Dr.G.R.Damodaran College of Science

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III MBA(PART TIME)[2015-2018]
SEMESTER - V
ELECTIVE: STRAEGIC HUMAN RESOURCE MANAGEMENT - 552U3
Multiple Choice Questions.

1. HRM is associated with the management of
   A. General people.
   B. Financial resources
   C. Organizational people
   D. Community members.
   ANSWER: C

2. Effective SHRM leads to:
   A. Organizational success
   B. Organizational failure.
   C. Organizational complexity
   D. Organizational inefficiency
   ANSWER: A

3. Organizational goals should be
   A. Achievable.
   B. Ambiguous.
   C. Random
   D. Vague.
   ANSWER: A

4. Customers of an organization fall under which of the following category?
   A. Shareholders.
   B. . Staff.
   C. Partners.
   D. Stakeholders.
   ANSWER: D

5. What could be the best approach for an organization to sustain in a dynamic environment?
   A. Be stagnant
   B. Responsive to change
   C. Reluctant to change.
   D. Merge with others.
   ANSWER: B

6. A practice used by companies to assign their costly activities to outside providers is known as:
   A. Planning.
   B. Decentralization.
   C. Restructuring
   D. Outsourcing
   ANSWER: D

7. Leaders perform:
   A. Decisional roles.
   B. Informal roles.
   C. Informational roles.
   D. Interpersonal roles
   ANSWER: A

8. Organizations take inputs from:
   A. Rules & policies.
   B. Internal environment
   C. External environment
   D. Legislations & litigations.
   ANSWER: A

9. Brain drain is one of the:
   A. Organizational threat.
   B. Organizational opportunity.
   C. Organizational strength
   D. Organizational weakness.
   ANSWER: A

10. Shifting from manual to computerized system is resulted due to:
   A. Workforce diversity.
   B. Technological advancement
   C. Stake holders involvement
   D. Globalization.
   ANSWER: B

11. . Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:
   A. Equal employment opportunity.
   B. Affirmative action
   C. HR planning
   D. . Litigation process
   ANSWER: B

12. Organizations put maximum effort in measuring performance of organizational people because:
   A. It makes procedures cost effective.
   B. It helps in detecting the problems
   C. It leads to product innovation
   D. It assists in implementing new technology
   ANSWER: B

13. In order to promote unbiased management, organizations should develop:
   A. Powerful union.
   B. Strategic alliance
   C. Legal compliance.
   D. Stakeholder influence.
   ANSWER: C

14. Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?
   A. Peers.

B. . Customers.

C. Top management.

D. Immediate supervisor.

ANSWER: D

15. Which of the following term is used as an indicator of missing information by the applicant while making selection decision?

A. Red flag.

B. Red alert.

C. High alert.

D. Alarming situation.

ANSWER: B

16. Which of the following term is used for choosing the individual who is best suited to a particular position and to the organization from a group of potential applicants

A. Recruitment.

B. Staffing

C. Enrollment

D. Selection.

ANSWER: D

17. Cost of human resources refers to;

A. Company profits.

B. . Employee shares

C. Salary packages.

D. Earned revenues

ANSWER: C

18. To anticipate the human resource needs of the organization based on some previous data or managerial judgment is known as;

A. Demand forecasting

B. Supplies forecasting.

C. Financial forecasting

D. Sales forecasting

ANSWER: B

19. _____ is commonly used by IT companies to assign their costly activities to outside providers for the purpose of cost saving as well as using of HR expertise in other companies.

