



## Dr.G.R.Damodaran College of Science

(Autonomous, affiliated to the Bharathiar University, recognized by the UGC) Re-  
accredited at the 'A' Grade Level by the NAAC and ISO 9001:2008 Certified  
CRISL rated 'A' (TN) for MBA and MIB Programmes

II B.COM [2016 - 2019]  
SEMESTER III  
CORE: HUMAN RESOURCE MANAGEMENT - 302 C  
Multiple Choice Questions.

1. \_\_\_\_\_ is a formal & detailed study of jobs

- A. Job enrichment
- B. Job evaluation
- C. Job classification
- D. Job analysis

ANSWER: B

2. The process of efficiently achieving the objectives of the organisation with and through people

- A. Management
- B. Administration
- C. Decision Making
- D. Controlling

ANSWER: A

3. The ratio of an organisation's outputs to inputs

- A. Productivity
- B. Re engineering
- C. Achievement
- D. In tegration

ANSWER: A

4. Rotation is otherwise called as \_\_\_\_\_.

- A. replacement transfer
- B. shift transfer
- C. versatility transfer
- D. remedial transfer

ANSWER: C

5. The process of identifying human resource needs and formulating plans to meet these needs

- A. HR Planning
- B. Man power planning
- C. IT Planning
- D. Production planning

ANSWER: A

6. Psychology oriented factor of production is \_\_\_\_\_.

- A. Land.
- B. Finance.
- C. Machine
- D. labour.

ANSWER: D

7. The process of gathering information about job \_\_\_\_\_
- A. Job Analysis
  - B. Job Description
  - C. Job Simplification
  - D. Job Enrichment

ANSWER: A

8. A statement containing the details of works to be performed & responsibilities involved is known as \_\_\_\_\_.
- A. Job analysis
  - B. Job evaluation
  - C. Job specification
  - D. Job description

ANSWER: A

9. Movement of an employee from one job to another
- A. Job Enlargement
  - B. Retrenchment
  - C. Job Rotation
  - D. Job Design

ANSWER: C

10. Breaking down of job into smaller parts covering few operations \_\_\_\_\_
- A. Job Enlargement
  - B. Job Cycle
  - C. Job Empowerment
  - D. Job Simplification

ANSWER: D

11. Human Resource Planning is \_\_\_\_\_ Looking function
- A. Forward
  - B. Backward
  - C. Simple
  - D. Cross

ANSWER: A

12. Job satisfaction is high when there is-----
- A. Low morale
  - B. High wage.
  - C. Low wage
  - D. High Morale.

ANSWER: D

13. \_\_\_\_\_ Act prohibits the employment of child below 14 years of age
- A. Child labour
  - B. Contract labour
  - C. Bonded labour
  - D. Wages contract

ANSWER: A

14. Direct compensation towards the contribution of labour is-----.
- A. Money

- B. pay
  - C. reward
  - D. wagers
- ANSWER: A

15. The objective of salary administration is to offer-----.

- A. More wages
- B. . Lesser wages
- C. Poor wages
- D. Fair wages

ANSWER: D

16. Non-financial motivator is-----.

- A. Bonus
- B. Job security
- C. Medical reimbursement
- D. Leave with pay

ANSWER: A

17. A lateral movement within the same grade from one job to another

- A. Promotion
- B. Transfer
- C. Recruitment
- D. Retrenchment

ANSWER: B

18. \_\_\_\_\_ Test is a mental ability test

- A. Intelligence
- B. Aptitude
- C. Personality
- D. Interest

ANSWER: A

19. Grievances affect the employees \_\_\_\_\_.

- A. . Promotion
- B. Training.
- C. Wages.
- D. Morale

ANSWER: D

20. Collective bargaining is an action of\_\_\_\_\_.

- A. An individual
- B. Manager
- C. State
- D. Group

ANSWER: D

21. WAB's Refers to\_\_\_\_\_

- A. Weighted allotment blanks
- B. Weighted application blanks
- C. Weighted average blanks
- D. Weighted assimilation blanks

