



Dr.G.R.Damodaran College of Science

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II MBA(PART TIME)[2016-2019]

SEMESTER-III

CORE:HUMAN RESOURCE MANAGEMENT - 352C

Multiple Choice Questions.

1. Which one of the following is a clear and distinct line of authority among the positions in organizationsa

- A. Organizational design.
- B. Chain of command
- C. Hierarchy.
- D. Departmentalization.

ANSWER: C

2. Task achievement and excellence of performance in accomplishing a task are emphasized sometimes at the expense of obedience to ones superior which one of these has the above as a principle feature?

- A. Closed model organization.
- B. Open model organization
- C. Bureaucratic organization.
- D. The newer tradition organization.

ANSWER: B

3. Which one of the following is NOT correct in relation to the meaning of delegation?

- A. Entrustment of responsibility to another, for performance.
- B. Entrustment of power and rights, or authority, to be exercised
- C. Creation of an obligation or accountability, on the part of the person accepting the delegation to perform in terms of the standards established
- D. Shifting of workload without transferring corresponding authority to make decision.

ANSWER: D

4. Which one of the following is the main cause of the scalar system?

- A. Unity of command.
- B. Hierarchy.
- C. Delegation.
- D. Coordination.

ANSWER: A

5. Which one of the following statements illustrates the principle of span of control?

- A. The levels of management connote no inherent superiority and inferiority.
- B. Automation, mechanization and specialization have brought about a sea Change in decision making
- C. The old concept of one single superior for each person is seldom found.
- D. The ever increasing role of administration has focused attention on unity in the administrative process

ANSWER: B

6. Consider the following statements: 1. Auxiliary agencies have no execution or operative

responsibilities. 2. Staff agencies are attached to the line agencies at different levels in the hierarchy. 3. Line agencies provide channels of communication. Which of the statements given above is/are correct?

- A. 1, 2, and 3
- B. 1 and 2
- C. 2 and 3
- D. 1 and 3

ANSWER: C

7. Which of the following are intrinsically linked with administrative accountability? A. Hierarchy. B. Span of control. C. Unity of command. D. Orders

- A. 1, 2 and 4
- B. 1, 2 and 3
- C. 2, 3 and 4
- D. 1, 3 and 4

ANSWER: B

8. Coordination requires A. Acquisition of resources to accomplish a specific objective. B. Integration of resources of the organization into a dynamic system. C. Mastering the totality of the job that needs to be done. D. Funneling of the work done by functional specialists through the project.

- A. 1 and 3
- B. 2 and 4
- C. 2, 3 and 4
- D. 1, 2, 3 and 4

ANSWER: B

9. Staff agency is of the nature of a. Executive control over administration. b. Parliamentary control over administration. c. In-built control over administration. d. Quasi-judicial control over administration.

- A. 1, 2 and 4
- B. 1, 2 and 3
- C. 2, 3 and 4
- D. 1, 3 and 4

ANSWER: A

10. Consider the following: A. Consultation and training. B. Coordination. C. Fact finding and research. D. Planning.

- A. Staff agencies
- B. Auxiliary agencies.
- C. Line agencies.
- D. Independent regulatory bodies.

ANSWER: A

11. Consider the following statements An organization is A. a blend of inter-dependent parts B. a mass of people inside it C. a framework of authority and responsibility D. a system in the service of outsiders Which of the statements given above are correct?

- A. 1 and 2
- B. 2, 3 and 4
- C. 1, 3 and 4
- D. 1, 2, 3 and 4

ANSWER: C

12. Which one of the following is a distinctive feature of a formal organization?

- A. Common rules of behavior.
- B. Common code of behavior.
- C. Common values of workers.

D. Common ambitions of workers.

ANSWER: A

13. Which one of the following is NOT the view of closed model in relation to role of organizations?

A. Rationality has been the organizations sole prerogative

B. In the organization most men enjoy work and tend to be creative.

C. A rigid, hierarchical structure with heavy formalism would improve the efficiency of the organization.

D. Organizational order, maintenance of discipline comes from the top of the organization, not out of spontaneous human behavior.

ANSWER: B

14. Who amongst the following introduced the concept of Zone of indifference in an organization?

A. Herbert Simon.

B. Douglas McGregor.

C. Chester I. Bernard.

D. Chris Argyris.

ANSWER: C

15. Who of the following did NOT accept the principle of unity of command in the functioning of an organization

A. Henry Fayol.

B. Luther Gulick.

C. J.D. Mooney

D. F.W. Taylor.

ANSWER: D

16. An organization exists when the following conditions are fulfilled 1. There are persons able to communicate with each other 2. They are willing to contribute to the action 3. They attempt to accomplish a common purpose Who amongst the following proposed these conditions?

A. E. Mayo

B. C.I. Bernard.

C. Max Weber

D. Henry Fayol.

ANSWER: B

17. Consider the following statements: Human behavior in terms of decision making 1. Is totally rational. 2. Is totally irrational. 3. Depends upon degree of satisfaction. 4 Depends upon degree of dissatisfaction.

Which of these statements is/are correct?

A. 1 only

B. 1 and 3

C. 2 and 4

D. 3 and 4

ANSWER: D

18. According to Lopez, which of the following is the primary purposes of performance evaluation? 1. Information. 2. Control. 3. Review. 4. Motivation. 5. Development Select the correct answer from the codes given below:

A. 1,2and3

B. 2,3and4

C. 1,4and5

D. 3,4and5

ANSWER: A

19. Basic assumptions of the principle of hierarchy and that at various level of nature of three of the following four 1. Responsibilities. 2. Salary Scales. 3. Quality of man. 3. Authority. What are the three that the relevant?

- A. 1, 2and3
- B. 1, 3and4
- C. 1, 2and4
- D. 2,3and4

ANSWER: C

20. Which one of the following constitutes the solution to the dilemma of classical theorists who emphasized the importance of unity of command over functionalisation?

- A. Delegation and decentralization.
- B. Interaction and influencing system.
- C. The Concept of staff
- D. The concept of the linking-pin structure.

ANSWER: B

21. . Which of the following can widen the span of control? 1. Delegation. 2. Informal organization. 3. Planning. 4. Unity of command.

- A. 3and4
- B. land2
- C. 2and3
- D. 1 and 4

ANSWER: B

22. Behavioral approach recognizes three major factors in decision-making process. These are:

- A. Legal-rational authority values and influence.
- B. Values, facts and policies.
- C. Purpose, place and people.
- D. Goals, policies and orders.

ANSWER: B

23. which one of the following is NOT a method for promoting participatory leadership?

- A. Quality circles.
- B. Suggestion scheme.
- C. Work study.
- D. Brainstorming session

ANSWER: C

24. In the training sessions for leadership development mentioned below, which is the one having the least degree of direct impact in leadership development?

- A. Group exercise to promote mutual understanding so as to promote a climate of trust and cooperation.
- B. Group work to encourage the involvement of all, including the most shy persons.
- C. Repeated exercises in statistical methods, to ensure adequate skill development in the same so as to promote objectivity in decisions
- D. Repeated exercises in communication to ensure skill development in understanding and transacting feelings and messages

ANSWER: B

25. Identify the correct observation from among the following Leadership theories seek to

- A. . provide up to date information technology required by those in positions of control so as to make their grip over the others more complete.
- B. provide systematic explanation on the shifting market trends so as to be properly guided in

investment decisions in the Public Sector Units.