A. Planning.

B. Decentralization.

C. Restructuring

D. Outsourcing.

ANSWER: D

20. The goal of pre-retirement educational programs is to;

A. Improve job satisfaction.

B. Increase employee commitment

C. Minimize medical claims from retires.

D. Ease the transition from working life to retirement.

ANSWER: D

21. Organizations put maximum effort in measuring performance of organizational people because;

A. It makes procedures cost effective

B. It helps in detecting the problems

C. It leads to product innovation.

D. It assists in implementing new technology.

ANSWER: A

22. Willingness, capacity & opportunity to perform are said to be;

A. Performance outcomes.

B. Determinants of performance

C. Performance appraisals

D. Types of performance standards

ANSWER: B

23. One of the major barriers to career advancement experiencing by working ladies is;

A. Difficulty in balancing work and family life

B. Top management is usually male oriented.

C. Lack of educational opportunities

D. Common perception that woman can not be better boss

ANSWER: A

24. Mr. Ahmed is a cashier and he feels dissatisfied at work. What best justifies this situation?

A. His job may not be structured to suit his preferences

B. It involves physical toughness.

C. It requires mental toughness.

D. It involves too much customer interaction.

ANSWER: C

25. The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.

A. Central tendency

B. Leniency

C. Strictness.

D. Halo effect.

ANSWER: D

26. What is another term for 360-degree feedback?

A. Feedback loop.

B. Multi-source assessment

C. Upward feedback

D. Circle feedback.

ANSWER: D

27. Train the raters prior to conduct the performance appraisal is an important responsibility of;

A. Top management

B. HR department

C. Line managers..

D. Production department.

ANSWER: A

28. Currently Organizations are providing benefits to their employees;

A. To attract new blood in the organization.

B. To create stronger customer relationship

C. To enhance the market share.

D. All of the above

ANSWER: D

29. . A system used to acquire, store, manipulate, analyze, retrieve, and distributed information related

to the company's human resources is called a(n) _____
    A. HRIS.
    B. Progressive discipline system.
    C. IRS
    D. Contingent workforce system.
    ANSWER: A

30. Which of these is a major dimension of HRM practices contributing to company competitiveness?
    A. Compensating human resources.
    B. Acquiring and preparing human resources
    C. Managing the human resource environment.
    D. All of the given options.
    ANSWER: C

31. In which of these steps, the HR manager attempts to ascertain the supply of and demand for various types of human resources?
    A. Forecasting.
    B. Program implementation
    C. Evaluation
    D. Goal setting
    ANSWER: A

32. Which of these is defined as any practice or activity carried on by the organization with the primary purpose of identifying and attracting potential employees?
    A. A leading indicator analysis
    B. Recruitment.
    C. Personnel policies.
    D. Selection.
    ANSWER: B

33. Playing the role of _____ requires designing and delivering efficient and effective HR systems, processes, and practices
    A. Administrative Agent.
    B. Change Agent.
    C. Strategic Partner
    D. . Employee Advocate
    ANSWER: C

34. All of the following types of organizations are covered by the Occupational Safety and Health Act except _____
    A. Hospitals.
    B. Schools.
    C. Self-employed persons.
    D. Manufacturing facilities.
    ANSWER: C

35. There is fairly strong evidence that traits can predict _____ more accurately than leadership effectiveness
    A. Leadership emergence
    B. Extraversion in leaders
    C. Leadership awareness.
    D. Leadership competence
    ANSWER: D

36. The conflict-handling intention of accommodating is _____
    A. assertive and uncooperative.
    B. assertive and cooperative
    C. . unassertive and uncooperative
    D. unassertive and cooperative.
   ANSWER: B

37. Family issues, economic problems, and personality characteristics are examples of the _____ factor of potential stress
    A. Social.
    B. Environmental
    C. Personnel.
    D. Personal.
   ANSWER: D

38. Appraisal of a worker's performance can be described as
    A. Planning Activity
    B. Organizing Activity.
    C. Controlling Activity.
    D. Leading Activity
   ANSWER: C

39. Process of working with different resources to accomplish organizational goals is known as:
    A. Strategic management
    B. Human Resource management.
    C. Management
    D. Team work.
   ANSWER: C

40. Virtual teams can contribute to better coordination among the team members because:
    A. Technology brings them together on a forum
    B. Team members meet physically with each other
    C. Team members share views among themselves via communication links.
    D. Team members have the real time environment for interaction.
   ANSWER: D

41. Realistic job preview is a
    A. Technique for listing elements of job before selecting someone to perform it.
    B. Performance appraisal technique
    C. A selection device that enables the candidates to learn both the negative and positive information about the job and organization
    D. None of the given options
   ANSWER: C

42. Organizational efficiency is expressed as
    A. Planning for long-run goals.
    B. Making the best use of scarce resources
    C. Goal attainment
    D. Meeting deadlines
   ANSWER: B