ANSWER: B

22. The time required to complete every task in the job

- A. Job ratio
- B. Job design
- C. Job cycles
- D. Job phase

ANSWER: C

23. Employees can be appraisal against\_\_\_\_\_.

- A. Relative standards
- B. Objective
- C. Absolute standards
- D. Group

ANSWER: A

24. PAQ stands for\_\_\_\_\_

- A. Position Alteration Quotient
- B. Position Analysis Questionnaire
- C. Position activity question
- D. Program analytical questionnaire

ANSWER: B

25. The promotion criteria is always based on \_\_\_\_\_

- A. Merit
- B. Merit and seniority
- C. Seniority
- D. Recommendations

ANSWER: D

26. Method of copying someone else's behaviour\_\_\_\_\_

- A. Education
- B. Training
- C. Mentoring
- D. Modelling

ANSWER: D

27. In the time organization, the authority flow and from \_\_\_\_\_.

- A. top to bottom.
- B. . bottom to top
- C. left to right
- D. right to left.

ANSWER: D

28. Training received directly on the job\_\_\_\_\_

- A. Job Instruction training
- B. Job Intimation
- C. Job Application
- D. Job Intelligence training

ANSWER: A

29. Traditional and direct method of instruction\_\_\_\_\_

- A. Programme
- B. Demonstration
- C. Lecture
- D. Role playing

ANSWER: C

30. \_\_\_\_\_ is the ideal or target to achieve through higher productivity

- A. Fair wages
- B. Minimum wages
- C. Living wages
- D. Normal wages

ANSWER: D

31. The process of providing the trainees the information about their performance

- A. Feedback
- B. Observation
- C. Suggestion
- D. Research

ANSWER: A

32. Activities that prepare employee for future responsibility \_\_\_\_\_

- A. Inducement
- B. Development
- C. Education
- D. Motivation

ANSWER: B

33. Halo Effect is related with \_\_\_\_\_.

- A. . performance appraisal.
- B. wage & salary administration
- C. selection.
- D. transfer

ANSWER: C

34. Systematic method of determining value / worth of a job

- A. Job description
- B. Job design
- C. Job evaluation
- D. Job simplification

ANSWER: C

35. \_\_\_\_\_ is the tendency of highly cohesive groups to value consensus at the price of decision quality:

- A. Group think
- B. Group process
- C. Group norm
- D. Group development

ANSWER: A

36. \_\_\_\_\_ are the rules of pattern and behaviour that are expected from all team members.

- A. Norms.
- B. Policies.
- C. Procedures.
- D. Role

ANSWER: A

37. Forces affecting organisational behaviour are

- A. People

- B. Environment
- C. Technology
- D. All of the above

ANSWER: D

38. Method of job evaluation which ranks the employees from highest to the lowest levels \_\_\_\_\_

- A. Ranking method
- B. Scoring method
- C. Analytical method
- D. Average method

ANSWER: A

39. Whatever an individual does, there is always some amount of \_\_\_\_\_ on him

- A. satisfaction.
- B. stress.
- C. profit
- D. benefit

ANSWER: B

40. It is the tendency of a superior to rate people lower than their performance \_\_\_\_\_

- A. Horns Effect.
- B. Central tendency
- C. Halo effect
- D. static.