C. establish a rational framework for defining the ends of social justice and to design appropriate systems and procedures to ensure the same so as to help the emergence of good leaders from the down-trodden.

D. systematically explain the causes and pattern of influence over individuals and groups with the help of sound as and data

ANSWER: D

26. Neo-human relation/behavioral school thinkers like McGregor, Argyris and Rensis Likert who have conceptualized control over employees with a view to higher performance and need fulfillment have emphasized new techniques and strategies for supervisors. Identify these techniques from those given below and select the correct answer using the given codes 1.Exerting heavy pressure on subordinates to get work done. 2. Giving little freedom of action to employees and not reposing trust and confidence in them. 3. Earning the confidence and trust of the subordinates and delegating functions and power to them. 4. Increasing the achievement orientation of subordinates by motivating them to accept and work for higher

A. 1 and 2

B. 2and3

C. 3and4

D. 1 and3

ANSWER: C

27. The principle of span of control has come under revision due to

A. high degree of unionism among employees.

B. increasing resort to automation and mechanization.

C. high level of education among public employees.

D. obedience and loyalty generated by conduct rules.

ANSWER: B

28. Who among the following said that in a hierarchy every employee tends to rise to his level of incompetence?

A. Frederick W. Taylor

B. Mary P. Follett

C. Peter F. Drucker

D. Laurence L Peter

ANSWER: D

29. Consider the following statements: Advantages of the principle of hierarchy are that it 1. Enables to fix the responsibility at each level. 2. leads to centralized decision making at top level. 3. Provides a channel of command/communication. 4. Binds all units into an integrated whole. Which of these is/are correct?

A. Only 1

B. 2 and 3

C. 1,3and4

D. 2,3and4

ANSWER: C

30. The principle of Unity of Command ensures

A. Accountability.

B. Acceptability

C. Specialization.

D. Coordination.

ANSWER: A

31. Which one of the following is NOT an advantage of centralization?

- A. It provides for maximum control in organization.
- B. It ensures uniformity in administration.
- C. It enhances flexibility in the organization.
- D. It prevents abuse of authority in administration.

ANSWER: C

32. Consider the following statements Centralization and decentralization have a situational relevance and depend upon 1.Responsibility factor. 2. Stability factor. 3. Functional factors. 4. Moral factors.

Which of these are correct?

- A. 1.2 and 3
- B. 1, 2.3 and 4
- C. 2,3and4
- D. 1 and 4

ANSWER: B

33. Which one of the following statements provided evidence that shows the meaning of authority and power differs from each other?

- A. Power means delegation of functions and authority means making new policies.
- B. Power means supervision while authority means sanction of finances.
- C. Power means the competence to do something and authority means the right to order action by others.
- D. Power means authorizing a person while authority means integrating the activities of his subordinates.

ANSWER: C

34. Which one of the following statements provided evidence that shows the meaning of authority and power differs from each other?

- A. Only 1
- B. 1 and3
- C. 2 and 4
- D. 2,3 and 4

ANSWER: C

35. The most logical criterion to distinguish line function from staff is

- A. The authority relationships.
- B. End-means relationship.
- C. The grouping of functions.
- D. The departmentalization.

ANSWER: B

36. Which of the following characteristics are found in the concept of authority? 1. Directive component. 2. Independence. 3. Statutory safeguard. 4. Prestige differential.

- A. 1 and2
- B. 2and3
- C. 3and4
- D. 1 and 4

ANSWER: A

37. Which of the following are the limiting factors in the development of coordination? 1. Time. 2. Size. 3. Authority. 4. Informal organizations.

- A. 1 and 2
- B. 2and3
- C. 3and 4

D. 1 and 4

ANSWER: A

38. Consider the following statements The extent of delegation depends upon 1. Nature of the problem. 2. Circumstances prevalent. 3. Responsibilities involved. 4. Organizational history. Which of these are correct?

A. 1, 2and3

B. 2,3and4

C. 1,3and4

D. 1, 2.3 and 4

ANSWER: D

39. Consider the following statements: The acceptance of a communication as authoritative by individuals in organizations depends upon I. Zone of indifference to the nature of authority. 2. Its clarity for purpose of understanding. 3. Its incompatibility with personal interests. 4. Its inconsistency with organizational purpose. Which of these are correct?

A. 1 and2

B. 2 and 3

C. 1,2 and 3

D. 2,3 and 4

ANSWER: A

40. Consider the following statements The great illumination experiment led to the discovery, that for higher productivity of an organization 1. Relations between workers and supervisors are important. 2. Relations between the workers are important. 3. Working conditions are important. 4. Social security is important. Which of these are correct?

A. 1 and 2

B. 1,2 and 3

C. 1,2 and 4

D. 2,3 and 4

ANSWER: B

41. Consider the following statements 1. The effectiveness of control mainly depends on the acceptance by the subordinates. 2. Control may stifle the initiative on personal responsibility, but this can be fixed in all cases. 3. Control is an expensive process involving a lot of time and effort. 4. Control helps in improving the performance of subordinates. Which of these are correct?

A. 1,2,3

B. 1,3,4

C. 2,3,4

D. 1,2,4

ANSWER: B

42. Consider the following statements The system of Performance Appraisal of employees 1. Provides systematic judgment for purpose of promotion, salary increases, transfers, demotions etc. 2. Acts as a means of informing a subordinate as to how he is doing and where he needs to improve. 3. Helps in determining the training needs to individual employees. 4. Facilitates a healthy dialogue between the employer and employees. Which of these statements are correct?

A. 1,2,3 1 and 4

B. 1 and 4

C. 1,2 and 3

D. 2,3 and 4

ANSWER: A

43. Which one of the following shows the correct sequence of the four basic steps in the Position

Classification Plan?

- A. Job analysis, Grouping of Positions, Standardization, Position allocation.
- B. Standardization, Job analysis, Grouping of Positions, Position allocation.
- C. Grouping of Position, Job analysis; Position allocation, Standardization.
- D. Position allocation, Standardization, Job analysis, Grouping of Positions.

ANSWER: B

44. Consider the following 1. Functional foremanship. 2. Unity of command. 3. Centralization. 4. Time and Action study. Which of these are associated with Scientific Management Movement?

- A. 1,2and3
- B. 2, 3 and 4
- C. 1 and3
- D. 1and 4

ANSWER: D

45. Consider the following features 1. Facilitates delegation of authority. 2. Provides for a channel of communication. 3. Makes consensus possible. Which of these features are true of hierarchy?

- A. land2
- B. 2and3
- C. 1 and3
- D. 1, 2and3

ANSWER: A

46. Unity of Command does NOT

- A. Mean that one subordinate receive only one order.
- B. Mean that a subordinate will, have only one superior.
- C. Mean that all units are put under one head.
- D. Result into a shrinking apex of an organization.