43. When the firm changes the way it operates, the process is known as:
    A. Downsizing
    B. Brain drain.

C. . Restructuring

D. Outsourcing

ANSWER: C

44. Extents of individual freedom and discretion employees have in performing their jobs is Known as

A. . Capitation

B. Flextime.

C. Empowerment.

D. Autonomy

ANSWER: D

45. A process that significantly affects organizational success by having managers and employees work together to set expectations, review results, and reward performance

A. Management by Objectives

B. Performance Appraisal

C. Performance Management

D. Organizational Planning

ANSWER: A

46. The evaluator uses a list of behavioral descriptions and checks off those behaviors that apply to the employee. This method of appraisal is called

A. Forced-Choice Appraisal.

B. Forced Distribution Appraisal

C. Checklist Appraisal.

D. Behaviorally Anchored Rating Scales.

ANSWER: D

47. Office environment that contain harmful airborne chemicals, asbestos, or indoor pollution is referred to

A. Homicide.

B. Sick Building

C. Green Environment.

D. Environment pollution.

ANSWER: B

48. Recognition, positive reinforcement and employees empowerment can be used to avoid the

A. Turnover

B. Conflict.

C. Accident.

D. Frustration.

ANSWER: D

49. .Which is a common law of doctrine stating that employers have the right to hire, fire, demote, or promote whomever they choose, unless there is a law or contract to the contrary.

A. Management Rights.

B. Employment at Will.

C. Statutory Rights

D. Contractual Rights.

ANSWER: B

50. A worker surplus forecasted results in

A. Creative Recruiting

B. Special Training Programs

C. Reduced Hours.

D. Succession Planning.
ANSWER: B

51. .To be effective, leaders must provide a _____that is a general statement of the organization's intended direction that evokes positive emotional feelings in organization members.
A. Vision.
B. . Mission.
C. Goal.
D. Declaration.
ANSWER: A

52. Reduced hours technique is used to
A. increase layoffs
B. cope with surplus.
C. initiate creative recruiting.
D. provide training.
ANSWER: A

53. The purpose of overtime is to
A. restrict recruiting.
B. increase working hours.
C. . reduce variable cost.
D. provide contingent workers
ANSWER: B

54. ._____are programs designed to help employees whose job performance is suffering because of physical, mental, or emotional problems.
A. Employee Assistance Programs
B. Wellness Programs.
C. Safety Programs
D. Managed health.
ANSWER: B

55. The 360 degree appraisal
A. . works best in large organizations
B. provides feedback from a verity of individuals
C. aids in developing competitive intelligence.
D. diminishes the effect of development in the appraisal process.
ANSWER: B

56. Upward appraisal is done by
A. Immediate Supervisor.
B. Peers.
C. Subordinates.
D. None of the given options.
ANSWER: C

57. ._____ exists when individuals performing similar jobs for the same firm are paid according to factors unique to the employee
A. . Employee Equity.
B. Team Equity.
C. Internal Equity.
D. . All of the given options.
ANSWER: A

58. Which of these refers to the temporary, part-time and self-employed workers
    A. Internal labor force.
    B. Contingent work force.
    C. . High-performance work systems.
    D. Downsized employees
    ANSWER: B

59. One of the most popular methods of increasing employee responsibility and control is _____.
    A. Outsourcing.
    B. Military model of management
    C. HRIS.
    D. Work teams.
    ANSWER: D

60. How has technology changed HRM practices
    A. Recruiting using the web generates smaller, more focused applicant pools.
    B. . Employee training is offered through scheduled classes rather than on demand
    C. Electronic resumes take less time to evaluate than paper resumes.
    D. None of the given options.
    ANSWER: A

61. How do companies facilitate workforce diversity
    A. Rely on external support systems for minority workers.
    B. Encourage employees to challenge the beliefs and values of other employees.
    C. Build in accountability through surveys and audits.
    D. Reinforce traditional values.
    ANSWER: B

62. Employee involvement requires extensive additional HRM activity in which of these areas
    A. Training.
    B. Benefits.
    C. Labor negotiation
    D. Marketing.
    ANSWER: D

63. A large organization is an EEO employer with an affirmative action plan. Which of these activities is performed as part of the plan
    A. All job applicants must have a recommendation from current or past employee
    B. Insurance premiums from former employers of all applicants are analyzed
    C. Job requirements are determined based on skills, knowledge and abilities.
    D. Job announcements are posted on the company bulletin board.
    ANSWER: C