ANSWER: C

41. It refers to an employee general attitude towards his job \_\_\_\_\_

- A. job specification
- B. communication.
- C. motivation.
- D. . job specification

ANSWER: A

42. More difficult jobs are paid more are ensured by

- A. Internal equity
- B. External equity
- C. Equity
- D. Factor

ANSWER: A

43. Too great a reliance on internal recruitment can result in \_\_\_\_\_.

- A. Reduced job performance
- B. Higher labour turnover
- C. Internal conflict
- D. Poor group dynamics

ANSWER: A

44. Set of proposals and actions for managers dealing with the employees \_\_\_\_\_

- A. Personnel Policies
- B. Personnel Procedure
- C. Personnel duties
- D. Personnel roles

ANSWER: A

45. Adding more responsibilities, autonomy and control of a job \_\_\_\_\_

- A. Job enrichment
- B. Job design
- C. Job requirement
- D. Job analysis

ANSWER: A

46. The employment contract provides a set of rights, responsibilities and obligations that structure the behavior of whom?

- A. Both parties
- B. The employee.
- C. The employer
- D. Trade unions

ANSWER: A

47. What did the whitely councils establish?

- A. Tripartite employee relations
- B. Collective bargaining framework
- C. Trade union
- D. Employer associations.

ANSWER: A

48. Position Analysis Questionnaire is

- A. Quantitative Approach
- B. Qualitative Approach
- C. Economic Approach
- D. Managerial Approach

ANSWER: A

49. The skills available within the company \_\_\_\_\_

- A. Human Resource Inventory
- B. Human planning Inventory
- C. Manpower Inventory
- D. Employee inventory

ANSWER: A

50. A portrayal of replacing the employees is

- A. Job chart
- B. Replacement chart
- C. Workers chart
- D. Employees chart

ANSWER: B

51. Apart from pay what is the second most common reason for an employee to join a trade union?

- A. group solidarity
- B. friendship groups
- C. political reasons
- D. wide range of personal benefits.

ANSWER: D

52. Movement of an employee from a low level to the higher level is \_\_\_\_\_

- A. Transfer
- B. Promotion
- C. Rotation

D. Shifting  
ANSWER: B

53. What are the types of industrial action a union is most likely to engage in?

- A. unofficial action
- B. strike action
- C. action short of a strike
- D. absence.

ANSWER: C

54. Method of publicising the job openings is \_\_\_\_\_

- A. Job scheduling
- B. Job hiring
- C. Job posting
- D. Staffing

ANSWER: C

55. HRM is \_\_\_\_\_ in nature

- A. Pervasive
- B. Evasive
- C. Decisive
- D. Inclusive

ANSWER: A

56. What was the traditional term used for HRP and the one often associated with personnel management?

- A. Gap analysis
- B. Human resource planning
- C. Employee planning
- D. Manpower planning.

ANSWER: D

57. A kind of future oriented training \_\_\_\_\_

- A. Employee training
- B. Employee development
- C. Employability
- D. Employee potential

ANSWER: B

58. Audit done by employees within is

- A. External
- B. Internal
- C. Inter branch
- D. Inter units

ANSWER: B

59. The effect of \_\_\_\_\_ on the emergence of aggressive behavior patterns is as yet up proven.

- A. Environmental factors
- B. Genetics.
- C. Ethological Factors
- D. Hormones

ANSWER: C

60. Enriching jobs create

- A. Halo effect



- B. Snowball effect
- C. negative effect
- D. positive effect

ANSWER: B

61. Informing vacancies of employees internally \_\_\_\_\_

- A. Advertising
- B. Internal Advertising
- C. External Advertising
- D. Modelling

ANSWER: B

62. Employees hired for limited time to a specific job \_\_\_\_\_

- A. Permanent employees
- B. Temporary employees
- C. Contract employees
- D. Employee hiring