ANSWER: A

47. The Acceptance concept of authority was given by

- A. Lyndal Urwick.
- B. L.D. White
- C. Henry Fayol.
- D. Chester Barnard.

ANSWER: D

48. The Integration of the several parts into an orderly whole to achieve the performance of the undertaking -implies

- A. Division of work.
- B. Coordination
- C. Span of control.
- D. Hierarchy.

ANSWER: B

49. . Consider the following statements 1. Coordination and cooperation are synonyms. 2. Coordination is of the work of subordinates by a superior officer. 3. Cooperation is interpersonal relationship between two or more similar individuals or units. 4. Coordination and cooperation is not the same thing. Which of these statements are correct?

- A. 1 and 2
- B. 2 and 4
- C. 1 and 3
- D. 2,3and 4

ANSWER: D

50. Consider the following factors 1. Organizational policies, rules and regulations 2. Lower level of ability of subordinates 3. Hierarchical system of the organization 4. Personality of the delegator Which of these factors act as obstacles in delegation?

- A. 1 and 2
- B. 2 and 3
- C. 2 and 4
- D. 3 and 4

ANSWER: A

51. Being a manager, with no environmental uncertainty or threat of competitors new products, would be relatively simple without _____.

- A. Government regulations.
- B. Diversity.
- C. Cultural differences.
- D. Organizational change.

ANSWER: A

52. 52. Managing change is an integral part of _____.

- A. Top managements job.
- B. Middle-level managements job.
- C. The first-line managers job.
- D. Every managers job.

ANSWER: C

53. Changing human resource management activities to attract and retain health care specialists due to increased needs for those workers is an example of what kind of environmental change factor?

- A. Marketplace.
- B. Technology.
- C. Labor markets.
- D. Economic.

ANSWER: B

54. Lewins theory is consistent with which view of organizational change?

- A. Continuous.
- B. Contemporary.
- C. Mayos.
- D. calm waters

ANSWER: C

55. According to Kurt Lewin, which of the following is not a stage in the change process?

- A. Unfreezing
- B. Changing.
- C. Refreezing.
- D. Restraining.

ANSWER: D

56. According to Kurt Lewin, increasing the driving forces, which direct behavior away from the status quo, is a means of doing which of the following

- A. Unfreezing.
- B. Changing.
- C. Restraining forces.
- D. Refreezing.

ANSWER: B

57. The unfreezing step of the change process can be thought of as _____.
- A. Thawing the organization loose from the current status to the new status.
 - B. Making the move to the new organizational condition.
 - C. Loosening the organization from the old condition and moving it to the new condition
 - D. Preparing for the needed change.

ANSWER: C

58. According to Lewin, which of the following is the objective of refreezing?
- A. Directs behavior away from the status quo.
 - B. Hinders movement away from existing equilibrium
 - C. Eliminates the need for future change.
 - D. Stabilizes the new situation.

ANSWER: A

59. In organizations, people who act as catalysts and assume the responsibility for managing the change process are called _____.

- A. Change masters.
- B. Change agents.
- C. Operations managers.
- D. Charismatic leaders.

ANSWER: D

60. As change agents, managers should be motivated to initiate change because they are committed to _____.

- A. Promoting the welfare of their employees.
- B. Managing and want to do the best they can for everyone.
- C. Improving their organizations performance
- D. Meeting the competition head-on in the market.

ANSWER: A

61. What organizational development technique is a technique for assessing attitudes and perceptions, identifying discrepancies in these, and resolving the differences by using survey information in feedback groups?

- A. Team building.
- B. Intergroup development
- C. Survey feedback.
- D. Sensitivity training

ANSWER: C

62. What OD technique involves changing the attitudes, stereotypes, and perceptions that work groups have about each other?

- A. Team building.
- B. Intergroup development
- C. Survey feedback.
- D. Sensitivity training.

ANSWER: B

63. Before using the same OD techniques to implement behavioral changes, especially across different countries, managers need to be sure that they have taken into account _____.

- A. Cultural characteristics.
- B. Organizational differences.
- C. Employee attitudes.
- D. Societal differences.

ANSWER: A

64. Which of the following is associated with the organic model of organizational design (as opposed
- A. High specialization.
 - B. High emphasis on chain of command.
 - C. Centralization.
 - D. Formalization.

ANSWER: D

65. What may be particularly necessary as part of the training process where people are working in another country?
- A. E-learning.
 - B. Discovery learning
 - C. Cross-cultural training.
 - D. Activist learning.

ANSWER: D

66. Assembly-line technology is changing dramatically as organizations _____.
- A. Develop new products for the market.
 - B. Replace human labor with robots.
 - C. Replace old manually controlled machines with newer machines.
 - D. Find new markets for their products.

ANSWER: B

67. Development refers to learning opportunities directed towards helping _____ grow
- A. Employees
 - B. Employers
 - C. Supervisors
 - D. Managers

ANSWER: C

68. _____ involves Organisational and Task analysis
- A. Training Assessment
 - B. Need Assessment
 - C. Policy Assessment
 - D. Learning Assessment

ANSWER: A

69. Determining whether performance deficiencies result from a lack of knowledge, skill, or ability (a training issue) or from a motivational or work design problem is known as
- A. Person analysis.
 - B. Personality analysis.
 - C. Profit analysis.
 - D. Development analysis.

ANSWER: D

70. , Apprenticeships, Job rotation, Job instruction training are some of
- A. On the job Techniques.
 - B. Off the job Techniques.
 - C. Inbound works.
 - D. Outbound activities.

ANSWER: C

71. _____ helps to Understand different functions of the organization

- A. Job nature
- B. Job rotation
- C. Job revolution
- D. Job enhancement

ANSWER: B

72. _____ is self-instruction without the presence of an instructor using audio, video materials, interactive video sessions and computer materials

- A. Open learning
- B. Visual learning
- C. Classroom teaching
- D. Technical learning

ANSWER: B

73. _____ refer to training methods that require the trainee to be actively involved in learning.

- A. Hands on learning
- B. Jobless learning
- C. Self learning
- D. Visual learning

ANSWER: C

74. _____ involves collecting of information and providing feedback to employees about their behaviour, communication styles and skills.

- A. Assessment
- B. Evaluation
- C. Estimation
- D. Data Collection

ANSWER: D

75. The _____ is a process in which multiple raters or evaluators evaluate employees performance on a number of exercises.

- A. Assurance centre
- B. Tuition centre
- C. Assessment centre
- D. Application centre

ANSWER: D

76. _____ is to train the employees who are geographically separated from each other or from trainer and they are connected television hookups.

- A. Telemarketing
- B. Telenetworking
- C. Telecommunicating
- D. Teleconferencing

ANSWER: B

77. Sensitivity training is otherwise known as

- A. Simulation training.
- B. Laboratory training.
- C. Project training.
- D. Behavioural Training

ANSWER: C

78. Multiple management method is also known as

- A. Junior board.

- B. Senior board.
- C. Trainers board.
- D. Executive board.

