a barrier for

- a. HRP
- b. SHRM
- c. Strategic Objectives
- d. HCM

Ans - b

.....

Fast decisions can be taken when the organization Practices

- a. SHRM
- b. HRD
- c. HRM

d. all of the above

Ans - c

.....

Which of the following is a mandatory issue to be discussed during a collective bargaining session?

- a. Number of new hires
- b. Pricing strategy for new products
- c. Wage rates
- d. Product design

Ans - c

.....

..... is a written record of the duties, responsibilities and conditions of the job.

- a. HRIS
- b. Skills Inventory
- c. Job analysis
- d. Job Description

Ans - d

.....

In this method of training, an effort is made to expose participants to concepts and theories, basic principles, and pure and applied knowledge in any subject area.

- a. Experiential Methods
- b. Knowledge based Methods
- c. Simulation Methods
- d. Mentoring

Ans - b

.....

In ..... the philosophy is more based on "stick approach rather than "carrott approach.

- a. Human Resource Planning
- b. Motivation
- c. Human Resource development
- d. Personnel management

Ans - c

.....

The Apprentices Act was passed in .....

- a. 1971
- b. 1948
- c. 1961
- d. 1953

Ans - c

.....

Which of the following may be related to forecasting manpower requirements?

- a. Mathematical projections
- b. Job vacancy Advertisements
- c. Staffing
- d. Hiring

Ans - a

.....

Footloose companies are those that?

- a. Manufacture footwear in developing countries.
- b. Go abroad for cheap labour and loose legal constraints.
- c. Seek to locate in countries that offer markets, reduced resource costs and lower rates of corporation taxes.
- d. Deal in procurements.

Ans - c

.....

Which organization is used as an example to illustrate a number of issues related to organizational context throughout the chapter?

- a. Bass Taverns
- b. Fullers Brewery
- c. Glenmorangie Distillery
- d. Thatcher's Cider Company

Ans - a

.....

According to Child (2005), 'the vertical aspect of the division of labour provides...?'

- a. for a specialization of tasks according to functional speciality, business focus, or geography.
- b. for a specialization of discretionary decision-making responsibilities through preference of trade-unions.
- c. for a specialization of discretionary decision-making responsibilities through specifying levels in a hierarchy.
- d. for a specialization of tasks according to preference of management.

Ans - c

.....

Boundary crossing is an activity that:

- a. creates internal organizational conflict between different departments as they compete to generate new practices.
- b. occurs when organizations advance into new areas of the market.
- c. undermines the integration of an organization through the break down of the departmental boundaries.
- d. is focused upon achieving internal organizational integration between various organizational roles and units in order to generate creativity and synergy.

Ans - d

.....

Procedures provide for an important element of consistency in managerial?

- a. Direction
- b. Strategy
- c. Recruitment
- d. Decision-making

Ans - d

.....

Why has the bureaucratic form of organization been fundamentally questioned?

- a. The pressures of globalization have rendered it unsuitable.
- b. Organizations are experiencing acute pressure to change and pursue innovation as a means of securing business growth.
- c. Organizations have grown so large that it is almost impossible to create an effective bureaucracy to manage them.
- d. Information Technology has made it redundant.

Ans - b

.....

Processual change is best described as?

- a. A complex ongoing dynamic in which the politics, substance and context of change all interlock and overlap.
- b. A long term, step-by-step approach.
- c. An ongoing development that follows a linear stage model.
- d. A process that gives opportunity for all those affected by the change to be involved in directing the change.

Ans - a

.....

Who famously adopted Taylor's Scientific Management approach?

- a. Ronald McDonald
- b. Ralph Lauren
- c. Henry Ford
- d. James Dyson

Ans - c

.....

The HR planning at the National Level is generally done by .....

- a. Consultants
- b. Managers
- c. Council
- d. Government

Ans - d

.....

Donald Kirkpatrick was known for creating the training .....

- a. Calendar
- b. module
- c. evaluation model
- d. None of the above

Ans - c

.....

Which one of the following is not a part of Process of Human resource planning

- a. Analyzing existing HR

- b. Implementation of HR plan
- c. Recruitment
- d. None of the above

Ans - c

.....

Which of the following industries in India first used the term "Personnel Officer"?

- a. Insurance
- b. Banks
- c. Chemical and pharmaceutical
- d. Iron and steel

Ans - c

.....

It is the highest activity of life, it creates new untapped alternatives, it values and exploits the mental emotional and psychological differences between people...

- a. Stress free work
- b. Personality development
- c. Autonomy
- d. Synergy

Ans - d

.....

Ram is working in xyz co. Initially he was working very hard and completing all the task or target on time and so that he can go up in the organization but due to some reason he was unable achieve his goal and developed feelings of low self-concept and low self-esteem. It is called.....

- a. Guilt
- b. Isolation
- c. Stagnation
- d. Inferiority

Ans - d

.....

..... is learning for growth of the individual not related to a specific present or future job.

- a. Training
- b. Education
- c. Development

d. Motivation

Ans - c

.....

Mr. Ram is working in ABC Corp., since last 30 years. Now he is at an age of 59 due to his old age he is unable to complete his social and biological roles and feeling unwanted and uselessness, the condition of Mr. Ram is said to be...

- a. Guilt
- b. Inferiority
- c. Isolation
- d. Dispair

Ans - d

.....

An employee terminated due to Alcoholism, Dishonesty or inefficiency is called as

- a. Discharge
- b. dismissal
- c. Suspend
- d. layoff

Ans - a

.....

Standard Performance – Actual Performance = Training & Development .....

- a. Objective
- b. Drawback
- c. Motive
- d. Need

Ans - d

.....

KPA stands for...

- a. Key Performance Areas
- b. Knowledge, Performance and Attitude
- c. Knowledge, potential and Achievement
- d. None of the above

Ans - a

.....

The education model available for education of children is called .....

- a. Andragogy
- b. Cognitive
- c. Pedagogy
- d. Minorology

Ans - c

.....

Information age refers to:

- a. The era of development of computer systems
- b. The era of automated business operations
- c. The era of development of software systems
- d. The era of use of information for decision making

Ans - d

.....

The person with external locus of control:

- a. Believes that the individuals can determine the events
- b. Believes that the events are determined by forces like luck, destiny, etc
- c. Anticipate the events and does not wait for things to happen
- d. Looks for resources around him

Ans - c

.....

Achievement Motivation Theory does not cover:

- a. Need for Achievement
- b. Need for Power
- c. Need for Security
- d. Need for Affiliation

Ans - c

.....

In Defence under some department – after 15 yrs of service, person has to retire from his post.

- a. Forced Retirement
- b. Premature Retirement
- c. Compulsory Retirement

d. Voluntary Retirement

Ans - c

.....

To Avail Voluntary retirement Scheme the employees has to complete minimum ..... years service

- a. 15 years
- b. 20 years
- c. 10 years
- d. 5 years

Ans - c

.....

A derived demand is one whereby?

- a. The nature of demand changes depending on the demand for the organization's output and the method used to produce the output.
- b. The calculation is solely dependent on computer technology.
- c. The price of labour exceeds the demand for labour.
- d. The employment relationship is too complex.

Ans - a

.....

The basis of liberal democracy is?

- a. The right to a job
- b. Rights and responsibilities
- c. Right to welfare
- d. Public housing

Ans - b

.....

A representative democracy is characterized by?

- a. Control by the representatives in the higher classes.
- b. Adults electing representatives to act on their behalf at the different levels of the legislature.
- c. A two party system.
- d. A large assembly where democratic decision are made.

Ans - b

.....

Gross National Product is:

- a. GDP less the amount extracted for unemployment and welfare.
- b. GDP plus net property income earned abroad.
- c. The output of all goods and services.
- d. The output of all goods but excluding services.

Ans - b

.....

Are Gilmore and Williams arguing that the role of technology in industrial development is:

- a. the driving factor.
- b. one amongst many other factors.
- c. is synonymous with globalization.
- d. is detrimental to society as it leads to the depletion of rare resources.

Ans - b

.....

..... contains data about each employees skills abilities work preferences etc.

- a. CV
- b. Records
- c. Skills inventory
- d. Appraisal Form

Ans - c

.....

Minimum Wages Act was passed in which year

- a. 1910
- b. 1948
- c. 1950
- d. 1947

Ans - b

.....

To maintain performance of a newly-learned skill after training is completed, the trainer should

- a. provide clear instructions
- b. match training techniques to trainees' self-efficacy
- c. teach the trainees self-management skills

d. provide opportunities for enactive mastery

Ans - c

.....

In preparing performance appraisals, the sales manager ranked Deb as the overall best salesperson because she had the highest level of sales, and Dave as the overall worst salesperson because he had the lowest level of sales. The other salespeople were placed between Deb and Dave in order of their sales. What performance appraisal format was used?

- a. Forced distribution
- b. Graphics rating scale
- c. Absolute standard
- d. Straight ranking

Ans - d

.....

Ability to control or redirect disruptive impulses and moods and propensity to suspend judgment- to think before acting comes under which components of emotional intelligence.

- a. Self-awareness
- b. Self-Regulation
- c. Self-motivation
- d. Empathy

Ans - b

.....

Concept of Locus of Control is given by...

- a. Schein
- b. Leftcourt and Leveson
- c. Luft and Ingham
- d. Kurt lewin

Ans - b

.....

..... is known for his concept of "Division of Labour" and "Time and motion studies".

- a. Abraham Maslow
- b. Frederick Tailor
- c. Robert Owen
- d. Eric Berne

Ans - b

.....

The job that are comparable in terms of the knowledge, skill required can be identified and categorized as a group are called ...