ANSWER: B

63. Picking up suitable candidates by rejecting the unsuitable \_\_\_\_\_

- A. Recruitment
- B. Training
- C. Selection
- D. Development

ANSWER: C

64. Method of predicting organisation future demand for employees \_\_\_\_\_

- A. HR Forecast
- B. Labour Forecast
- C. Manpower Forecast
- D. Job Forecast

ANSWER: A

65. In depth description of a particular situation \_\_\_\_\_

- A. Group Discussion
- B. Personal Interview
- C. Case
- D. Survey

ANSWER: C

66. Temporary closure of a unit \_\_\_\_\_

- A. Strike
- B. Lockout
- C. Layoff
- D. Closure

ANSWER: B

67. Prohibiting an employee from attending work \_\_\_\_\_

- A. Suspension
- B. Dismissal
- C. Exit
- D. Retrenchment

ANSWER: A

68. Violation of established rules \_\_\_\_\_

- A. Misconduct
- B. Dismissal
- C. Memo
- D. Bad behaviour

ANSWER: A

69. timescale for performance appraisals are usuall \_\_\_\_\_:

- A. One year.
- B. Biannually.
- C. 3 monthly.
- D. At irregular intervals.

ANSWER: A

70. The test which compare employee performance with job requirements \_\_\_\_\_

- A. Selection test
- B. Preference test
- C. Achievement test
- D. Simulation

ANSWER: B

71. A written statement of what the job holder does \_\_\_\_\_

- A. Job description
- B. Job cycle
- C. Job seeking
- D. Job sharing

ANSWER: A

72. An activity carried out for a specific purpose \_\_\_\_\_

- A. Duty
- B. Job
- C. Task
- D. Code

ANSWER: C

73. A collection of several tasks in sequence \_\_\_\_\_

- A. Group
- B. Duty
- C. Position
- D. Sharing

ANSWER: B

74. \_\_\_\_\_ is a worker oriented job analysis.

- A. Functional Job analysis
- B. Job description
- C. Job analysis
- D. Job seeking

ANSWER: A

75. Under which role the manager does perform activities which are of ceremonial and symbolic nature \_\_\_\_\_.

- A. Liason role.
- B. Leaders role.
- C. Figure head role

D. spokes person role.

ANSWER: C

76. The role in which a manager lead his subordinates and motivating them for willing cooperation is called as \_\_\_\_\_.

- A. Monitoring role.
- B. Disseminator role.
- C. Entrepreneur role.
- D. Leader role.

ANSWER: D

77. The systems model of training contains three phases \_\_\_\_\_, training and development, and evaluation.

- A. Preparation
- B. Assessment.
- C. Introduction
- D. Organizing

ANSWER: B

78. Manager represents his organization or unit while interacting with outsiders is called as \_\_\_\_\_.

- A. Disseminator role.
- B. Spokes person
- C. Resource allocator.
- D. . Entrepreneur role

ANSWER: B

79. The physical environment of a job is \_\_\_\_\_

- A. Working condition
- B. Economic condition
- C. Social condition
- D. Political condition

ANSWER: A

80. . psyche means \_\_\_\_\_.

- A. Biology.
- B. Spirit.
- C. Behaviour.
- D. Attitude.

ANSWER: B

81. Which is the scientific method in accumulating knowledge about mans social behavior ?

- A. Anthropology.
- B. Social work.
- C. Sociology.
- D. Psychology.

ANSWER: C

82. \_\_\_\_\_ indicates type of people required.

- A. Training plan
- B. Recruitment plan
- C. Retention plan
- D. Deployment plan

ANSWER: B

83. A test interprets problems or situations for employees is \_\_\_\_\_

- A. Projective tests
- B. Interest tests
- C. Preference tests
- D. Simulation tests

ANSWER: A

84. A test which measures employees honesty \_\_\_\_\_

- A. Simulator tests
- B. Integrity tests
- C. Polygraph tests
- D. Graph tests

ANSWER: B

85. The test which measures individual potential to learn is \_\_\_\_\_

- A. Aptitude tests
- B. Attitude tests
- C. Personality tests
- D. Intelligence tests

ANSWER: A

86. Division of work to take the advantage of \_\_\_\_\_.

- A. Discipline.
- B. Specialization.
- C. Aptitude.
- D. Productivity.