64. Which of these decreases in the labor supply is the easiest to predict
    A. Transfers-in
    B. Retirements.
    C. Voluntary quits.
    D. . Prolonged illnesses
    ANSWER: B

65. Wal-Mart differentiates its business by offering the lowest prices. Offering the lowest prices is Wal-Mart's _____.
    A. Functional strategy

B. Competitive advantage.

C. Distinctive competence.

D. Corporate strategy

ANSWER: B

66. ._____ is the process of assessing progress toward strategic goals and taking corrective action as needed.

A. Strategic management

B. Strategic planning

C. Strategic control.

D. Diversification.

ANSWER: C

67. In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?

A. Chief executive officer.

B. Chief safety officer.

C. Occupational safety and health officer

D. Chief operations officer

ANSWER: C

68. The relative position of an organization's pay incentives compared to other companies in the same industry is known as

A. Pay structure

B. . Pay appraisal

C. Pay level.

D. Pay feedback.

ANSWER: C

69. .Poor quality lateral communication will result in which of the following

A. Lack of direction

B. Lack of coordination.

C. Lack of delegation

D. Lack of control

ANSWER: B

70. The people who perform tasks in a wide variety of human resource-related areas are called

A. HR Executives

B. HR Generalists.

C. HR Specialist

D. All of the given options.

ANSWER: D

71. A strategy intended to achieve fair employment by urging employers to hire certain groups of people who were discriminated against in the past is known as

A. Fair employment.

B. Equal Employment Opportunity (EEO).

C. Affirmative action.

D. Employment discrimination

ANSWER: D

72. The method that uses the organizations current level of employment as the starting point for determining future staffing needs is

A. Zero Based Forecasting

B. Bottom-Up Approach.

C. . Forecasting Human Resource Availability.

D. None of the given options

ANSWER: C

73. What tactic will employers likely have to take to fill openings left by retiring employees

A. Instituting flexible work hours

B. Providing elder care

C. Hiring more women

D. Rehiring retirees

ANSWER: D

74. Career Development is

A. A formal approach taken by an organization to help its people acquire the skills and experiences needed to perform current and future jobs.

B. An employee's progresses vertically upward in the organization from one specific job to the next.

C. Both a vertical sequence of jobs and a series of horizontal opportunities

D. Self-understanding for future jobs. Then, the person is in a position to establish realistic goals and determine how to achieve these goals.

ANSWER: D

75. ._____ can provide an opportunity for the employee to share in decision making, to learn by watching others, and to investigate specific organizational problems.

A. . Lectures & Seminars

B. Assistant to Position

C. Committee Assignments.

D. Simulations.

ANSWER: C

76. ._____ is a career-path method recognizing that technical specialists can and should be allowed to continue to contribute their expertise to a company without having become managers

A. Demotion.

B. Lateral skill path.

C. Dual-career path.

D. None of the given options

ANSWER: B

77. The ____ trust is based on the behavioral predictability that comes from a history of interaction

A. Deterrence-based.

B. Knowledge-based

C. Identification-based.

D. None of the given options

ANSWER: C

78. We can define ____ as activities people perform to acquire, enhance, and use power and other resources to obtain their preferred outcomes in a situation of uncertainty or disagreement

A. Organizational politics

B. Executing authority

C. Collective bargaining

D. . Position power.

ANSWER: A

79. Protection from discrimination, safe working conditions and union formulation are _____ rights, provided to employees

A. Contractual.

B. Individual.

C. . Statutory.

D. Organizational.

ANSWER: C

80. A situation in labor --management negotiation whereby management prevents union members from returning to work is called _____.

A. Grievance.

B. Strike.

C. Arbitration.

D. Lockout.

ANSWER: C

81. The _____ leadership is a set of abilities that allows the leader to recognize the need for change, to create a vision to guide that change, and to execute that change effectively.