- a. Job Efficacy
- b. Job Identification
- c. Job Specification
- d. Job Family

Ans - d

.....

Emotional intelligence is refers to... Pick up the odd one.

- a. being Self-Motivated
- b. being Self-Regulated
- c. being empathetic
- d. being emotionally strong

Ans : d

.....

When asked by her supervisor to rate her fellow group members according to their performance on a group project, Kirsten gave everyone an "excellent," although it was obvious that some had worked harder than others. This demonstrates the rating error of

- a. horn and halo
- b. recency
- c. central tendency
- d. leniency

Ans - d

.....

During the maturity stage of a business's organizational life cycle, the firm

- a. makes stock options available to a limited number of employees
- b. provides few short-term incentives for employees
- c. offers a base salary that is at or below market level
- d. uses its compensation system to retain its employees

Ans - d

.....

Which of the following is Not an external source of Recruitment?

- a. Advertisement
- b. Promotion
- c. Employment Agencies
- d. Employee Referrals

Ans - b

.....

Employee violate rules of organisation as mentioned in the standing orders. Because of which he has to leave the job is an example of .....

- a. Forced Retirement
- b. Premature Retirement
- c. Compulsory Retirement
- d. Voluntary Retirement

Ans - a

.....

Employee become disable due to disease, illness, accident in such case Management may give him the option of retirement. This is an example of .....

- a. Forced Retirement
- b. Premature Retirement
- c. Compulsory Retirement
- d. Voluntary Retirement

Ans - b

.....

..... examination may protect the company against unwarranted claims under workers compensation laws.

- a. Written
- b. Physical
- c. Mental
- d. Reference

Ans - b

.....

The term "Training" indicated any process by which the aptitudes skills and abilities of employees to perform specific jobs are .....

- a. Evaluated
- b. Rated
- c. Decreased
- d. Increased

Ans - d

.....

Which country is associated with the universal best practice approach?

- a. UK
- b. US
- c. Germany
- d. Norway

Ans - b

.....

Which approach towards HRM strategy does the Saatchi and Saatchi example illustrate?

- a. Universal approach
- b. Bundles of integrated HRM practices
- c. Life-cycle models
- d. Resource based approach

Ans - d

.....

Focusing on core competencies means companies have the possibility of generating?

- a. Human capital advantage
- b. Larger profit margins
- c. Better output
- d. New staff

Ans - a

.....

What is the primary limitation of the resource-based view?

- a. It overlooks the significance of the wider environment.

- b. It overlooks the importance of the organizations culture.
- c. It does not consider the importance of employees.
- d. It underestimates the role of line managers.

Ans - a

.....

When employing immigrants, managers must be aware of?

- a. Country of origin
- b. Culture
- c. Relevant legislation
- d. Religion

Ans - c

.....

The STEEPLE framework is flawed because:

- a. it can result in managers concentrating on the detail and missing the overview.
- b. it fails to include all categories of external factors.
- c. it needs too many analysts.
- d. it has too much overlap between categories.

Ans - a

.....

Organizational growth needs to be meshed with the ..... growth.

- a. Managerial
- b. Profit
- c. Individuals
- d. Team's

Ans - c

.....

The human relations' is an outcome of the famous study. The study is known as:

- a. Organizational study
- b. The management study
- c. Scientific study
- d. The Hawthorne study

Ans - d

.....

Human resource planning is essential because of frequent .....

- a. Complaints
- b. Labour turnover
- c. Employee training
- d. Com petition

Ans - b

.....

'The process by which a management determines how an organization should move from its current manpower position to its desired manpower position' is:

- a. Human resource management
- b. Human resource planning
- c. Perlorance appraisal
- d. Selection

Ans - b

.....

The best medium to reach a 'large audience' for the process of recruitment is :

- a. Casual applicants
- b. Advertising
- c. Employee referrals
- d. Employment agencies

Ans - b

.....

..... is becoming the key factor to success for survival, growth or achieving excellence.

- a. Availability of credit
- b. Human resource
- c. Technology used
- d. All the above

Ans - b

.....

To retain employee in the organization companies are forced to do some strategic changes which does not include...

- a. Diversification
- b. Expansion
- c. Responsiveness
- d. Structural changes

Ans - c

.....

Adjusting one with the team expectations and norms comes under which stage of group formation and group behaviour.

- a. Forming (Awareness)
- b. Storming (Conflict)
- c. Norming (Cooperation)
- d. Conforming (Adjustment)

Ans : d

.....

The definition 'An organization is the rational coordination of the activities of a number of people for the achievement of some common explicit purpose or goal, through division of labour and function and through a hierarchy of authority and responsibility' of an organisation is given by .....

- a. AK Rice
- b. Abraham Maslow
- c. Edgar Schein
- d. Peter F Drucker

Ans - c

.....

Personnel management is

- a. Pro-active
- b. on-going
- c. Routine
- d. None of the above

Ans - c

.....

An employee is separated from the organization by way of Lay off when

- a. When he lacks skills
- b. Employer could not employ the employee
- c. When he commits a mistake
- d. none of the above.

Ans - b

.....

Which one in johari window concept of Luft and Ingham of self-awareness is also known as private?

- a. Arena
- b. Blind
- c. Closed
- d. Dark

Ans - C

.....

..... was an early advocate of "Division of Labour".

- a. Abraham Maslow
- b. Peter F Drucker
- c. Charles Babbage
- d. Eric Berne

Ans - c

.....

Problem solving skills are more related to ..... activities

- a. Training
- b. Networking
- c. Decision making
- d. Appraisal

Ans - c

.....

In this category the emphasis is on achieving through group processes and dynamics.

- a. Vestibule
- b. Case study
- c. Experiential
- d. Lecture Method

Ans - c

.....

..... is one of the acceptable method for obtaining feedback in training.

- a. Structured Interview
- b. Performance after Training
- c. Improvement after Training
- d. Employee Turnover Rate

Ans - a

.....

What type of rationality is evident in the processual approach?

- a. Instrumental
- b. Unbounded
- c. Bounded
- d. Traditional

Ans - c

.....

Which of the following is a 'best fit' approach?

- a. Resource-based view
- b. The universal approach
- c. Competitive-advantage models
- d. Bundles and high-performance working practices

Ans - c

.....

Which approach that seeks to link strategy, business performance and HRM policies and practices, assumes that there are a number of HRM practices that are suitable for all organizations?

- a. Best practice
- b. Best fit
- c. Resource-based view
- d. Life-cycle models

Ans - a

.....

Which personnel association uses the idea of bundles of integrated HRM practices?

- a. European Association for Personnel Management
- b. U.S. Office of Personnel Management
- c. Chartered Institute of Personnel and Development
- d. Association of Personnel Service Organisations

Ans - c

.....

Who is associated with the Factor Comparison Method?

- a. E.J. Benge
- b. R. Hoppock
- c. E.N. Hay
- d. Meyers

Ans - a

.....

This method is generally used to collect employee opinions about the factors which affect morale and their effect on personnel objectives.

- a. Interview Method
- b. The Questionnaire Method
- c. Brainstorming
- d. Focus Group

Ans - b

.....

In which career patterns or concept a individual take a new job and reaches higher position than go to some another type of job.

- a. Linear career
- b. Steady state career
- c. Transitory patterns
- d. Spiral career

Ans - d

.....

The famous book "The Landmarks of Tomorrow" is written by .....

- a. AK Rice

- b. Peter F Drucker
- c. Shiv Khera
- d. Abraham Maslow

Ans - b

.....

Inner self of self development concept signifies. Pick up the odd one.

- a. Behaviour pattern
- b. Values and other psychological factor
- c. Strength and weakness
- d. Individual identity and physical features

Ans - d

.....

Which method is best suited to adjust short term fluctuations?

- a. Contractual staffing
- b. Voluntary Organisation
- c. Casual applications
- d. Employment agencies

Ans - a

.....

The process by which the aptitudes, skills and abilities of employees to perform specific jobs are increased is termed as:

- a. Training
- b. induction
- c. Orientation
- d. Performance

Ans - a

.....

These theories often portray great leaders as heroic, mythical, and destined to rise to leadership when needed.

- a. Relationship Theories
- b. Management Theories
- c. Great Man Theories.
- d. Participative Theories

Ans - c

.....

Companies are designing ..... programs to increase employee productivity, control attrition, prevent job burnout and obsolescence, and improve the quality of employees' work lives.

- a. Employee growth
- b. Recruitment
- c. Selection
- d. Appraisal

Ans - a

.....

The word 'dynamics', is derived from a Greek word which means:

- a. Power
- b. Unique
- c. Strength
- d. Force

Ans - d

.....

In order to prepare a comprehensive job analysis, an organization needs to survey or interview job incumbents as well as

- a. supervisors, job analysts and customers
- b. supervisors and job applicants
- c. supervisors and job analysts
- d. job applicants, human resource personnel, and managers

Ans - a

.....

In designing recruitment activities, what two central issues are addressed?

- a. Cost and applicant fit within organizational culture
- b. Cost and places to look for applicants
- c. Cost and methods to use to find applicants
- d. Methods to use to find applicants and sources to target

Ans - d

.....

A multinational company that manufactures leather products employs third-country nationals (TCNs) as managers. How is the employment of TCNs advantageous to the company?

- a. Hiring TCNs expands the opportunities for parent-company nationals (PCNs) to gain overseas experience.
- b. The salary and benefit requirements for TCNs are typically lower than for PCNs.
- c. The host countries welcome the hiring of TCNs and are more cooperative with the company.
- d. TCNs are happy to return to their own country when they finish their assignment for the parent company.

Ans - b

.....

The evaluation of training consists of the following: Pick the odd one.

- a. Reaction level
- b. Learning level
- c. The behavior level
- d. Operation level

Ans - d

.....