ANSWER: B

87. Oral examination of candidates for employment is \_\_\_\_\_

- A. Placement
- B. Screening
- C. Interview
- D. Selection

ANSWER: C

88. Flexitime work system is a \_\_\_\_\_ system.

- A. Operational
- B. Logical
- C. Functional
- D. Scheduling

ANSWER: D

89. Job enlargement expands \_\_\_\_\_

- A. Upward
- B. Downward
- C. Horizontally
- D. Vertically

ANSWER: C

90. \_\_\_\_\_ is a discontent or dissatisfaction.

- A. Punishment
- B. Grievance
- C. Discipline
- D. Suspension

ANSWER: B

91. Amount of remuneration received during a period is \_\_\_\_\_

- A. Wages
- B. Earnings
- C. Minimum wage
- D. Wage structure

ANSWER: B

92. Motivational devices used to encourage special workers \_\_\_\_\_

- A. Compensation
- B. Wages
- C. Salaries
- D. Incentives

ANSWER: D

93. HR plans should be \_\_\_\_\_ with the corporate plans of the enterprise.

- A. Balanced
- B. Not related
- C. Mixed
- D. Not balanced

ANSWER: A

94. Job analysis is a formal and detailed study of \_\_\_\_\_.

- A. Salary
- B. Raw materials
- C. Machines
- D. Jobs

ANSWER: D

95. -----implies jobs of a similar nature.

- A. Job family
- B. Job status
- C. Job enrichment
- D. Job design

ANSWER: A

96. Job analysis is the outcome of Job description and \_\_\_\_\_.

- A. Job design
- B. Job specification
- C. Job evaluation
- D. Job content

ANSWER: B

97. Job specification is otherwise called as \_\_\_\_\_ specification.

- A. Position
- B. Role
- C. Content
- D. Physical

ANSWER: A

98. Job description is helpful in \_\_\_\_\_ grading and classification.

- A. Salary
- B. Position

- C. Job
  - D. People
- ANSWER: C

99. Majority of the grievances in industries is related to the problem of -----.

- A. Wages
- B. Salaries
- C. Benefits
- D. All of the above

ANSWER: D

100. \_\_\_\_\_ interview is a type of interview which is pre planned and is held in a formal atmosphere.

- A. Informal
- B. Patterned
- C. Formal
- D. Structured

ANSWER: B

101. Discharge may or may not be punishment but dismissal certainly means \_\_\_\_\_.

- A. Promotion.
- B. Punishment.
- C. Demotion.
- D. .Transfer.

ANSWER: B

102. \_\_\_\_\_ interview in which candidate is allowed to speak his mind freely.

- A. Non directed
- B. Structured
- C. Formal
- D. Depth

ANSWER: A

103. A human relation seeks to emphasis employee aspects of work rather than \_\_\_\_\_

- A. Technical aspects
- B. Economic aspects.
- C. Technical or economic aspects.
- D. workers aspects.

ANSWER: C

104. \_\_\_\_\_ interview is conducted by a group of interviewers.

- A. Non directional
- B. Structured
- C. Panel
- D. Stress

ANSWER: C

105. Recruitment is one of the HR \_\_\_\_\_ function.

- A. Acquisition
- B. Development
- C. Maintenance
- D. Compensation

ANSWER: A

106. ----- method of job evaluation is otherwise called classification method

- A. Silent
- B. College
- C. Grading
- D. Home

ANSWER: C

107. Training helps to improve and give higher \_\_\_\_\_.

- A. Productivity
- B. Mobility
- C. Viability
- D. Vitality

ANSWER: A

108. Frequency of \_\_\_\_\_ can be reduced by training the people.

- A. Production
- B. Damage
- C. Accidents
- D. Sickness

ANSWER: A

109. Many colleges and universities have arranged for students to work part-time in a special training program as part of their education. This training is called \_\_\_\_\_

- A. College trainee experience
- B. Educational credits program
- C. Coordinated education
- D. An internship

ANSWER: D

110. \_\_\_\_\_ training seeks to adjust newly appointed employees to the work environment.