A. Transformational

B. Charismatic.

C. Autocratic.

D. Transactional.

ANSWER: A

82. To manage employees in a manner that allows human capital to develop as a source of competitive advantage, managers need to be sure to do all of the following except:

A. . provide training programs that provide skill enhancement

B. identify, recruit, and hire the best talent available.

C. attach pay to productivity

D. provide opportunities for development on the job

ANSWER: D

83. To build human capital in organizations, managers should rely upon staffing programs that focus on:

A. identifying cheap sources of qualified labour.

B. identifying and hiring the best and brightest talent available.

C. identifying college graduates with the requisite skills.

D. identifying individuals with highly specialized skills

ANSWER: D

84. An employee's Human Capital belongs to _____.

A. His/her employer.

B. The Employee.

C. The Government

D. None of these; Human Capital is not proprietary

ANSWER: D

85. Historically, which of the following workers have been hit the hardest by layoffs

A. Line workers.

B. Secretarial and clerical workers

C. White-collar and managerial workers.

D. Service workers

ANSWER: C

86. The project manager's leadership style should be matched to the corresponding developmental level of the project team and should move through successive steps in the following order

A. . Disciplinary, autocratic, participative

B. Staff planning, team training, performance monitoring

C. Team building, team development, responsibility assignment

D. Directing, coaching, supporting, delegating.

ANSWER: D

87. A mandatory prerequisite for team building is:

A. Funding for staff development activities

B. Shared work ethics among team members.

C. Commitment from top level management.

D. Removal of troublesome individuals.

ANSWER: C

88. Which of the following is best for handling cross-functional project needs for a large, complex project

A. A strong matrix organization

B. A project coordinator

C. A project expeditor

D. Direct executive involvement

ANSWER: A

89. A key barrier to team development is

A. A strong matrix management structure

B. When major problems delay the project completion date or budget targets

C. When team members are accountable to both functional and project managers

D. When formal training plans cannot be implemented.

ANSWER: C

90. . Legitimate power is

A. . Power derived from a person's formal position in the organization.

B. . Power bestowed due to a person's personal qualities and abilities

C. Power earned based on a person's technical knowledge, skill, or expertise in a particular area.

D. Power to distribute information as one sees fit.

ANSWER: A

91. A technique for resolving conflict in which the parties agree to have a neutral third party hear the dispute and make a decision is called:

A. Negotiation

B. Arbitration.

C. Smoothing.

D. Forcing.

ANSWER: B

92. . If more than several departments must be involved in a decision, use of a task force

A. will undermine the authority and power of the project manager

B. should be considered

C. can work as long as those on the task force are experts on the issue

D. all of the above.

ANSWER: B

93. The key to achieving and maintaining success in the role of a project manager is the use of

A. formal authority

B. reward power.

C. expert power.

D. referent power.

ANSWER: D

94. W. Edwards Deming would likely say that a policy of ranking employees violates which basic quality principle
    A. Focus on the process and not the individual
    B. Guarantee lifetime employment.
    C. Establish objectives and goals
    D. Assign 85% of the responsibility to management
    ANSWER: A

95. You have just been assigned as the project manager of a 15 year, 200 trillion dollar project to marry the first couple on Mars. In addition to buying a wedding present, you will probably want to describe which type of project organization in your management plan
    A. Functional.
    B. Expeditor.
    C. Catering.
    D. Projectized.
    ANSWER: D

96. An employee evaluation appears on your desk that includes the following descriptions: skilled, specialty focused, strong technical background, filtered listener, limited experience in interfacing, avoids conflict, good at developing techniques and operates well in the management hierarchy. Your first thought is to consider this person for a position as a
    A. Project Coordinator
    B. . Project Manager
    C. Task Force Leader
    D. . Project Specialist.
    ANSWER: D

97. The project manager leads a project team that is comprised of many different skills and disciplines. He must use an exceptional number of negotiating skills because he _____.
    A. is expected to discuss all facts of the technical parameters of the project.
    B. will be leading individuals without having direct control over them
    C. will encounter the shoptalk of each unique discipline
    D. will be using these skills to keep from accepting additional work.
    ANSWER: B

98. Most project managers are promoted from the _____ without having prior education and training in managerial functions
    A. administrative offices.
    B. financial offices.
    C. technical fields.
    D. functional areas.
    ANSWER: C