Knowles explained the following three theories: Pick the odd one.

- a. Mechanistic theory
- b. Cognitive theory
- c. Reconciliation Theory
- d. Organismic theory

Ans - c

.....

To achieve goals organizations require employees

- a. Control
- b. Cooperation
- c. Commitment
- d. Both b and c

Ans - d

.....

What measures are typically involved in the rationalizing of businesses?

- a. Downsizing and Layering
- b. Expanding and Layering
- c. Downsizing and Delaying
- d. Expanding and Delaying

Ans - c

.....

What kinds of practices outlined below are typically associated with non-standard working and flexibility?

- a. 9-5 working hours
- b. The reduction in distinctions between standard and unsocial hours or standard and extra hours
- c. Premium rates for unsocial hours
- d. The voluntary agreement of unsocial hours working

In which decade did HRM originate?

Ans - b

.....

What is the main purpose of a business strategy?

- a. To focus attention on failing areas of business practice.
- b. To decide hiring approaches.
- c. To create a consistent corporate image.
- d. To secure and sustain competitive advantage within a given market for goods and services.

Ans - d

.....

Which of these models is not a rational planning approach?

- a. Corporate-level strategic planning
- b. Strategic business unit level strategic planning
- c. Processual approach
- d. Operational level strategic planning

Ans - c

.....

Human resource management helps improve

- a. Production
- b. Productivity

- c. Profits
- d. Power

Ans - b

.....

The behavior of an individual is influenced by four factors namely: Pick up the odd one

- a. Environmental factor
- b. Personal factor
- c. Physical factor
- d. Organizational factor

Ans - c

.....

In the life stages of adulthood guiding of next generation start up...

- a. Adolescence
- b. Young Adulthood
- c. Adulthood
- d. Maturity

Ans - c

.....

Which is not a sub system of HRM?

- a. Administration
- b. Credit
- c. Maintenance
- d. Development

Ans - c

.....

What term refers to the usefulness of a predictor for correctly inferring the future job behavior of applicants?

- a. Validity
- b. Congruency
- c. Reliability
- d. Effectiveness

Ans - a

.....

.....is an outside third party who is brought in to settle a dispute, and he or she has the authority to make a decision.

- a. Government
- b. An arbitrator
- c. Union
- d. Legal Expert

Ans - b

.....

Theory X and Theory Y is proposed by:

- a. Maslow
- b. McGregor
- c. Vroom
- d. Jucius

Ans - b

.....

Identify true statement from the following:

- a. Confidentiality cannot be maintained in computerized data as it can be accessed by any one from any location
- b. Computerised database can allow only one person to access it at a time
- c. Decisions based on computerized data can improve the objectivity, fairness and perceived as unbiased in decision making
- d. HRIS is useful only for taking decisions regarding training and placement

Ans - c

.....

Identify true statement from the following:

- a. Wage, salary and remuneration all mean the same
- b. The reward linked to the performance generally improves the motivation level of employees
- c. It is not necessary to give market-linked wages to employees. They may otherwise continue because of lack of alternate jobs
- d. Uniform wage structure helps in improving the performance

Ans - b

.....

The main issue to be dealt first in such situations relates to .....

- a. Attitudes of people
- b. Training of people
- c. Group behavior
- d. All the above

Ans - c

.....

In such a situation what is the role that HR professionals can play?

- a. To be a part of implementation team
- b. To act as coordinator/ facilitator in the entire change management process
- c. Since it is a technical issue, HR professional has no role to play
- d. Issue guidelines for time bound implementation of project

Ans - b

.....

Human Resource Management function does not involve

- a. Recruitment
- b. Selection
- c. Cost control
- d. Training

Ans - c

.....

Which one is not the specific goal of human resource management?

- a. Attracting applicants
- b. Separating employees
- c. Retaining employees
- d. None of the above

Ans - b

.....

To deal with possible staff resistance the bank should .....

- a. Educate people about the benefits of the initiative to all concerned through effective communication
- b. Provide thorough training to the staff through conducting workshops

- c. Review the role of branch managers, and replace wherever necessary with the officers having positive outlook
- d. All the above

Ans - d

.....

For a time bound implementation of the project, which of the personality characteristics of the branch manager will be most suitable?

- a. Type B personality
- b. Type A personality
- c. Depends upon the situation
- d. None of the above

Ans - a

.....

Which of the following is a key HR role as defined by Ulrich et al (2009)?

- a. Personnel administrator
- b. Business ally
- c. Payroll adviser
- d. Organizational geographer

Ans - b

.....

The term 'emotional labour' is associated with which author?

- a. Arlie Hochschild
- b. Stephen Fineman
- c. David Sims
- d. Yiannis Gabriel

Ans - a

.....

What does the term 'financialization' refer to?

- a. A process whereby financial markets and institutions gain greater influence over economic policy, economic outcomes and the elevation of the financial sector over others.
- b. Bankers' bonuses
- c. The economic downturn
- d. Labour market insecurity

Ans - a

.....

Why do some commentators claim that it is unlikely that the UK economy will become a knowledge economy?

- a. The lack of IT education in schools.
- b. Culturally low in intelligence.
- c. Historically low levels of company investment into research and development.
- d. Unions try to prevent knowledge transfer from management level to the broader workforce.

Ans - c

.....

Identify true statement from the following:

- a. The Child ego state mainly collects information and processes it
- b. The Adult ego state is mainly responsible for creativity, curiosity and reactions to others
- c. The Parent ego state mainly regulates behaviour and nurtures it
- d. None of the above

Ans - c

.....

Identify false (not true) statements from the following:

- a. The role of the HR functionaries has undergone qualitative change
- b. HR functionaries have total responsibilities about the management of Human Resource in the organisation
- c. HR functionaries are responsible for development of HR related systems
- d. HR professionals should have qualifications in HRM

Ans - b

.....

..... is for learning to prepare the individual for a different but identified job.

- a. Training
- b. On job training
- c. Education
- d. Development

Ans - d

.....

Which factor is related to job specification?

- a. Machines tools and equipments
- b. Relation to other jobs
- c. Working conditions
- d. Mental characteristics

Ans - d

.....

The purpose of this technique is to decrease the boredom of the employees by permitting them to take different tasks.

- a. Job simplification
- b. Job specification
- c. Job rotation
- d. Job description

Ans - c

.....

Which of the following is not a traditional method of performance appraisal?

- a. Management by objectives
- b. Checklist
- c. Graphic Rating Scale
- d. Essay Evaluation

Ans - a

.....

Halsey plan is based on which system of wage payment?

- a. Time
- b. Piece
- c. Incentive
- d. All of these

Ans - a

.....

Scanlon plan is based on which system of wage payment?

- a. Time

- b. Piece
- c. Incentive
- d. All of these

Ans - c

.....

Which approach of industrial relations is focus on non-possession and Satyagrah etc

- a. Psychological approach
- b. Sociological approach
- c. Human Relations approach
- d. Gandhian approach

Ans - d

.....

Preistman's Bonus is not a part of which wage payment system?

- a. Time
- b. Piece
- c. Incentive
- d. Both a and b

Ans - d

.....

The payment of Gratuity act was passed on .....

- a. 1970
- b. 1972
- c. 1974
- d. 1976

Ans - b

.....

In which decade did HRM originate?

- a. 1950s
- b. 1970s
- c. 1980s
- d. 1990s

Ans - c

.....

What are the ideas underpinning 'soft', 'commitment', or 'high-road' HRM practices?

- a. Labour needs to be treated as an asset to be invested in
- b. Employees are a cost which should be minimised
- c. A lack of mutuality existing between employer and employee
- d. A disregard for unlocking discretionary effort

Ans - a

.....

Which consulting company is associated with the concept of talent management?

- a. PriceWaterhouseCoopers
- b. Boston Consulting Group
- c. Deloitte
- d. McKinsey

Ans - d

.....

Why are employers interested in employee engagement?

- a. To encourage employees to trust their managers
- b. To make a quick profit
- c. Because engaged employees are more motivated and prepared to give of their best to make the firm succeed
- d. To make employees work harder for less

Ans - c

.....

Knowles(Nadler) categorised adult learning process in different theories..match the followings-

- a. Mechanistic/behaviourist Theories- i) Equate man with his brain.
- b. Organicistic/humanistic - ii) Learner is passive in the process of learning.
- c. Cognitive theories - iii) freedom to learn

- a. a-i b-ii c-iii
- b. a-ii b-iii c-i
- c. a-iii b-ii c-i
- d. a-ii b-i c-iii

Ans - B

.....

The training and development involves the following : Pick up odd one

- a. Identification of training needs
- b. Conducting the training
- c. Duration of training
- d. Selection and development of trainers

Ans - c

.....

The people component is becoming the key factor to success of strategy .....

- a. For survival
- b. For growth
- c. For achieving excellence.
- d. For social status

Ans - d

.....

The theories associated with the actual teaching are:

- a. Learning in employees is enhanced when the learner is motivated
- b. Learning requires feedback
- c. Reinforcement increases the likelihood that a learned behavior will be repeated
- d. Learning must be non transferable to the job

Ans - d

.....

Identify false (not true) statements from the following:

- a. Role ambiguity is caused due to personal inadequacy
- b. Role integrates an individual with an organisation
- c. Each individual occupies and plays several roles
- d. Intra-role conflict leads to role isolation

Ans - a

.....

Identify false (not true) statements from the following:

- a. Human Resource System (HRS) is an independent function
- b. The main task of HRS is to develop enabling capabilities (proactive role)

- c. The main emphasis of HRS is on developing people and their competencies
- d. All managers share the responsibility of human resource management

Ans - a

.....