ANSWER: B

79. _____ refer to relationships, problems, demands, tasks, or other features that employees face in their jobs

- A. Job enhancement
- B. Job enrichment
- C. Job experiences
- D. Job encashment

ANSWER: C

80. GAFO stands for

- A. Go Away and Find Out.
- B. Get Along and Figure Out.
- C. Go Abroad and Find Out.
- D. Go After Foolish Opinioners.

ANSWER: A

81. WBT stands for

- A. Wide Base Training.
- B. Web Based Training.
- C. World Class Based Training.
- D. Webster Bold Training.

ANSWER: A

82. Self-paced interactive training presented on a CD-ROM using a variety of multimedia (e.g., audio and video) is called

- A. Multi media based training.
- B. Web based Training.
- C. Module based training.
- D. Interactive training.

ANSWER: A

83. Factual or procedural information that supports a person doing a particular job after initial learning has occurred

- A. Reference documentation
- B. Research documentation.
- C. Record management.
- D. Review process.

ANSWER: B

84. An interactive, instructor-led approach where the instructor and employee meet in a classroom for a specific duration of time in a common location.

- A. Face to face training.
- B. Group process.
- C. Updation training.
- D. Ulterior training.

ANSWER: C

85. Understanding of adult learning skills in feedback writing electronic systems, and preparing objectives

- A. Strategic role

- B. Administrative role
- C. Development role
- D. Analysis role

ANSWER: C

86. The process of examination a training program is called_____

- A. Training evaluation.
- B. Training need analysis.
- C. Training method identification.
- D. Training module designing.

ANSWER: C

87. _____is a reactive process

- A. Training and Development
- B. Training
- C. Development
- D. Learning

ANSWER: B

88. _____is a proactive process

- A. Training and Development
- B. Training
- C. Development
- D. Learning

ANSWER: A

89. Training results in the development of those skills and competencies in employees that are unique and superior to competitors, to competitive advantage is nothing but

- A. Competitive framework.
- B. Strategic framework.
- C. Administrative framework.
- D. Legal framework.

ANSWER: C

90. It refers to the process used to determine if training is necessary

- A. Task assessment.
- B. Need assessment.
- C. Training assessment.
- D. Development orientation.

ANSWER: B

91. It involves identifying the important tasks and knowledge, skill, and behaviors that need to be emphasized in training for employees to complete their tasks

- A. Task Analysis
- B. Organizational analysis
- C. Need Analysis
- D. Development analysis

ANSWER: D

92. Abbreviate JIT

- A. Just In Time.
- B. Justify In Time
- C. Just In Track.
- D. Just Innovation timing.

ANSWER: A

93. _____ is the simplest unit of work and involves very elementary movement

- A. Position
- B. Task
- C. Job
- D. Micro motion

ANSWER: B

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

- A. Land.
- B. Capital .
- C. Consumers.
- D. Human Resources.

ANSWER: B

95. People cast in the role of contributors to production are called

- A. Capitalist .
- B. Land owners.
- C. Human Resources.
- D. Consumers.

ANSWER: A

96. Wide range of abilities and attributes possessed by people are called as a. Management.

- A. Management.
- B. Human Resources
- C. Entrepreneur.
- D. Intreprenuer.

ANSWER: B

97. Deployment of which resource is difficult to master

- A. Human.
- B. Land.
- C. Capital.
- D. Natural.

ANSWER: C

98. The focus of Human Resource Management revolves around

- A. Machine.
- B. Motivation.
- C. Money.
- D. Men.

ANSWER: B

99. Quality- oriented organization primary concern centers around

- A. Coordination.
- B. Communication.
- C. Human Resources.
- D. Discipline.

ANSWER: D

100. Quality goals require alignment with

- A. Production.
- B. Human Resources.

- C. Finance.
- D. Purchase.

ANSWER: B

101. Demand for human resources and management is created by

- A. Expansion of industry
- B. Shortage of labor
- C. Abundance of capital
- D. Consumer preferences

ANSWER: D

102. Management function arises as a result of

- A. Consumer preferences
- B. Abundance of capital
- C. Expansion of industry
- D. Shortage of labor

ANSWER: B

103. Union function arises as a result of employees

- A. Problem of communication
- B. Longing for belonging
- C. Dissatisfaction
- D. Change in technology

ANSWER: B

104. Human Resource Management is primarily concerned with

- A. Sales
- B. Dimensions of people
- C. External environment
- D. Cost discipline

ANSWER: D

105. Human Resource Management aims to maximize employees as well as organizational

- A. Effectiveness
- B. Economy
- C. Efficiency
- D. Performativity

ANSWER: B

106. The difference between human resource management and personnel management is _____

- A. Insignificant
- B. Marginal
- C. Narrow
- D. Wide

ANSWER: D

107. Human Resource Management function does not involve

- A. Recruitment
- B. Selection
- C. Cost control
- D. Training

ANSWER: B

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

- A. Attracting applicants.
- B. Separating employees.
- C. Retaining employees.
- D. Motivating employees.

ANSWER: B

109. Identify which one is an added specific goal of human resource management a. Retraining.

- A. Retraining.
- B. Learning.
- C. Unlearning.
- D. Separating

ANSWER: C

110. Identify the top most goal of human resource management

- A. Legal compliance.
- B. Competitive edge.
- C. Work force adaptability.
- D. Productivity.

ANSWER: C

111. To achieve goals organizations require employees

- A. Control.
- B. Direction.
- C. Commitment.
- D. Cooperation.

ANSWER: C

112. Human resource management helps improve

- A. Production.
- B. Productivity.
- C. Profits.
- D. Power.

ANSWER: A

113. The amount of quality output for amount of input means

- A. Productivity.
- B. Production.
- C. Sales increase.
- D. Increase in profits.

ANSWER: A

114. Responding to employees and involving them in decision making is referred to as

- A. Quality of work life.
- B. Autonomy.
- C. Empowerment.
- D. Pre action.

ANSWER: A

115. A top manager of a chocolate bar manufacturer asks for a report on how a new competing chocolate bar is being advertised. This is an example of:

- A. Employee research.
- B. Management research.
- C. Management consulting.
- D. Marketing research.

ANSWER: A

116. All of the following are phases of career development except

- A. Performance Phase.
- B. Direction Phase.
- C. Assessment Phase.
- D. Development Phase.

ANSWER: B

117. Performance Appraisal is a primary HRM process that links employees and organizations and provides input for other processes through these means

- A. Identification, Measurement, Management.
- B. Assessment, Direction, Development.
- C. Recruitment, Selection, On boarding.
- D. Skill, Effort, Responsibility

ANSWER: C

118. Total compensation is all forms of direct and indirect compensation paid or provided to the employee in recognition of employment status and performance. All of the following are forms of direct compensation except

- A. Base Pay.
- B. Variable Pay.
- C. Statutory Benefits.
- D. Stock Benefits.

ANSWER: D

119. Groups can be rewarded in a Pay for Performance plan in all of the following ways except

- A. Gain sharing.
- B. Bonus.
- C. Awards.
- D. Merit.

ANSWER: B

120. Benefits that are required by law to provide to all employees are called

- A. Medical Benefits.
- B. Direct Benefits.
- C. Involuntary Benefits.
- D. Statutory Benefits.