- A. Production
- B. Induction
- C. Safety
- D. Refresher

ANSWER: B

111. Industrial relation include \_\_\_\_\_.

- A. Labour relation.
- B. Public relation.
- C. Customer relation.
- D. Labour, customer & public relation.

ANSWER: B

112. When the organization gives option to its employees to retire even before superannuation it is called \_\_\_\_\_.

- A. Forced retirement.
- B. Compulsory retirements.
- C. Voluntary retirement.
- D. Premature retirement.

ANSWER: A

113. Voluntary retirement is also known as \_\_\_\_\_

- A. Silver hand shake
- B. Golden hand shake
- C. diamond hand shake

D. Crystal hand shake

ANSWER: C

114. Which test is conducted to develop the skills & abilities of the candidate?

- A. Aptitude test.
- B. Intelligence test.
- C. Trade test.
- D. Personality test.

ANSWER: C

115. Which test is conducted to measure the likes, dislikes & habits ?

- A. Vocational test.
- B. Temperament test.
- C. Skills test.
- D. Interest test.

ANSWER: C

116. deals with the contents & characteristics of each job?

- A. job analysis
- B. Job rating.
- C. Job evaluation.
- D. Job description.

ANSWER: A

117. What helps for the exchange of ideas, facts, opinions or emotions between two or more persons?

- A. Communication
- B. Written communication.
- C. Upward communication
- D. Downward communication.

ANSWER: A

118. . Employees general attitude is referred to as\_\_\_\_\_.

- A. Job satisfaction
- B. Job analysis
- C. Job description.
- D. Job evaluation.

ANSWER: A

119. what creates an advancement with an organization?

- A. Demotion.
- B. Promotion.
- C. Transfer.
- D. Redemote.

ANSWER: B

120. Which of the following helps the employee to improve their efficiency?

- A. Development
- B. Training.
- C. Promotion.
- D. Transfer.

ANSWER: B

121. Sources of recruitment & methods, procedures, techniques for\_\_\_\_\_

- A. Selection.



- B. Promotion.
- C. Transfer.
- D. Training.

ANSWER: A

122. Industrial revolution played an important role in the development of \_\_\_\_\_

- A. Industries.
- B. Production.
- C. Sales.
- D. Finished goods.

ANSWER: A

123. Businessmen could get an opportunity to earn huge profits as the cost of \_\_\_\_\_.

- A. Employee.
- B. Employee & employer.
- C. employer
- D. Superior.

ANSWER: A

124. Education brought the changes in the attitude of labour towards their \_\_\_\_\_.

- A. Work.
- B. Interest.
- C. Labour.
- D. Job.

ANSWER: A

125. Problems of unemployment & wage fixation had their direct link with the

- A. population
- B. Value of labour
- C. Attitude of management.
- D. Co-ordination.

ANSWER: A

126. . Good employer employee relations are the backbone of all \_\_\_\_\_

- A. Personal activities
- B. Human activities.
- C. Personnel activities
- D. Personnel policies.

ANSWER: C

127. This should cover responsibility for the maintenance of children during the entire period of contingency \_\_\_\_\_.

- A. Medical benefit.
- B. Family benefit.
- C. Old age benefit.
- D. Survivors benefit.

ANSWER: B

128. The modern term for personnel management is \_\_\_\_\_

- A. HRD.
- B. HRP.
- C. HRM.
- D. HSM.

ANSWER: C

129. It is intended to reveal what is actually done opposed to what should be done.what is this?

- A. . Job Specification.
- B. Job Evaluation.
- C. Job Description.
- D. Job Analysis.

ANSWER: C

130. The downward movement of employee in organizational hierarchy with lower pay status responsibilities means \_\_\_\_\_.