Identify false (not true) statements from the following:

- a. Personality is the sum total of all that a person has learnt
- b. People have the image of their own and their actions are consistent with their image
- c. Id is the foundation of unconscious
- d. People behaving in a forceful manner in most of the situations can be described as sentimental

Ans - d

.....

Identify false (not true) statements from the following:

- a. Psychoanalytical theory is primarily based on the Freudian concept
- b. Self concept theory believes that personality and behaviour are to a great extent determined by the individual himself
- c. Trait theory explains that most of the traits are common in people
- d. Social learning theory believes that personality development is more a result of social variables than biological factors

Ans - c

.....

This method is generally used to collect employee opinions about the factors which affect morale and their effect on personnel objectives.

- a. Interview Method
- b. The Questionnaire Method
- c. Brainstorming
- d. Focus Group

Ans - b

.....

This method depends upon recognition that there are differences in the levels of duties, responsibilities and skills required for the performance of different jobs. What method is being talked about here?

- a. Point Method
- b. Grade Description Method
- c. Time Span Method

d. Ranking Method

Ans - b

.....

Need Hierarchy Theory is propounded by:

- a. Herzberg
- b. Alderfer
- c. Lewin
- d. Maslow

Ans - d

.....

Morale " The overall tone, climate or atmosphere of work perhaps regularly sensed by the members." is given by .....

- a. W. Edwards Deming
- b. Joseph Juran
- c. Yoder Dale
- d. Karu Ishikawa

Ans - c

.....

Which of the following is the technique of work measurement?

- a. Time study
- b. Analytic estimating
- c. Statistical Samplin Technique
- d. All of these

Ans - d

.....

Which greek words are used to derive ergonomics?

- a. Ergon and Enomos
- b. Ergo and Nomos
- c. Ergon and Nomos
- d. Ergo and Enomos

Ans - a

.....

Which of the following Government Social sector scheme are in operation for strengthening social security?

- a. NRY
- b. EAs
- c. JGSY
- d. All of these

Ans - d

.....

IAMR stands for .....

- a. Indian Applied Management Research
- b. Indian Applied Manpower Research
- c. Institute of Applied Manpower Research
- d. Institute of Applied Management Research

Ans - c

.....

Cost-Benefit Analysis of Human Capital is also named as .....

- a. MRA
- b. CRA
- c. RRA
- d. MACBETH

Ans - c

.....

Which of the following is not a method of recruitment?

- a. Deputation
- b. Employment exchange
- c. Management Institutes
- d. None of these

Ans - d

.....

Which of the following is not a performance appraisal method?

- a. MBO

- b. Field Review
- c. BARS
- d. None of these

Ans - d

.....

ESOP stands for .....

- a. Employee stock option Plans
- b. Employee stake option programme
- c. Employee stake option Plans
- d. None of these

Ans - a

.....

According to Maslow Affection and belonging are related to .....

- a. Safety need
- b. Social need
- c. Self-actualisation
- d. Basic need

Ans - b

.....

According to Herzberg status is.....

- a. Maintenance factor
- b. Motivator
- c. Hygiene factor
- d. Both a and c

Ans - d

.....

Integration, Maintenance are which functions of HRM ?

- a. Managerial
- b. Operative
- c. Both a and b
- d. None of these

Ans - b

.....

Who has coined this definition “ Job analysis is a detailed and systematic study of jobs to know the nature and characteristics of the people to be employed on various jobs.”

- a. Edwin Flippo
- b. Stephen P.Robbins
- c. Michael Armstrong
- d. S.S. Khanka

Ans - a

.....

The term ..... is commonly used for those employees whose pay is calculated according to the number of hours worked.

- a. Pay
- b. Reward
- c. Wage
- d. Salary

Ans - c

.....

Troubled students at Central High School are randomly assigned to the five school counselors. The director of counseling has asked for volunteers among the counselors in order to evaluate this assignment policy and to develop a new policy if warranted. The director is implementing

- a. individual stress management
- b. a support group
- c. participation in decision-making
- d. psychological ergonomics

Ans - c

.....

According to Eric Berne, there are typically ... types of ego states in transactional analysis.

- a. 3
- b. 4
- c. 5
- d. 6

Ans - a

.....

Human Resource Management is primarily concerned with

- a. Sales
- b. Dimensions of people
- c. External environment
- d. None of the above

Ans - b

.....

HRM aims to maximize employees as well as organizational

- a. Effectiveness
- b. Economy
- c. Efficiency
- d. None of the above

Ans - a

.....

One's belief about who is responsible for the event in one's life refers to...

- a. Adult ego state
- b. change catalyst
- c. personal efficacy
- d. Locus of Control

Ans - d

.....

Which stage of career roles signifies the beginning of complex functions ?

- a. Apprentic
- b. colleague
- c. Mentors
- d. Sponsors

Ans - c

.....

Mr. XYZ is working as GM of ABC co. He is trustworthy, open to other's ideas, accept suggestions, have better self awareness, received feedback from others and make more and more disclosures. He will come in which stage of self awareness?

- a. ARENA

- b. BLIND
- c. CLOSED
- d. BLIND

Ans - a

.....

The concept of howthorne studies was given by...

- a. Fredrick tylor
- b. Charles Bbbage
- c. Elton Mayo
- d. Peter Duker

Ans - c

.....

Who had not contributed much towards the dimensions of Motivation ?

- a. Chiris Argyris
- b. Hanery Foyal
- c. Elton Mayo
- d. Abraham Maslow

Ans - b

.....

Which is not true?

- a. Personnel department is final authority in policy related decisions
- b. Line management is the final authority in performance related decisions concerning promotions.
- c. HR professionals must have qualifications in HRM.
- d. Managing people is a Operational Function

Ans - d

.....

Pick up the wrong one

- a. Job description is about the job that an employee has to perform
- b. Job specification relates to the requirements in terms of educational qualification, age, experience etc
- c. Job evaluation relates to the comparison between similar jobs within the organization or between organizations or within the industry
- d. All the above

Ans - c

.....

An Italian firm that sells its products around the world, is organized into these divisions: finance, human resources, R & D, marketing, sales, and manufacturing. It is using a ..... strategy.

- a. functional
- b. multinational
- c. hierarchical
- d. global

Ans - a

.....

What is the major problem with the theorizing of strategic IHRM?

- a. It becomes obsolete very quickly as change occurs so fast.
- b. It is biased towards western ideas.
- c. It tends to offer a highly idealized perspective on strategy formulation.
- d. It fails to incorporate conflict.

Ans - c

.....

How can HRM help to build successful cross-border alliances?

- a. By ensuring that organizations spend 25% of their budgets on cross-border alliances.
- b. By ensuring that a strategy is in place before embarking on a cross-border alliance.
- c. By ensuring that organizations export their ideas to other societies and cultures.
- d. By ensuring that international joint ventures are staffed by high-quality managers.

Ans - d

.....

T-Group Training is a .....

- a. On the job training method
- b. Off-the job training method
- c. Both
- d. None of these

Ans - b

.....

Which of the following is off the job training method?

- a. Job Rotation
- b. Job-Instruction Training
- c. Apprenticeship
- d. Role Playing

Ans - d

.....

Which one of the following is on the job training method?

- a. Conferences
- b. Job-Instruction training
- c. Group Instruction
- d. Programme Instruction

Ans - b

.....

According to Two-Factor theory which of the following is hygiene factor?

- a. Possibility of growth
- b. Job content
- c. Salary
- d. Responsibility

Ans - c

.....

According to Herzberg's motivation hygiene theory which of the following is motivation factor?

- a. Advancement
- b. Working conditions
- c. Status
- d. Interpersonal relations with supervisors

Ans - a

.....

According to Hygiene theory of motivation maintenance which factor is maintenance factor .....

- a. Technical supervision
- b. Interpersonal relations with peers
- c. Interpersonal relations with supervisors
- d. All of these

Ans - d

.....

Who has propounded ERG theory?

- a. Maslow
- b. Adam
- c. Clayton Alderfer
- d. Porter and lawler

Ans - c

.....

Three needs theory is associated with .....

- a. Mc Gregor
- b. McClelland
- c. James
- d. H.A. Murray

Ans - b

.....

According to ....., Morale is a mental condition or attitude of individual and groups which determines their willingness to cooperate.

- a. Edwin Flippo
- b. Yoder Dale
- c. Elton Mayo
- d. Narain

Ans - a

.....

To involve employees in a planned organizational change and to gain their support of the change process, an organization can use

- a. statistical forecasting
- b. focus groups and hot lines
- c. observation research
- d. replacement planning and social audits

Ans - b

.....

A company should begin to implement an organizational change

- a. after the strategic plans have been developed
- b. once resistance to change has been dealt with
- c. as it develops its strategic plan
- d. once the change strategy has been evaluated

Ans - c

.....

In India, wages are classified as 3 types, identify the non-applicable one from the list given below.

- a. Minimum wage
- b. Collective Wage
- c. Fair wage; and
- d. Living wage

Ans - b

.....

.....indicates the specific duties to be performed by the worker and the circumstances under which these duties are to be performed.

- a. Job Descriptions
- b. Job Specifications
- c. Role
- d. Job analysis

Ans - d

.....

The practice in which 'senior executives periodically review their top executives and those in the next-lower level to determine several backups for each senior or key position in the firm' is termed as:

- a. Performance appraisal
- b. Succession planning
- c. Management development
- d. Training

Ans - b

.....

Which of the needs (under McClelland theory of motivation) is most satisfied while successfully implementing the project?

- a. Need for affiliation
- b. Need for Power
- c. Need for Achievement
- d. None of the above as it is a mechanical and routine job

Ans - a

.....