ANSWER: D

121. All of the following are statutory benefits except

- A. Social Security.
- B. Unemployment Insurance.
- C. Medical Insurance.
- D. Workers Compensation.

ANSWER: A

122. Communicating effectively is very important for organizations and it has been done mostly in these ways except

- A. Information dissemination
- B. Employer Feedback.
- C. Employee Feedback.
- D. EAP.

ANSWER: D

123. Protections and privileges negotiated for, and provided by, a legal and binding contract (e.g., union contract, employment contract, etc) for employees are called

- A. Statutory Rights.
- B. Privileged Rights.
- C. Contractual Rights.
- D. Psychological Contract.

ANSWER: A

124. Typically, unions negotiate terms and conditions for represented employees in the areas of Wages, Hours, and Employment Conditions. Negotiation for Hours are for

- A. Holidays, Vacation, Shifts, Overtime rates.
- B. Flextime, Parental Leave, Vacation, Holidays.
- C. Shifts, Flextime, Seniority Positions, Travel Pay
- D. Overtime, Promotions, Parental Leave, Shifts.

ANSWER: D

125. If a worker gets injured on the job while performing duties of his job, the employer is obligated to pay the expenses of the injured employee who may become unemployed under the statutory benefits of

- A. Unemployment Insurance.
- B. Medical Insurance.
- C. Workers Compensation Insurance.
- D. Employers Compensation Insurance.

ANSWER: B

126. The second stage of internationalism where there is a limited need for impact on local HRM practices communications, incentives, and product training is called

- A. Subsidiaries and Joint Ventures.
- B. Transnational.
- C. Export Operations.
- D. Multinational.

ANSWER: B

127. Phase of Career Development which is focused on helping employees to identify strengths and weaknesses that may affect future performance.

- A. Direction Phase.
- B. Assessment Phase.
- C. Development Phase.
- D. Training Phase.

ANSWER: C

128. Measuring Performance is based on a measurement approach that can be broken down to type of judgment and measurement focus. All of the following are ways to appraise performance based on measurement

- A. Trait.
- B. Behavior
- C. Outcome.
- D. Relative.

ANSWER: C

129. The systematic process of making job valuation determinations about a job based upon its content and the way in which it actually functions within the organization is called

- A. Job Evaluation.
- B. Job Determination.

- C. Job Analysis.
- D. Job Grading.

ANSWER: C

130. Pay-For-Performance System

- A. Seeks to acknowledge differences in employee or group contributions
- B. Responds to the fact that organizational performance is a function of individual or group performance
- C. Uses pay to attract, retain and motivate employees relative to their performance and contribution.
- D. All of the Above

ANSWER: C

131. The common law rule that allows either employers or employees to end an employment relationship at any time for any cause is called Employment at Will. There have be exceptions to the Employment at Will made by courts. An exception is

- A. Public policy exceptions.
- B. Implied contracts.
- C. Lack of good faith and fair dealing.
- D. All of the above.

ANSWER: A

132. The National Labors Relations Board is concerned with making sure the Wagner Act is not violated. It is violated when employers

- A. Interfere with the right to form a union and to contract.
- B. Interfere with the administration and financing of a company.
- C. Refuse to bargain collectively in good faith.
- D. Refuse to contract collectively with their employees.

ANSWER: B

133. Before Workers compensation was ratified, employees had a hard time collecting for their injuries because the burden of proof lay on the employees. One of the reasons it was hard to collect was because of

- A. Presumption that employee accepted usual job risks for pay.
- B. Doctrine of Contributory Negligence that said employers were not liable for an employees own negligence
- C. -Servant Rule that said employers were not responsible when another employee was negligent fellow.
- D. All the above

ANSWER: C

134. A cultural dimension that affects the success of HRM practices in most countries where relative emphasis is on hierarchical status is called

- A. Individualism.
- B. Power distance.
- C. Uncertainty Avoidance.
- D. Masculinity/Feminity.

ANSWER: D

135. The direction phase focuses the employee on determining the type of career and work that will best leverage strengths and weaknessesand a general plan for achieving those objectives. One of the ways of making a determination is through

- A. Career Planning Workshops.
- B. Succession Planning.
- C. Individual Career Counseling.

D. Job Shadowing.
ANSWER: C

136. A number of potential problem areas may affect the quality of performance measurement results in performance appraisal

- A. Rater error and bias
- B. Influence of liking.
- C. Organizational politics.
- D. All of the above.

ANSWER: D

137. _____ approach involves staffing from the host country

- A. Polycentric
- B. Monocentric
- C. Tetra centric
- D. Mega centric

ANSWER: B

138. A formalized effort that recognizes employees as valuable organizational resources and focuses on developing them to their fullest, practical performance potential is _____.

- A. Career development
- B. Training development
- C. Potential development
- D. Executive development

ANSWER: A

139. Counseling-based process that encourages employees to assume responsibility for their own behavior is called as _____.

- A. Negative discipline
- B. Ulterior discipline
- C. Positive discipline
- D. Passive discipline

ANSWER: B

140. All of the following are ways for information dissemination to occur except

- A. Employee Handbooks.
- B. Employee Attitude Surveys.
- C. Employee Websites.
- D. HR Websites.

ANSWER: D

141. Management interventions that give employees multiple opportunities to correct undesirable behavior is called

- A. Progressive Discipline.
- B. Regressive Discipline.
- C. Positive Discipline.
- D. Negative Discipline.

ANSWER: D

142. _____ is a corporate-wide pay plan that rewards employees with stock grants or stock options based upon a structured formula

- A. ESOP
- B. MSPP
- C. ESP

D. All the above
ANSWER: A

143. Gain sharing may not be viable, when _____ tend to work best in larger organizations.
A. Corporate pay plans
B. Executive pay plans
C. Bonus pay plans
D. Compensatory plans

ANSWER: C

144. A staff management strategy that hires management from home country to manage a non-home country operation is known as the
A. Geocentric Approach.
B. Ethnocentric Approach.
C. Polycentric Approach.
D. Nationalistic Approach.

ANSWER: B

145. Many professional, career-minded people marry, or have close relationships with, another person with a similar commitment to meeting career objectives. They are said to face challenges based on a
A. Individualistic career,
B. Professional career.
C. Dual career.
D. Family-based career.

ANSWER: A

146. Effective _____ of the most appropriate employee performance dimensions is a key to the success of the performance appraisal process.
A. Identification
B. Management
C. Measurement
D. Appraisal

ANSWER: B

147. _____ is a pay concept that calls for comparable pay for jobs that require comparable levels of skill, effort, responsibility and have comparable working condition even if the job content is different
A. Comparable worth
B. Potential worth
C. Compensable worth
D. Preferable worth

ANSWER: C

148. _____ is a corporate-wide pay plan that rewards employees with stock grants or stock options based upon a structured formula
A. Employers Stock Option plan
B. Management stock preference plan
C. Employee stockownership plan
D. Environmental preference plan

ANSWER: A

149. _____ are structured processes that allow an employee to voice disagreement over a management decision or action and to work with management toward resolution
A. Disapproval procedure

- B. Advanced procedure
- C. Appeals procedure
- D. Disappeal procedure

ANSWER: D

150. _____ is a counseling-based process that encourages employees to assume responsibility for their own behavior.