- A. Demotion.
- B. Job change
- C. Promotion.
- D. Transfer

ANSWER: A

131. Identify the personnel management functions from the following\_\_\_\_\_.

- A. Advertisement.
- B. Quality control.
- C. Capital budgeting.
- D. Compensation.

ANSWER: D

132. Job----- is a statement of the minimum acceptable human qualities necessary to perform a job satisfactorily.

- A. Evaluation.
- B. Specification.
- C. Description.
- D. Analysis.

ANSWER: B

133. Performance appraisal refers to-----of an employee

- A. training.
- B. placement.
- C. assessment.
- D. induction.

ANSWER: C

134. A----- takes place when an employee moves to a position higher than the one formerly occupied.

- A. transfer
- B. demotion.
- C. punishment.
- D. promotion

ANSWER: D

135. Identify the retirement benefit form the following?

- A. Wages
- B. Bonus.
- C. Incentive.
- D. Gratuity

ANSWER: D

136. A group which is established by it members is called \_\_\_\_\_

- A. social group.

- B. reference group.
- C. performing group.
- D. Informal group.

ANSWER: D

137. The way of action which are accepted as legitimate by group members is called \_\_\_\_\_

- A. Values
- B. Norms
- C. Conformity.
- D. Decision

ANSWER: B

138. The degree of attachment of the members to their group is known as \_\_\_\_\_

- A. Group cohesiveness
- B. Group conformity
- C. Group attachment
- D. Group loyalty.

ANSWER: A

139. A group of persons in an organization for making or recommending certain decisions is \_\_\_ termed as \_\_\_\_\_.

- A. Committee.
- B. Formal Group.
- C. Task Group
- D. Performing Group

ANSWER: A

140. The anxiety a person experiences when two sets of knowledge are contradictory or incongruent lead to \_\_\_\_\_.

- A. Cognitive Dissonance
- B. Negative Attitude.
- C. Stress.
- D. Perception disorder.

ANSWER: A

141. An organization may choose to do all of the following to motivate a plateaued worker, except \_\_\_\_\_

- A. Lateral moves
- B. Promotion
- C. Temporary assignments
- D. Committee assignments

ANSWER: B

142. Authority being conferred based on technical knowledge or skill of \_\_\_\_\_.

- A. Technical Power
- B. Competence authority.
- C. Machiavellianism
- D. Power Distribution.

ANSWER: B

143. Group established by the organisation to do its work and usually identifiable on an organisation chart \_\_\_\_\_.

- A. Task Group
- B. Primary Group

- C. Formal group.
- D. Informal Group.

ANSWER: C

144. A situation that occurs when it is unclear or uncertain what behaviour is expected of role occupants \_\_\_\_\_

- A. Role conflict
- B. Role ambiguity.
- C. Role analysis
- D. Role overload.

ANSWER: B

145. When expectation about a persons role in the group contradict one another, it becomes?

- A. Down Ward Conflict
- B. Up Ward Conflict
- C. Role Conflict
- D. Role Ambiguity

ANSWER: C

146. Failure to report work is called \_\_\_\_\_.

- A. Lack of commitment.
- B. Absenteeism.
- C. Burnout
- D. Immoral Activity.

ANSWER: B

147. The process by which older members of a society transmit to younger members the social skilled is termed as \_\_\_\_\_.

- A. Literature.
- B. Norms
- C. Values.
- D. Socialization.

ANSWER: D

148. Dispute between employees at different levels in an organization is known as \_\_\_\_\_

- A. Horizontal conflict
- B. over all conflict.
- C. Vertical conflict
- D. Organizational conflict.

ANSWER: C

149. A group created by management to accomplish certain organizational goal is called as \_\_\_\_\_ .

- A. Performance group.
- B. Task group.
- C. Prime group.
- D. In group.

ANSWER: B

150. A person who is responsbilbe for managing the change effort in the organisation is called \_\_\_\_\_

- A. Manager.
- B. entrepreneur.
- C. Change agent
- D. Leader.

ANSWER: C

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