The most important quality needed for success as per the current thinking is .....

- a. Intelligence Quotient
- b. Emotional Quotient
- c. good looks
- d. good manners

Ans - b

.....

Transfer of learning to workplace take place at which level of evaluation of training ?

- a. Reaction Level
- b. Learning Level
- c. The behavior level
- d. Function level

Ans - c

.....

Which label can be applied for the purpose of facilitating communication, in learning for growth of the individual not related to a specific present or future job ?

- a. Training
- b. Education
- c. Development
- d. None of the above

Ans - c

.....

Who was an early advocate of "Division of labour"?

- a. Fredrick taylor
- b. Charles Babbage
- c. Elton Mayo

d. Robert Owen

Ans - b

.....

Which is not a sub-system of HRM?

- a. Administration
- b. Maintenance
- c. Credit
- d. Development

Ans - c

.....

Which of the following industries in India was the first to use the term "Personnel Officer"?

- a. Insurance
- b. Banks
- c. Chemical and Pharmaceutical
- d. Steel

Ans - c

.....

The focus of Human Resource Management revolves around

- a. Machine
- b. Money
- c. Men
- d. None of the above

Ans - c

.....

Demand for human resources and management is created by

- a. Expansion of industry
- b. Shortage of labor
- c. Abundance of capital
- d. None of the above

Ans - a

.....

Which is said to be the beginning stage of career?

- a. Mentor
- b. Apprentice
- c. Colleague
- d. Sponsor

Ans - b

.....

According to Dalton, Thomson and Price, career roles are divided into ... categories.

- a. 2
- b. 3
- c. 4
- d. 5

Ans - c

.....

The above case displays that staff is facing .....

- a. Role ambiguity
- b. Role erosion
- c. Role overload
- d. Personal inadequacy

Ans - d

.....

According to Gilmore and Williams, what type of organization does much of the literature focus on?

- a. Unions
- b. Businesses
- c. Service providers
- d. Governments

Ans - b

.....

According to Gilmore and Williams the employment-related legislation that has been enacted over the last two centuries has followed what trend?

- a. To carry out directives that improves the wider community and society.
- b. To improve working conditions for workers.

- c. To balance the unequal power relationship between employers and workers.
- d. To increase training and development of workers.

Ans - c

.....

A common way of determining a fair reward might be one based on..?

- a. Friendship
- b. Contribution
- c. Merit
- d. Heritage

Ans - c

.....

What is the device that John Rawls proposed in his book 'A Theory of Justice' (1973)?

- a. Veil of compassion
- b. Veil of ignorance
- c. Veil of disseat
- d. Veil of deception

Ans - b

.....

Positive discrimination is unlawful in which country?

- a. UK
- b. France
- c. US
- d. Republic of Macedonia

Ans - a

.....

Why does the shareholder value perspective argue that it makes good sense from a business point of view not to discriminate between individuals?

- a. Because of the potential costs of anti-discriminatory tribunals.
- b. Because it will create a negative corporate image.
- c. Because it will affect international links and relations.
- d. Because an organization will be outperformed without diverse talent.

Ans - d

.....

Why might equal opportunity be hard to export to some countries?

- a. Language barriers
- b. Cultural differences
- c. Lack of formal education system
- d. The barriers to equal opportunity are just too great

Ans - b

.....

The Cadburys case found in the text, illustrates the increasing influence of what trend?

- a. Environmental policies
- b. Developmental economic policies
- c. Changes in food policy
- d. Internationally mobile firms

Ans - c

.....

The institutional approach is not rooted in which academic discipline?

- a. Psychology
- b. Politics
- c. Sociology
- d. International Relations

Ans - a

.....

What is the main problem with the life-cycle approach to strategic IHRM?

- a. The assumption that firms progress through a defined stages in a specific order.
- b. It does not explain what happens when the organization comes to the end of its life.
- c. The assumption that firms will grow.
- d. It focuses too little on the international context.

Ans - a

.....

State True or False: 1. 'Human Resource Management' focus is proactive in nature and pays attention to employee satisfaction. 2. The 'Personnel Management' philosophy is relied on the Theory X approach.

- a. Statement 1 is false and statement 2 is false

- b. Statement 1 is true and statement 2 is false
- c. Statement 1 is false and statement 2 is true
- d. Statement 1 is True and statement 2 is True

Ans - d

.....

Incentive systems proposed by Kautilya are:

- a. Saama, daana, danda, maya
- b. Sarasa- saama- daana- bheda- danda- catura
- c. Shreni- Saama- Bheda-danda- catura
- d. Saama-daana-danda-catura

Ans - b

.....

The following four steps for HR planning are being given by Wickstrom.

- a. 1. Job Analysis 2. Recruitment 3. Selection 4. Induction.
- b. 1. Forecasting 2. Making an inventory of present manpower resources 3. Anticipating manpower problems 4. Planning.
- c. 1. Analysis 2. Projecting 3. Hiring 4. Retaining.
- d. 1. Planning 2. Directing 3. Controlling 4. Implementing

Ans - b

.....

The two sources of recruitment are:

- a. Newspaper and Consultants
- b. Campus and Employment Exchange
- c. Transfer and References
- d. Internal and External

Ans - d

.....

To carry on its work each organization needs personnel with the ....., .....

- a. Age, Experience
- b. Knowledge, Skill
- c. Age, Recommendation
- d. Reference, Experience

Ans - b

.....

competitive advantage that is derived from human resources is sustainable for a company when it(s)

- a. uses a centralized program of close supervision
- b. employees have some rare or specialized skill not easily copied
- c. has a newly-created organizational culture
- d. product is intangible

Ans - b

.....

Which of the following statements about arbitration is true?

- a. Binding arbitration can lead to a trial if both parties are not satisfied with the decision.
- b. The neutrality of the arbiter is guaranteed by the selection process.
- c. The process of arbitration follows the same rules as used in a court case.
- d. Disputes are open to public view as soon as the involved parties agree to the arbitration.

Ans - d

.....

Objectives of HRM is mainly related to understand ...

- a. the fundamentals of HRM.
- b. Customer and Staff behaviour.
- c. The comprehensive perspective of HRM & relationship with HRD.
- d. The role of HR professionals & development of HR functions.

Ans - b

.....

Which is true regarding functions & structure of HRM & HRD ?

- a. There is no conflict between the two.
- b. There is difference only in the approach and emphasis.
- c. HRM is the sub-system of HRD
- d. HRM deals routine functions & HRD functions emphasize on change management process.

Ans - c

.....

Which theories hold that learning occurs only when learners have the 'freedom to learn' ?

- a. Organismic Theories
- b. Mechanistic Theories
- c. Cognitive Theories:
- d. Behaviourist Theories

Ans - a

.....

Which one of the following becomes a creative factor in production?

- a. Land
- b. Capital
- c. Consumers
- d. Human Resources

Ans - d

.....

Attitude can be classified into three basic components. Which is not one among them ?

- a. Emotional
- b. Formal
- c. Informational
- d. Behavioural

Ans - B

.....

Which label can be applied for the purpose of facilitating communication, in an individual's preparation for an identified job in a not-too-distant future ?

- a. Training
- b. Education
- c. Development
- d. None of the above

Ans - b

.....

When the adult education is organized with the model (for children), it is known as.....

- a. Child modeling
- b. Andragogy
- c. Pedagogy
- d. paragogy

Ans - c

.....

In today's rapidly changing and highly competitive business environment, HR professionals need to understand that the trend is towards

- a. delegation of fewer responsibilities to subordinates
- b. more formalization of policy
- c. less flexibility and autonomy
- d. greater decentralization

Ans - d

.....

Which of the following statements regarding managing in the global arena is most accurate?

- a. Managers must realize that culture shapes the preferences and behaviors of their stakeholders.
- b. A successfully-managed company can export its management method to another culture and expect to be successful there.
- c. A good manager will make a good decision, even if he or she is working in an unfamiliar culture.
- d. Managers who work in individualistic cultures must provide indirect feedback for it to be accepted.

Ans - a

.....

State True or False: 1. The Organizational Sciences approach to human resources management has brought the focus to the scientific process within organizations that can impact employee experience, and less on just the individual. 2. The Scientific Management approach was a key part of the industrial revolution typical of the nineteenth and early twentieth century. Select the correct option:

- a. 1 is True and 2 is True
- b. 1 is False and 2 is False
- c. 1 is True and 2 is False
- d. 1 is False and 2 is False

Ans - a

.....

..... and ..... are associated with the Hawthorne studies.

- a. Dale Yoder and Henemen
- b. Elton Mayo and F.J. Roethlis Berger
- c. Maslow and Herzberg
- d. Taylor and Smith

Ans - b

.....

A Human Relations program represents an attempt at improving employee ..... and ..... through an improved three way communication.

- a. Pay and Bonus
- b. Working hour and Attendance
- c. Morale and Motivation
- d. Commitment and Tenure

Ans - c

.....

The industrial relations activity of a personnel officer includes .....

- a. Recruiting , interviewing
- b. Grievance handling , contract Negotiations
- c. Transfer, Termination
- d. Leadership, motivation

Ans - d

.....

Which is a basic element of a job ?

- a. Job
- b. Task
- c. Role
- d. Work

Ans - b

.....

Who is called as the founder of scientific management approach ?

- a. Charles Babbage
- b. Elton Mayo
- c. Fredrick taylor
- d. Peter Duker

Ans - c

.....

What is the main reason why managers have become so interested in the absence rates of their employees?

- a. Duty of care
- b. Reducing labour costs
- c. Ethical concerns
- d. Avoidance of legal action

Ans - b

.....

Negotiations are an important aspect of the collective-bargaining process, what do they ensure?