- A. Negative discipline
- B. Ulterior discipline
- C. Positive discipline
- D. Passive discipline

ANSWER: B

151. Staffing approach that takes management staff from host country is _____ in its approach to staffing.

- A. Polycentric
- B. Monocentric
- C. Tetra centric
- D. Mega centric

ANSWER: B

152. _____ is an ongoing and formalized effort that recognizes employees as valuable organizational resources and focuses on developing them to their fullest, practical performance potential.

- A. Career development
- B. Training development
- C. Potential development
- D. Executive development

ANSWER: A

153. _____ is all forms of direct and indirect compensation paid or provided to the employee in recognition of employment status and performance.

- A. Part compensation
- B. Total compensation
- C. Partial compensation
- D. Deviated compensation

ANSWER: D

154. _____ tend to work best in larger organizations where gainsharing may not be viable.

- A. Corporate pay plans
- B. Executive pay plans
- C. Bonus pay plans
- D. Compensatory plans

ANSWER: C

155. The solution to many so-called people problems is often associated with improving the effectiveness of the recruitment process by:

- A. Having a robust HR department to carry out the process.
- B. Outsourcing the HR department.
- C. Careful selection of the right people for the job.
- D. Devolving to line managers.

ANSWER: B

156. Are the best and most productive employees likely to be:

- A. The least costly in terms of recruitment and employment costs

- B. A matter of pot luck in terms of recruitment decisions.
- C. The most costly to employ.
- D. Have no bearing on recruitment and selection costs.

ANSWER: B

157. Too great a reliance on internal recruitment can result in:

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

ANSWER: B

158. What strategies deployed by HR for attracting potential candidates to apply for vacancies might be seen to result in indirect discrimination?

- A. Advert in local press.
- B. Word of mouth.
- C. Now recruiting banners/notices.
- D. Agency or job centre.

ANSWER: B

159. The purpose and function of discipline in contemporary organisations seems at odds with developments in contemporary management thinking with its emphasis on:

- A. Tight control.
- B. A disciplined workforce.
- C. Commitment.
- D. Sanctions and punishments.

ANSWER: B

160. Why is procedural justice important in the context of the management of misconduct?

- A. It reflects on the integrity of HR professionals.
- B. To ensure that individuals have a sense that they have been treated fairly.
- C. It reflects on the values and attitudes of top management.
- D. To protect line managers.

ANSWER: A

161. What does discipline mean in the context of the workplace?

- A. Enforcing compliance and order.
- B. A system of rules designed to improve and correct behaviour through teaching or training.
- C. Punishment.
- D. Exercising control.

ANSWER: D

162. Why can altruism as an approach to discipline be regarded as an essential element?

- A. It is an essential requirement for survival.
- B. To maintain good employee relations.
- C. To demonstrate whos boss.
- D. To re-establish a welfare approach to HR.

ANSWER: C

163. What might be the reason for why HR are not often informed of incidents that could result in a disciplinary action being taken?

- A. Those involved often agree to contain the incident.
- B. Those involved would be concerned about reprisals
- C. Due to lenient managers.

D. It would impact on the relationships between subordinates and superiors.
ANSWER: D

164. Which organisation provides established guidelines for disciplinary procedures?

- A. TUC
- B. ACAS
- C. CIPD
- D. Employers

ANSWER: B

165. What is the meaning of the term gross misconduct in the context of a company's disciplinary procedures?

- A. Breaches of standards and rules that are serious and unacceptable in any circumstances
- B. Stealing company property.
- C. Being repeatedly late for work.
- D. Absence without leave

ANSWER: D

166. Should confidentiality be guaranteed to people who report breaches of rules which could lead to disciplinary action taken on a fellow employee?

- A. Depends on the circumstances.
- B. It should not be guaranteed.
- C. Management should attempt to guarantee confidentiality.
- D. It should be guaranteed.

ANSWER: C

167. Is it important to have two managers responsible for leading a disciplinary investigation because:

- A. Provides support for each other when dealing with stressful situations
- B. It ensures a degree of impartiality.
- C. It a requirement by tribunals.
- D. Provides cover in the event of absence through ill health.

ANSWER: D

168. Which aspect of employment is fairness in the management of HR linked to?

- A. Just recruitment and selection.
- B. Grievance and discipline.
- C. Reward management.
- D. All aspects of HR.

ANSWER: B

169. What expresses the commitment management have made to embrace the concepts of equality and diversity?

- A. Investors in people.
- B. Strategic HRM.
- C. An equal opportunity employer.
- D. Diversity management.

ANSWER: B

170. An equal opportunities approach to fairness at work is essentially about

- A. Taking a business perspective
- B. Taking a more strategic approach.
- C. Having a diverse workforce.
- D. Compliance and maintaining minimum standards.

ANSWER: B

171. A stereotype is a fixed idea or misconception about an individual or group of people. The basis of stereotyping is

- A. Based on objective and rational considerations.
- B. Seeing people as a group with similar characteristics rather than recognising differences between people.
- C. Gut reaction.
- D. Formed from personal experience of different groups of people.

ANSWER: C

172. Unreasonable adjustments in light of a persons disability might include:

- A. Alterations to a persons working conditions
- B. Acquiring or modifying equipment.
- C. Building access ramps to buildings
- D. Altering hours of work or duties.

ANSWER: C

173. In order to meet any Health and safety claim employers have to have:

- A. Employers liability insurance.
- B. Good relations with trade unions.
- C. Good relations with their employees.
- D. Health and safety committees.

ANSWER: A

174. Why is it often difficult to prove that the person responsible for an act or omission is a relevant senior manager?

- A. They have too much power.
- B. Often they have friends in high places.
- C. There is often a complex organisation structure with responsibility spread amongst many people.
- D. More able to blame lower managers.

ANSWER: B

175. Measures to reduce accidents occurring in the workplace, other than accident investigations would include:

- A. Tying your shoe laces.
- B. Risk assessments of tasks and processes.
- C. Changes to job design to reduce repetition and boredom.
- D. Improving the role of the HR specialist.

ANSWER: A

176. IHRM is an area of academic study which focuses on:

- A. Comparative research
- B. The movement of individuals across national boundaries.
- C. The exchange of ideas and practices.
- D. The policies and practices of MNCs.

ANSWER: C

177. HR challenges which might be faced by internal companies include:

- A. The needs for a diverse work-force.
- B. The relative underdevelopment of HR functions.
- C. Knowledge of national employment law.
- D. Knowledge of cultural norms and values.

ANSWER: A

178. A global economy means:

- A. Greater convergence of national economic and social identities.
- B. Greater divergence.
- C. Unrestricted movement of people across national boundaries.
- D. A global culture.

ANSWER: C

179. Cultural shock which is often the outcome of the negative experience of moving from a familiar culture to one that is unfamiliar is important to understand in the context of internationalisation because:

- A. It can affect soldiers returning from war zones.
- B. It can affect students on 'gap year' experiences.
- C. It can impact on individuals taking overseas assignments.
- D. Friends and families reunited.