99. The project manager is responsible for the projects interface management. The three types of interfaces to be managed are _____
    A. . mechanical, electrical, and material.
    B. human, machine, and fluid.
    C. personal, organizational, and system
    D. software, hardware, and human.
    ANSWER: C

100. Once established, the project integration process must be maintained through continuous, effective

_____ across interfaces.
   A. communication links.
   B. monitoring activities
   C. report flow.
   D. bonding
   ANSWER: A

101. Team building, with all of its success orientation, may have some limitations under certain identified conditions. Two such conditions are _____.
   A. poor project tools and lack of project planning
   B. . lack of top management support and too much supervision by top management.
   C. lack of top management support and an inept project manager
   D. unproductive people on the project team and an inept project manager.
   ANSWER: D

102. In building team confidence in himself, a project manager should _____ with team members and avoid _____.
   A. set limited times and opportunities for discussions; social contracts
   B. encourage open conversations; politics.
   C. practice what he preaches; social contracts.
   D. encourage frank discussions; making promises.
   ANSWER: B

103. The project manager is the leader of the project team and needs to be foward-reaching in obtaining a consensus on an issue. However, it would be counterproductive to an attempted resolution of an issue if the project manager said, "_____"
   A. Lets do this ....
   B. Do we have some better information
   C. I believe we are saying
   D. I have another subject to address if this is too difficult to solve now
   ANSWER: D

104. Project managers often work 10 or more hours per day to fit the many activities into their professional schedule. There is a general agreement that all the professional time is not used as efficiently as possible. the major consumer of time, nearly two hours per day, is _____.
   A. talking to top management
   B. visiting the customer
   C. attending project meetings
   D. . writing reports.
   ANSWER: C

105. The open or loosely structured project organization does not rely on well-defined standards and procedures for guiding the work efforts. Therefore, this organization should be used for _____.
   A. innovative or creative work with high-level professionals
   B. routine work and with a new staff.
   C. production operations and with the construction industry
   D. . planning operations and with the functional staff.
   ANSWER: A

106. The level of the reporting superior for the project manager is viewed as critical because it also implies the amount of interest and emphasis that the corporation places on the project. From a practical standpoint, when a project manager reports to a senior officer of the company, the project manager then has access to an individual with the _____ to resolve inter-project conflicts.
   A. ability and resources

B. power and authority.

C. will and desire

D. seniority and maturity

ANSWER: B

107. There is a long-term need to develop individuals within a company to assume positions of leadership and greater responsibility. Comparing the functional and project organization, the opportunity for personnel development _____.

A. is greater in the project organization

B. is greater in the functional organization

C. cannot be determined between the two organizations.

D. is greater in the project organization during the planning phase only.

ANSWER: A

108. 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

109. 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. Uncertainity.

D. b. Avoidance

ANSWER: B

110. The direction phase focuses the employee on determining the type of career and work that will best leverage strengths and weaknesses and 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

111. 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: A

112. _____ 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. Performance appraisal

B. Potential appraisal

C. OD.

D. HRD.

ANSWER: B

113. Previous company records & customer satisfaction surveys may serve as a source for:
    A. Cultivating learning culture within the organization
    B. Determining deficiency that require training
    C. Developing career development plans for employees
    D. Identifying training outcomes through evaluation.
    ANSWER: A

114. Jamal Enterprises' top management refused to consider its female marketing manager for the post of Vice President. This action of the company is representing which of the following
    A. Gender discrimination
    B. Legal consideration
    C. Repeat discrimination
    D. Glass ceiling effect
    ANSWER: A

115. In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali
    A. Reliable test
    B. Content-valid test.
    C. Face-valid test.
    D. Construct-valid test
    ANSWER: B

116. What measure should be needed to ensure effective recruitment
    A. Keep pool of large size to get best out of it.
    B. Address personnel needs of applicants
    C. Meet economies of scale for an organization
    D. Clearly understand organizational goals.
    ANSWER: D

117. Who collects information from institutions & organizations outside their own, and facilitate the organizational personnels with that gathered information
    A. Monitor.
    B. Liason
    C. Disseminator.
    D. Figurehead
    ANSWER: B

118. A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as
    A. Cooperative work.
    B. Student placement.
    C. Internship program
    D. Student leasing.
    ANSWER: D

119. Which of the following can be used as terms to describe people who no longer need to go into a centrally located office to do their work, usually because of advances in technology
    A. Teleworkers.