- a. That conflict is contained within manageable boundaries.
- b. Agreement between all parties involved.
- c. That conflict is always resolved.
- d. It achieves a set of lasting agreements.

Ans - a

.....

Grievance procedures are designed to resolve the grievances of whom?

- a. Employee
- b. Employer
- c. Customer
- d. Manager

Ans - a

.....

According to Edwards (2005) prior to which decade did few organizations have written procedures for dealing with grievances and disciplinary issues?

- a. 1950s
- b. 1960s
- c. 1970s
- d. 1980s

Ans - b

.....

Who has encouraged managers to use their own internal formal grievance and disciplinary procedures?

- a. Academics

- b. Policy-makers
- c. Unions
- d. Employees

Ans - b

.....

What are generally the most common reasons for employee grievances?

- a. A breakdown of relationships
- b. Poor catering facilities
- c. Inadequate IT systems
- d. Allegations of bullying and harassment

Ans - d

.....

What are 'compromise agreements'?

- a. An agreement between an employee's line manager and their human resources manager over how to approach a disciplinary hearing.
- b. Agreements between an employee, generally upon leaving their job, and their employer where they agree not to pursue a claim for legal redress in return for financial compensation.
- c. An agreement whereby a trade union promises not to take industrial action over an employee's grievance.
- d. A agreement reached between the senior management team of an organization concerning the details of its disciplinary policy.

Ans - b

.....

Which German philosopher was a great proponent of deontological ethics?

- a. Nietzsche
- b. Marx
- c. Kant
- d. Hegel

Ans - c

.....

The goal of producing 'the greatest good for the greatest number' is an idea from what school of ethics?

- a. Utilitarianism
- b. Deontology

- c. Libertarianism
- d. Marxism

Ans - a

.....

What is a significant problem with both 'act' and 'rule' utilitarianism?

- a. Ethnocentricity
- b. Complexity
- c. Intolerance
- d. Injustice

Ans - d

.....

Which label can be applied for the purpose of facilitating communication, to improve the performance of individual on his present job ?

- a. Training
- b. Education
- c. Development
- d. None of the above

Ans - a

.....

Which theories state that the learner is passive in the process of learning ?

- a. Organismic Theories
- b. Mechanistic or Behaviourist Theories
- c. Cognitive Theories:
- d. Humanistic Theories

Ans - b

.....

The concept of howthorne studies was given by...

- a. Fredrick taylor
- b. Charles Bbbage
- c. Elton Mayo
- d. Peter Duker

Ans - c

.....

Which encompasses socio-psychological relationship ?

- a. Job
- b. Task
- c. Role
- d. Work

Ans - d

.....

Which theories equate man with his brain ?

- a. Organismic Theories
- b. Mechanistic or Behaviourist Theories
- c. Cognitive Theories
- d. Humanistic Theories

Ans - c

.....

Inequality is good; everyone has a place; some are high, some are low • Most people should be dependent on a leader, • The powerful are entitled to privileges, and • The powerful should yield their power According to Dutch scientist, Geert Hofstede model these are the characteristics of which dimension? Select the correct option

- a. Uncertainty Avoidance
- b. Individualism
- c. Power distance
- d. Masculinity

Ans - c

.....

A Job Analysis record includes the preparation of ..... and .....

- a. Role and Task
- b. KRA and Appraisal
- c. Job Description , Job specification
- d. Training Needs and Application Blank

Ans - c

.....

State true or false 1. Each organization needs competent staff with the necessary qualifications, skills, knowledge, work experience and aptitude to perform work. 2. Manpower planning is also needed in order to identify an organizations need to reduce its workforce. Select the correct option

- a. 1 is True,2 is False
- b. 1 is False, 2 is True
- c. 1 is True. 2 is True
- d. 1 is False, 2 is False

Ans - c

.....

A person with ..... locus of control is geared to look for resources around him, anticipate events and doesn't wait for things to happen.

- a. External
- b. Internal
- c. Patent
- d. Providential

Ans - b

.....

John Holland present 06 theories of personality job fit or matching job with their personalities. Which is not one among them?

- a. Realistic
- b. Specialist
- c. Social
- d. Conventional

Ans - b

.....

What is positive action?

- a. Arrangements which enable those who come from disadvantaged or excluded groups to compete on more equal grounds in employment.
- b. Sanctions for those who discriminate against others.
- c. Unlawful.
- d. A government scheme helping people suffering from labour market disadvantage.

Ans - a

.....

What proportion of countries around the world have no comprehensive equality laws in place?

- a. 20 per cent
- b. 40 per cent
- c. 60 per cent
- d. 80 per cent

Ans - d

.....

The glass ceiling is a term referring to?

- a. Poor health and safety
- b. Advancement of women
- c. Advancement of an employee is limited due to discrimination
- d. Good promotion prospects

Ans - c

.....

Difficulties in defining bullying, have led to the development of what types of initiatives?

- a. Dignity-at-work
- b. Anti-bullying at work
- c. Decency and cooperation
- d. Decency-at-work

Ans - a

.....

The term Performance management was first used in which decade by Beer and Ruh?

- a. 1960s
- b. 1970s
- c. 1980s
- d. 1990s

Ans - b

.....

Which theory concerns the use of objectives to manage performance?

- a. Probability theory
- b. Goal theory
- c. Results theory

d. Outcomes theory

Ans - b

.....

The early models of HRM acknowledged that increasing demands on organizations and organizational managers meant a greater focus on tackling what effectively?

- a. Employee performance
- b. Strategy
- c. Appraisals
- d. Life-time learning

Ans - a

.....

Boxall and Purcell's People and Performance model uses the formula performance = f(A, M, O). What do the A, M, O stand for?

- a. Acumen, method and orientation
- b. Aptitude, operations and mental agility
- c. Ability, motivation and opportunity
- d. Accuracy, moral and outlook

Ans - c

.....

HPWP stands for?

- a. High Performance work Places
- b. Heightened Performance working Practices
- c. High Performance Work Practices
- d. Higher Performing working People

Ans - c

.....

The concept of Management by Objectives (MBO) was first introduced by?

- a. Ulrich in 1997
- b. Mohrman and Mohrman in 1995
- c. Purcell in 2001
- d. Drucker in 1955

Ans - d

.....

Performance appraisals are designed to motivate workers by providing them with feedback, recognition, and what?

- a. Better work facilities
- b. Equal opportunities
- c. Greater work autonomy
- d. Praise

Ans - d

.....

What lies behind the growing popularity of the VAB approach?

- a. The focus on reward outcomes
- b. The focus on how performance is achieved
- c. The focus on training and development
- d. The focus on individual assessment

Ans - b

.....

There are typically ..... types of ego states in transactional analysis according to Eric Berne.

- a. 2
- b. 3
- c. 4
- d. 5

Ans - b

.....

Mr. Raj is self-confident in his work ambitious towards his goal and energetic domineering, his personality show which type of personality?

- a. Social
- b. Realistic
- c. Artistic
- d. Enterprising

Ans - d

.....

..... theories hold that learning occurs only when learners have the 'freedom to learn' what is particularly relevant to their personal life situation.

- a. Cognitive Theories
- b. Behaviourist Theories
- c. Organismic Theories
- d. Mechanistic Theories

Ans - c

.....

The child ego state can be further classified into ..... categories.

- a. 2
- b. 3
- c. 4
- d. 5

Ans - b

.....

The system's costs are projected at which stage of the SDLC?

- a. Planning and Analysis
- b. Design
- c. Implementation
- d. Operation and Maintenance

Ans - b

.....

Which of the following is not the essential characteristic of the strategic types of information?

- a. Simulated "what if" information of a short-term nature
- b. Competitive actions
- c. Demographic studies
- d. Customer actions

Ans - a

.....

Which of the following is not the essential characteristic of Decision Support System?

- a. Output directed to organization personnel at all levels
- b. Comprehensive database
- c. Adaptive system over time
- d. None of these

Ans - d

.....

In project management, which of the following does not show precedence relationship among the tasks and milestones of the project?

- a. Gantt Chart
- b. PERT
- c. CASE Tools
- d. None of these

Ans - a

.....

This emphasizes on the pattern of (mutual) expectations.

- a. Job
- b. Task
- c. Role
- d. Work

Ans - c

.....

Who called workers as Vital machines ?

- a. Hanery Foyal
- b. Peter Duker
- c. Elton Mayo
- d. Charles Babbage

Ans : b

.....

What disorder/problem do office workers commonly suffer from?

- a. Musculoskeletal disorders
- b. Arthritis
- c. Short sightedness
- d. Scurvy

Ans - a

.....

What are the main aims of Employee Assistance Programmes?

- a. To alter the organizational culture.
- b. To address team and individual performance and well-being in the workplace.
- c. To focus the attention of employees to the power structures of an organization.
- d. To establish effective methods of care and support for everyone in an organization.

Ans - b

.....

Organizational-wide restructuring processes frequently cause redundancies via offshoring. This refers to:-

- a. Reduction of number of hierarchical levels.
- b. Transfer of organizational functions to other locations.
- c. Broad banding of employees.
- d. An organizational closure.

Ans - b

.....

What does attrition in the context of redundancy mean?

- a. Transferring unnecessary staff to other departments
- b. Compulsory reductions
- c. Reduction in staff numbers without making job cuts
- d. Measured job cuts

Ans - c

.....

The main problem with using early retirement and natural wastage as alternatives to redundancy is?

- a. It can lead to losing older, more experienced staff.
- b. Results in the loss of the most effective staff.
- c. It costs an organization a lot financially.
- d. It can be a very slow means of downsizing an organization.

Ans - d

.....

Factors which are important when encouraging people to choose voluntary redundancy include:-

- a. A recognition that redevelopment is unlikely.