ANSWER: C

180. Key to successful management of HR processes is the ability to?

- A. Travel abroad
- B. Recruit local managers.
- C. Identify key skills and competencies required for working overseas.
- D. Having appropriate training systems.

ANSWER: D

181. 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: B

182. Human resource planning is not simply about meeting the demand for labour but also involves:

- A. Redeploying staff.
- B. Directing line managers.
- C. Costs associated with employing any given number of people.
- D. Making redundancies.

ANSWER: C

183. Why is it important to ensure that HR plans are flexible

- A. To accommodate changes to senior management teams.
- B. To adapt to changing skills and qualifications
- C. To accommodate the rapidly changing environments in which most organisations. Operate.
- D. To ensure a diverse labour force is maintained at all times

ANSWER: B

184. Vitality is a method of measuring:

- A. The balance of internal promotions versus external recruitment or loss of employees.
- B. Training and development costs.
- C. Retention of skilled staff.
- D. Levels of apprenticeships.

ANSWER: C

185. What factor can have a lasting impairment on a person's motivation to learn?

- A. Learning for work.

- B. Learning which is challenging.
- C. Learning which is instrumental.
- D. A negative experience of learning in childhood.

ANSWER: B

186. Criticisms of training are based on the understanding that:

- A. Its an outmoded method of providing learning.
- B. Its linked with short-term goals.
- C. Disliked by trade unions.
- D. The nature of work has changed and therefore its unsuitable for the type of employees engaged

ANSWER: D

187. Structured learning refers to learning that is:

- A. Learning that is imposed from above.
- B. Planned and associated with specific outcomes.
- C. Is theoretical in nature
- D. Is text book learning.

ANSWER: B

188. Structured learning refers to learning that is:

- A. Learning that is imposed from above.
- B. Planned and associated with specific outcomes.
- C. Is theoretical in nature.
- D. Is text book learning.

ANSWER: B

189. The Kolb learning cycle refers to:

- A. The relationship between leaning and training.
- B. The use of e-learning.
- C. The training cycle.
- D. Insights into the way that people learn.

ANSWER: B

190. Unplanned and unstructured informal learning can be detrimental to employers because:

- A. Will not be long lasting.
- B. Will result in ineffective learning.
- C. It can encouraged bad habits and negative attitudes.
- D. Is based on pragmatic learning only.

ANSWER: C

191. Accelerated learning offers the participant:

- A. A somber and serious experience.
- B. A mechanised and standardised experience.
- C. An alternative experience to traditional approaches.
- D. Externally controlled 'one size fits all' experience.

ANSWER: C

192. The three types of energy cognitive, affective and physical are associated with which type of learning

- A. Accelerated learning.
- B. Reflective learning.
- C. Traditional learning
- D. The learning triangle.

ANSWER: C

193. Performance management should be seen as a process which is a:

- A. Once a year task.
- B. Twice a year activity
- C. Ongoing process or cycle.
- D. Is engaged in when the appraisals are carried out.

ANSWER: B

194. What will make some organizations more successful, and therefore more likely to survive and

- A. Creating cultures and systems in which staff can use their talents.
- B. Creating management systems to ensure high performance from everyone.
- C. Creating superior organisations.
- D. Only recruiting talented people.

ANSWER: C

195. Many schemes that reward employees and managers for something additional to their normal level of performance

- A. The link between extra pay and achievement is unclear.
- B. They are detrimental to trade union agreements.
- C. PRP is controversial.
- D. Everyone should receive the same.

ANSWER: D

196. As little as 20% of all human performance problems is attributable to individual employees; as much as 80% of all such problems is attributable to the work environments or systems in which employees work. An example of such problems would be:

- A. Because people are often absent from work.
- B. Because people at work dont perform.
- C. Because low standards of performance are legitimized.
- D. Because of barriers created to reduce performance.

ANSWER: D

197. The timescale for performance appraisals are usually:

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

ANSWER: D

198. A performance rating system is:

- A. A grade or score relating to overall performance.
- B. Details of the extent to which work objectives were met
- C. Last years objectives.
- D. Achievements during the year.

ANSWER: A

199. Objective-based rating scales are:

- A. Subjectively determined.
- B. Based on a points-based system.
- C. Measures of performance against objectives set.
- D. Manager-allocated rating scales.

ANSWER: D

200. To be effective a points based rating systems require:

- A. Close management control.
- B. Comprehensive, reliable and consistent information.
- C. Objectivity in assessments.
- D. 360% assessments.

ANSWER: B

201. Key performance indicators are used in situations when:

- A. When objectives can not easily be expressed in terms of numbers
- B. When targets might be expressed in terms of delivery of a project.
- C. When objectives can be established which are supportive or secondary to the organisations central objectives
- D. Objectives that can be quantified using financial values.

ANSWER: C

202. 360% feedback involves appraisals by:

- A. Line managers.
- B. Subordinates
- C. Superiors
- D. Anyone who is directly in contact with the appraise.

ANSWER: D

203. Organisational climate is based on the _____ of members.

- A. Perceptions.
- B. Commitment
- C. Loyalty.
- D. Image.

ANSWER: A

204. _____ can be viewed in terms of mental attitudes which people have towards their tasks and responsibilities

- A. Morale.
- B. Compliance.
- C. Team work.
- D. Cohesion.

ANSWER: B

205. Conflict can be seen as behaviour intended to _____ the achievement of some other persons goals

- A. Obstruct.
- B. Promote.
- C. Control.
- D. Enhance.

ANSWER: A

206. Which style of managerial behaviour and leadership is most likely to assist in conflict management and may also help to create greater employee commitment?

- A. Authoritarian.
- B. Laissezfaire.
- C. Participative.
- D. Prevelant.

ANSWER: C

207. Which terms does Lewin use to describe the process of behaviour modification?

- A. Storming.

- B. Unfreezing.
- C. Movement.
- D. Norming.

ANSWER: B

208. Being a manager, with no environmental uncertainty or threat of competitors new products, would be relatively simple without _____.

- A. Government regulations
- B. Diversity.
- C. Cultural differences.
- D. Organizational change.

ANSWER: C

209. What does MBGO stands for ?

- A. Management by group objectives
- B. Management by given objectives
- C. Management by goals objectives
- D. None of the above

ANSWER: A

210. In India trade unions have come to occupy the centre stage only after _____ .

- A. 1900.
- B. 1800.
- C. 1700.
- D. 1903.

ANSWER: A

211. A _____ union is one whose members do one type of work , often using specialized skills and training.

- A. Craft Unions.
- B. Industrial Union.
- C. General Union
- D. Federations.

ANSWER: A

212. An _____ is one that includes many persons working in the same industry or company regardless of jobs held. a. Craft Unions.

- A. Craft Unions.
- B. Industrial Union.
- C. General Union.
- D. Federations.

ANSWER: B

213. _____ include protecting the workers interests i.e., hike in wages, providing more benefits, job security etc., through collective bargaining and direct action.

- A. Intra mutual functions.
- B. Extra mural functions.
- C. Political mural functions.
- D. Social mural functions.