- b. The alternative being fired.
- c. Intensification of work.
- d. Declining conditions of service.

Ans - a

.....

The traditional approach favoured by trade unions for selecting employees for redundancy was...?

- a. Age of employee
- b. Those working part-time
- c. Last in first out (LIFO)
- d. Number of days absence over a twelve month period

Ans - c

.....

Which of the following is not a type of in-house support for dismissed employees?

- a. Skills training by consultants.
- b. Advice on redundancy payments.
- c. Disseminating information about current vacancies elsewhere.
- d. Provide job-search services.

Ans - a

.....

What is a major problem with outplacement services?

- a. The lack of organizational understanding of the consultants.
- b. The tendency for employees to ignore such services.
- c. The costs involved.
- d. Their tendency to be targeted mainly at managerial staff.

Ans - d

.....

Following the contemporary trend, what is the focus of redundancy exercises?

- a. To dismiss employees who will cost the organization less in terms of redundancy pay.
- b. To dismiss employees by text message.
- c. To limit costs of redundancy support schemes.
- d. To focus on 'surviving staff'.

Ans - d

.....

The social justice argument is based upon the belief that?

- a. Older people are less likely to take time off work.
- b. The best will be promoted in line with 'survival of the fittest'.
- c. Legal sanctions are the best way to promote fairness.
- d. Everyone should have the right to equal access to employment.

Ans - d

.....

Establishing Training and Development system as part of the HRD efforts doesn't involve...

- a. identification of training needs
- b. conducting the training
- c. evaluation of training
- d. None of these

Ans - d

.....

Mr. Peter prefers activities that involve thinking, organising and understanding others. His personality type is .....

- a. Realistic
- b. Social
- c. Enterprising
- d. Investigative

Ans - d

.....

State True or False: 1. According to the Factory Act of 1881 Workers employed in the factories were allowed a week off-day and provisions were made for supervision, quality and hours of work. 2. The Factory Act of 1881 established the minimum age of children for employment to be 15 years and the maximum working hours for them to not exceed 9 hours a day and only in the day-shift. Select the correct option

- a. Statement 1 is true and statement 2 is True
- b. Statement 1 is False and statement 2 is False
- c. Statement 1 is true and statement 2 is false
- d. Statement 1 is False and statement 2 is True

Ans - c

.....

The direct methods to analysis organization climate include ....., .....

- a. Turnover, Absenteeism, Low morale data
- b. Observation, Use of questionnaires interviews
- c. Appraisal, Evaluation, Performance
- d. Feedback, Training, SWOT analysis

Ans - b

.....

i. .... this process focuses on the planning part for the manpower requirements. ii. .... in this process, the implementation of the manpower plans and execution takes place. Select the correct option:

- a. 1. Recruitment and Selection, 2. Human resource planning
- b. 1. Human resource planning, 2. Recruitment and Selection
- c. 1. Human resource planning, 2. Orientation
- d. 1. Orientation, 2. Recruitment

Ans - b

.....

1. To give an overview of the organization 2. To inform Organization Vision / Mission and Objectives statement, its structure and hierarchy 3. To give an overview of the HR policies and processes and introduction to the Facilities team, IT team and other relevant teams per the location of joining. Following are objectives of: Select the correct option:

- a. Selection
- b. Induction
- c. Recruitment
- d. Placement

Ans - b

.....

Leadership style of the Boss indicate as .....

- a. laissez faire
- b. Country club
- c. Autocratic
- d. None of the above

Ans - b

.....

Work life balance is not achieved due to .....

- a. added work load
- b. lack of support from juniors
- c. family problems
- d. lack of emotional maturity

Ans - d

.....

A sales man in a shop showed a suit piece and told the customer that the cloth is very good, but costly. He was using the following transaction .....

- a. Duplex
- b. Angular
- c. Complementary
- d. None of the above

Ans - b

.....

The Thayer and McGhee model has following three factors.

- a. Financial, Political, Social analysis
- b. Organization, Task, Man analysis
- c. Quality, Production, operation analysis
- d. Markovian, Ratio, Trend analysis

Ans - b

.....

Wage Boards: The boards are appointed by the Government and usually consist of seven members —

- a. three representatives of management, two of labour, one independent member and a chairman
- b. two representatives of management, two of labour, two independent members and a chairman.
- c. Three representatives of management, Three of labour, and a chairman
- d. Four representatives of management, two of labour and a chairman

Ans - b

.....

It is a process by which the management finds how effective it has been in hiring and placing the employees...

- a. Interview

- b. Reference check
- c. Performance appraisal
- d. 360 degree appraisal

Ans - c

.....

which step comes after when the performance standards are communicated to the employees and the performance appraisal methods.

- a. Performance level are compared with benchmark
- b. Out comes are than communicated to employees.
- c. Measure the performance of employee
- d. Initiate corrective action

Ans - c

.....

The oldest and simple method of performance appraisal where Relative position of each employee is assessed, is called as?

- a. Comparison method
- b. Straight ranking method
- c. Graphic or linear rating method
- d. Grading method

Ans - b

.....

It is a tendency to allow one trait or characteristic of an employee to influence the assessment, it rate an employee either high or low.

- a. Similar error tendency
- b. Central tendency
- c. Halo effect
- d. Leniency or strictness tendency

Ans - c

.....

Communication technology facilitated any where learning and developed e learning package with the help of .....

- a. animation software
- b. HRIS

- c. Artificial Intelligency technology
- d. GUI

ans:d

GUI- Graphic user interface

.....

With regard to HRM, Frederick Taylor gave concept of.....

- a. Division of Labour
- b. Time and Motion Study
- c. Both a & b
- d. None

Ans. c

.....

The National Commission of Labour states that complaints affecting one or more individual workers in respect of their wage payments, overtime, leave, ....., ..... seniority, work assignment, and discharges would constitute grievances.

- a. Appointment, Dismissal
- b. transfer, promotion
- c. Pay, Promotion
- d. Incentive, Punishment

Ans - b

.....

What is the main disadvantage of off-the-job learning ?

- a. It isn't always directly related to real organizational issues and needs
- b. The time needed to set up
- c. Accessibility for those training
- d. Long term costs

Ans - a

.....

A cultural view of learning considers the values and norms of communities through...?

- a. Myths, legends and proverbs
- b. Music, song and dance
- c. Rituals, language and religion

d. Talk, practices and stories

Ans - d

.....

What is a 'communities of practice' approach to organizational learning?

- a. An approach that focuses on practising 'best practice'.
- b. An approach that focuses on the values, beliefs and norms of a social group.
- c. An approach that focuses on the skills embedded within the group.
- d. An approach that has a clear set of defined practices to use in all situations.

Ans - b

.....

Chase's study (1997) identified what issue as being the biggest obstacle to creating a knowledge-creating company?

- a. Limited resources for training and development
- b. Organizational culture
- c. Failure of management
- d. Inability to access learning material

Ans - b

.....

The employee perspective on reward involves ensuring that the package of rewards is...

- a. Affordable and sustainable
- b. Attractive
- c. Linked to business goals
- d. Geared to generating the right employee attitudes

Ans - b

.....

'New pay' is overtly...?

- a. Employee driven
- b. Managerialistic
- c. Unionised
- d. Hierarchical

Ans - b

.....

A pluralist approach to pay determination occurs in what fraction of organizations?

- a. 1/5
- b. 1/3
- c. 1/4
- d. 2/5

Ans - a

.....

Market related pay is based on what type of economics?

- a. Keynesian economics
- b. Neo-liberal economics
- c. Marxist economic theory
- d. Classic economic theory

Ans - d

.....

What type of approach has Gilmore and Williams taken towards pay and reward?

- a. Contingency
- b. Unitarist
- c. 'ideal type'
- d. Economistic

Ans - a

.....

Which French-owned telecommunications manufacturer is used as an example by Gilmore and Williams of an organization that introduced flexible benefits for its 600 employees?

- a. BT
- b. Alcatel Telecom
- c. Vodaphone
- d. Orange

Ans - b

.....

The greater individualization of pay can be a problem in certain situations...

- a. When the organization does well and is profitable.

- b. When the organization's share values are high.
- c. When the company's share price dips.
- d. The situation around pay and reward is transparent.

Ans - c

.....

Ramesh is conducting an interview for hiring the Sales Executive for his organization. He needs to know about the personality of the person. What method he may use:

- a. Physical Examination
- b. Reference Check
- c. Psychological Test
- d. Depth Interview

Ans - c

.....

Right hemisphere control left side of body and perform so many activity given below except one.

- a. Holistic
- b. Emotional
- c. Recognition of complex figures
- d. Controlled

Ans - d

.....

Mr.Raj work in an international bank as an Accountant. Match his congruent occupation with his personality type as per john Holland personality job fit theory.

- a. Social
- b. Investigative
- c. Realistic
- d. Conventional

Ans - d

.....

..... is for learning related to present job.

- a. Training
- b. Education
- c. Development
- d. Motivation

Ans - a

.....

The belief that an individual can or can't change the things is called .....

- a. Career anchor
- b. Initiative
- c. Locus of control
- d. Self Actualization

Ans - c

.....

The term ..... was coined to differentiate adult learning process from that of child learning.

- a. Andragogy
- b. Cognitive
- c. Pedagogy
- d. Minorology

Ans - a

.....

The parent ego state can be further classified into ..... categories according to Eric Berne.

- a. 2
- b. 3
- c. 4
- d. 5

Ans - a

.....

..... theories equate man with his brain, based on the proposition that one thing that distinguishes human beings from other living things is that they possess brains that are capable of critical thinking and problem solving.