ANSWER: A

214. _____include the proposals made by one party and the counter proposals of the other party.

- A. Collective Bargaining.
- B. Negotiation.

- C. Political function.
- D. Social function.

ANSWER: B

215. The payment of wages Act , 1936 is applicable to the employees receiving wages below

- A. Rs.1600.
- B. Rs.1800.
- C. Rs. 1500.
- D. Rs. 1900.

ANSWER: A

216. What OD technique involves changing the attitudes, stereotypes, and perceptions that work groups have

- A. Team building
- B. Intergroup development
- C. Survey feedback
- D. Sensitivity training

ANSWER: D

217. . ____ promotion at the work place may be broadly defined as any effort to prevent disease or premature death through behavioural and organizational change

- A. Health.
- B. Safety.
- C. Welfare.
- D. All the above.

ANSWER: A

218. The payment of bonus Act _____ imposes statutory liability on employers to pay bonus to employees according to the prescribed formula , linking the bonus with profits or productivity

- A. 1965.
- B. 1955.
- C. 1947.
- D. 1975.

ANSWER: A

219. A dynamic and uncertain organizational environment has created a large number of employees who are _____.

- A. Old enough to retire, but cant afford to retire
- B. Young and energetic about the next days work
- C. Overworked and stressed out
- D. Overworked, but paid very well

ANSWER: C

220. _____ is the adverse reaction people have to excessive pressure placed on them from extraordinary demands, constraints, or opportunities.

- A. Stereotyping
- B. Stress
- C. A halo effect
- D. Creativity

ANSWER: B

221. Assembly-line technology is changing dramatically as organizations _____.

- A. Develop new products for the market
- B. Replace human labor with robots

- C. Replace old manually controlled machines with newer machines
- D. Find new markets for their products

ANSWER: B

222. The performance appraisal method which rates the appraisee on various parameters on a point scale is:

- A. Critical Incident Method.
- B. MBO Method.
- C. Graphic Rating Sheet.
- D. Bell Curve Appraisal.

ANSWER: C

223. Job Evaluation is a technique which aims at:

- A. Establishing fair and equitable pay structure.
- B. Analysing of requirement of updating technology.
- C. Assessing safety requirement of jobs.
- D. Improving productivity.

ANSWER: D

224. Under what circumstances the gratuity of an employee can be forfeited.

- A. Wilful Omission or negligence.
- B. Termination for riotous or disorderly conduct
- C. Offence involving moral turpitude.
- D. All of the above.

ANSWER: B

225. Industrial Dispute Act, 1947 provides the following industrial relations machinery for resolution of conflicts: (Tick mark the wrong one):

- A. Negotiation.
- B. Conciliation.
- C. Meditation.
- D. Arbitration.

ANSWER: C

226. When a young person joins an organization he needs some senior person in whom he can confide and get advice and support. Such relationship may be called:

- A. Mentoring.
- B. Counselling.
- C. Listening.
- D. Understanding.

ANSWER: A

227. The logical and possible sequences of positions that could be held by an individual based on what and how well he performs in an organization is called:

- A. Career.
- B. Career Anchors.
- C. Career Path.
- D. Succession Planning.

ANSWER: C

228. _____ is a sequence of attitudes and behaviour associated with the series of job and work related activities over a persons life time.

- A. Career.
- B. Training.

- C. Attitude measure.
- D. Emotional intelligence

ANSWER: C

229. _____ is an individual's choice of occupation, organization and career path

- A. Career progress.
- B. Career path.
- C. Career plan.
- D. Career sets.

ANSWER: D

230. The various competencies possessed by the individuals to develop their career are known as

- A. Career plateau.
- B. Career skills.
- C. Career anchors.
- D. Career focus.

ANSWER: B

231. Process of discussing with employees their current job activities and performance, their personal and career interests and goals, their personal skills, and suitable career development objectives is

- A. Career progression.
- B. Career counseling
- C. Career guidance.
- D. Career mentoring.

ANSWER: B

232. Program that encourages young managers with high potential to remain with an organization by enabling them to advance more rapidly than those with less potential are called as

- A. Slow track programs.
- B. Fast track programs.
- C. Medium track programs.
- D. Instant track programs.

ANSWER: B

233. Change of assignment to a job at a higher level in the organization is nothing but

- A. Demotion.
- B. Promotion.
- C. Additional responsibility.
- D. Work load.

ANSWER: B

234. Services provided by organizations to help terminated employees find a new job is

- A. Outplacement services.
- B. Inbound training.
- C. Door service.
- D. Demand services.

ANSWER: A

235. Career Plateau is likely to occur during

- A. Early career.
- B. Mid career.
- C. Late career.
- D. Any point of time.

ANSWER: B

236. Situation in which for either organizational or personal reasons the probability of moving up the career ladder

- A. Career plateau.
- B. Career skills.
- C. Career anchors.
- D. Career focus.

ANSWER: A

237. An _____ consists of a standardized evaluation of behavior based on multiple inputs.

- A. Assessment center
- B. Tuition centre
- C. Mentoring centre
- D. Apprenticeship

ANSWER: A

238. _____ Advises line management on appropriate interventions to improve individual and group performance

- A. Performance consultant
- B. OD consultant
- C. HRD consultant
- D. Performer

ANSWER: C

239. Philosophy of HRD give rise to _____ of Management

- A. Service
- B. Style
- C. Status
- D. Skill

ANSWER: B

240. The apt culture adopted in HRD perspective is _____ culture

- A. OCTAPACE
- B. OPTACACE
- C. ECAPATCO
- D. CEATAOC

ANSWER: A

241. KPA stands for

- A. Key performance areas
- B. Key product arena
- C. Key potential aspects
- D. Key performance accelerators

ANSWER: A

242. What do you mean by logical sequence of events?

- A. Integration
- B. Chronology
- C. Adaptability
- D. Relevance

ANSWER: B

243. What do you mean by Integration?

- A. The parts are closely connected

- B. logical sequence of events
- C. Activities clearly linked
- D. Activities clearly identified

ANSWER: A

244. ____ should have effective characteristics

- A. Road map
- B. Action plan
- C. Change
- D. none of the above

ANSWER: B

245. The person who has the _____ to initiate the action and who is charged with ensuring it is carried out

- A. Responsibility
- B. Approval
- C. Support
- D. Informed

ANSWER: A

246. Those who can provide _____ and resources to help the action to take place

- A. Support
- B. Information
- C. Resources
- D. Ideas

ANSWER: A

247. Those who merely need to be _____ or consulted but who cannot veto the action.

- A. Informed
- B. Discussed
- C. Shared ideas
- D. Supported

ANSWER: A

248. Organizations are _____.

- A. Organisms
- B. Occupational
- C. Acceptable
- D. None of the above

ANSWER: A

249. CIPD means

- A. Chartered Institute of Personnel and development
- B. Chartered Institute of process development
- C. Career Institute of personal development
- D. Career institute of planning and development

ANSWER: A

250. ____ is an essential part of OD process

- A. Team building
- B. Career planning
- C. Role negotiation
- D. Process Consultation

ANSWER: A