- a. Cognitive Theories
- b. Behaviourist Theories
- c. Organismic Theories
- d. Humanistic Theories

Ans - a

.....

The Thayer and McGhee model has following three factors.

- a. Financial, Political, Social analysis
- b. Organization, Task, Man analysis
- c. Quality, Production, operation analysis
- d. Markovian, Ratio, Trend analysis

Ans - b

.....

Taylor believed that workers would be motivated by "Rabbe Hypothesis". This assumption of Taylor are based on .....

- a. Need for security
- b. Social fulfillment
- c. Challenging job
- d. Need for money

Ans - d

.....

Selection is concerned with...?

- a. The activity to select a suitable pool of candidates.
- b. Always being stimulated by the departure of an employee.
- c. Always ascertaining a candidate's personality to ensure a suitable fit.
- d. Applying appropriate techniques and methods to select a candidate.

Ans - d

.....

Which activities are not associated with workforce planning?

- a. Forward planning reviewing internal and external labour supply
- b. Assessing capability of workforce to develop any requisite skills
- c. Time keeping
- d. Identifying areas where recruitment will be needed

Ans - c

.....

Why is job analysis so infused with organizational politics? Is it:

- a. Because it is a process which could lead to contraction of employees in a department and therefore diminishing its power base.
- b. A result of interdepartmental rivalry.
- c. Because it is not an objective activity.
- d. Because it is a process through which companies try to shed labour.

Ans - a

.....

What do rational processes to recruitment and selection typically ignore?

- a. Labour market demand
- b. Wages
- c. The time it takes to get to work
- d. The use of power and micropolitics by managers

Ans - d

.....

Which is the most popular method of recruiting applicants to jobs?

- a. Radio and TV advertisement
- b. Corporate website
- c. Employee referral schemes
- d. Commercial job boards

Ans - b

.....

Which selection method remains the most used by organizations?

- a. Interviews
- b. Ability tests
- c. References
- d. A trial period

Ans - a

.....

Which items below are forms of perceptual errors made during the selection process?

- a. Like-me judgements
- b. A candidate's time-keeping
- c. The interview setting
- d. The time of day

Ans - a

.....

Which of the below is a form of interview used in candidate selection?

- a. The appraisal interview
- b. The competency based interview
- c. The disciplinary interview
- d. The return to work interview

Ans - b

.....

The interview is used as a method for determining?

- a. The personality of the candidate.
- b. The degree of fit between the applicant and the demands of the job.
- c. His/her age.
- d. Physical attributes.

Ans - b

.....

According to the Leitch Review of Skills (2006), the ability of firms to succeed in the face of growing international competition depends increasingly on:

- a. Work culture
- b. Relaxed legal system
- c. Good infrastructure
- d. Skilled labour

Ans - d

.....

What is the main reason employers give why employees are not fully proficient?

- a. Lack of experience
- b. Over qualified
- c. Lack of numeracy skills
- d. Lack of literacy skills

Ans - a

.....

According to Gold (2007) where does the demand for skills tend to originate?

- a. Employees
- b. Government policies
- c. Strategic-level decision-makers
- d. Union representatives

Ans - c

.....

What best describes the Conservative governments' approach to learning in the 1980s?

- a. Entrepreneurial
- b. Passive
- c. Voluntarism
- d. Proactive

Ans - c

.....

Which of the stages below are part of the Systematic Training Cycle?

- a. Analyse operating conditions
- b. Design training
- c. Deliver on time
- d. Evaluate customer feedback

Ans - b

.....

Abhinav brindra won a gold medal in Olympics. By winning ever first gold medal for india he has full filled his which needs .....

- a. Physiological needs
- b. Social needs
- c. Self esteem needs
- d. Self actualization needs

Ans - c

.....

Herzberg mentioned six motivational factors. Which is not one among them?

- a. Recognition
- b. Advancement
- c. Responsibility

d. Job security

Ans - d

.....

The value a person assign to his desired reward is called.....

- a. Perk
- b. Pay
- c. Salary
- d. Valence

Ans - d

.....

Some times an individual may not be clear about the various expectations that people have from his role and this causes.....

- a. Role stagnation
- b. Inter-role distance
- c. Role ambiguity
- d. Role-set conflicts

Ans - c

.....

The general feeling of fellowship that prevails in the workgroup atmosphere, prevalence of information supporting cultural and social groups comes in which type of climate survey?

- a. Identity
- b. Structure
- c. Risk
- d. Warmth

Ans - d

.....

Wage Boards: The boards are appointed by the Government and usually consist of seven members —

- a. three representatives of management, two of labour, one independent member and a chairman
- b. two representatives of management, two of labour, two independent members and a chairman.
- c. Three representatives of management, Three of labour, and a chairman
- d. Four representatives of management, two of labour and a chairman

Ans - c

.....

The National Commission of Labour states that complaints affecting one or more individual workers in respect of their wage payments, overtime, leave, ....., ..... seniority, work assignment, and discharges would constitute grievances.

- a. Appointment, Dismissal
- b. transfer, promotion
- c. Pay, Promotion
- d. Incentive, Punishment

Ans - b

.....

Ramesh is conducting an interview for hiring the Sales Executive for his organization. He needs to know about the personality of the person. What method he may use:

- a. Physical Examination
- b. Reference Check
- c. Psychological Test
- d. Depth Interview

Ans - d

.....

A speaker in a seminar was commenting that people of a particular country cannot be trusted for business. He was showing the following life position

- a. I am OK – You are OK
- b. I am OK – they are not OK
- c. I am OK - You are OK-they are not OK
- d. None of the above.

Ans - c

.....

State whether the above statements are true or false

- a. Id is the foundation of the unconscious.
- b. Caring boss displays a Nurturing Parent ego state
- c. Personality is a sum total of all that a person has learnt.
- d. We have an image of our own and our actions are consistent with that image

- a. All true
- b. All false

- c. A & B are true
- d. C & D are true

Ans - a

.....

Type B personality depicts the following .....

- a. Does several things at one time
- b. Feels guilty when relaxing
- c. Gets irritated at minor mistakes
- d. Is not impatient

Ans - d

.....

State True or False: 1. the Mines Act, 1952, empowers the Government to specify employment of welfare officer/officers 2. Under the Factories Act, 1948, employers had to employ a Welfare Officer in a factory employing 500 or more workers. 3. Oppression and poor working conditions prevailed in all industries and intensified in the tea estates this prevailed till the enactment of the Factory Act of 1881 4. Under the Factories Act, 1948, employers had to employ a Welfare Officer in a factory employing 1000 or more workers. Select the correct option

- a. only 1 is true
- b. only 1,2 & 3 are true
- c. only 4 is true
- d. only 1,3 & 4 are true

Ans - c

.....

Match the profession with correct varna according to the "varna shram" (a) Fighting (i) Brahmins (b) Manual work (ii) kshatriyas (c) Trade and Business (iii) shudras (d) Teaching (iv) vaishyas. Choose correct option:

- a. (i) a , (ii) b , (iii) d , (iv) c
- b. (ii) a, (i) b , (iv) d , (iii) c
- c. (i) d, (ii) a , (iii) b , (iv) c
- d. (iv) a , (ii) c , (iii) a , (i) b

Ans - d

.....

The primary purpose of 'Training' is:

- a. Learning related to present job
- b. Learning to prepare for a different but identified job
- c. Learning for growth of the individual not related to any specific job
- d. Motivating employees for better performance

Ans - a

.....

The compensation paid to the Clerical and Administrative employees is commonly referred to:

- a. Wages
- b. Salary
- c. Perks
- d. Fees

Ans - b

.....

MBO process does not involve:

- a. Setting Goals
- b. Seeking Participation
- c. Exchanging Feedback
- d. Appraisal of Employees

Ans - d

.....

Rational Economic View is referred to as:

- a. Equity theory
- b. Scientific Management
- c. Human Relations Model
- d. Need Hierarchy Theory

Ans - b

.....

Following are the steps of Grievance handling; they are not given in proper sequence. I. Analyze and divide II. Follow up III. Receive and define the nature of the dissatisfaction IV. Get the facts V. Apply the answer Choose the correct sequence from the options given below.

- a. V, ii, iv, iii, I
- b. iii, iv, i, v, ii
- c. i. iii. iv. ii. v

d. i. ii. v. iv. iii

Ans - d

.....

Veer Bhanu Rathore is the Manager in "Power Pumps", a manufacturing unit. There are around 50 employees in the unit, which he is heading. He is always bothered about completing the manufacturing targets on time. He also proposes and assures certain financial rewards on timely completion of work. But at the same time he is quite strict while dealing with employees and often punishes if the work completion is hampered. He is a believer of Theory X of Douglas McGregor. Identify the managerial style of Veer Bhanu Rathore.

- a. The country club style (1, 9)
- b. The impoverished style (1, 1)
- c. The team style (9, 9)
- d. The produce or perish style (9, 1)

Ans - c

.....

High Horizons is a manufacturing Unit dealing with the manufacturing of car accessories. Currently it is not doing well because of tough market competition and there is a financial crisis also. The Manager Mr. R. Menon is worried because of decreasing interest of employees and low productivity. What steps he could take to improve the situation.

- a. Introduce Monetary Incentives
- b. Reduce the employee strength to cut costs
- c. Introduce certain recognition Programmes to improve Employee Morale
- d. Suggest the management to sell of the unit

Ans - d

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Friends, I could not get the good PDF of Macmillan Book for HRM. So, I could not make the sample papers exactly as per the syllabus. But I tried my level best to collect the sample questions which are definitely related to HRM. So, if you find that some questions are not directly related to the syllabus, you can skip them.

All the questions are not my own creation. The credit goes to lot of original creators including me.

All the very best.