B. Homeworkers.

C. Distance workers

D. All of the above

ANSWER: B

120. Many organisations gather information from employees who have given notice of their intention to leave their job. What are these interviews usually called

A. Leaving interviews

B. Goodbye interviews

C. Termination interviews.

D. Exit interviews.

ANSWER: D

121. 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: C

122. What is the term used to describe the process of helping a new employee to settle quickly into their job so they become efficient and productive workers

A. Action learning

B. Discovery learning

C. Sitting by Nellie

D. Induction.

ANSWER: D

123. The process of developing and implementing an appropriate organization structure is called

A. Organization development

B. Organizational design.

C. Change management

D. Change resistance.

ANSWER: B

124. Management developed by Manager who actively seek a strong cooperative relationship with their employees are

A. Knowledge Management

B. Learning Management

C. Participative Management.

D. Proactive Management.

ANSWER: C

125. Group Effectiveness has 2 dimensions: _____ and QWL

A. Performance

B. Feedback.

C. Group process.

D. Team building

ANSWER: D

126. The degree of responsibility independence and opportunity for exercising initiative for member of organization is

A. Liberty.

B. Independence.
C. Autonomy.
D. Freedom.
ANSWER: C

127. Fundamentally rethink the way the work gets done is the application of
A. Re engineering
B. Matrix organization
C. Downsizing.
D. Neutral organization.
ANSWER: D

128. Managerial Philosophy, strategy and structure is called
A. Stability of environment and technology
B. Congruence.
C. Unionization.
D. Tech savvy.
ANSWER: A

129. What is CHRM
A. Committed HRM
B. Cultural HRM
C. Critical HRM
D. Convenient HRM
ANSWER: A

130. _____is the backbone of theprocess of identifying, studying, andimplementing best practices
A. Benchmarking
B. forecasting
C. innovating
D. reinventig
ANSWER: A

131. _____ refers to training workers to be able to undertake a wide range of different jobs, instead of just one.
A. Multiskilling
B. parenting
C. copying
D. adopting
ANSWER: A

132. _____ is a technique of multiskilling
A. job analysis
B. job rotation
C. job evaluation
D. job satisfaction
ANSWER: B

133. _____ is a strategic decision to give a task or activity to an independent contractor who determines how best to do the task or activity
A. Outsourcing
B. renting
C. gathering
D. performing

ANSWER: A

134. _____ are representations of spatial relationships
    A. concept maps
    B. competency map
    C. map skills
    D. mapping
    ANSWER: A

135. _____ in mapping represent concepts.
    A. vibrations
    B. altitude
    C. Nodes
    D. modules
    ANSWER: C

136. _____ is the description of the emotions, attitude, satisfaction, and overall outlook of employees during their time in a workplace environment
    A. Employee rights
    B. Employee description
    C. Employee turnover
    D. Employee morale
    ANSWER: D

137. A process for managing employee performance and for aligning all employees with key objectives, by assigning financial and nonfinancial goals, monitoring and assessing performance, and quickly taking corrective action.
    A. Balanced score card
    B. employee drum card
    C. HR Scorecard
    D. goal card
    ANSWER: C

138. An information technology tool that presents the manager with desktop graphs and charts, so he or she gets a picture of where the company has been and where it's going, in terms of each activity in the strategy map.
    A. digital notice board
    B. Digital Dashboard
    C. Digital announcement
    D. Digitalisation
    ANSWER: B

139. RIF Stands for
    A. Reductions-in-Force
    B. Reliance in Friction
    C. Resistance in Force
    D. Responce in fight
    ANSWER: A

140. Low performing employees depart &/or new higher performing employees promoted or hired as replacements
    A. Beneficial turnover
    B. Voluntary turnover
    C. Involuntary turnover

D. forceful turnover
ANSWER: A

141. _____ is the use of computers and telephones to enable an employee to work off-site and outside the traditional workplace
A. over time
B. flexi work
C. part time
D. Telecommuting
ANSWER: D

142. _____ entails developing skills to discover new products and processes and designing adaptable structures and cultures
A. Innovation
B. creativity
C. stubborness
D. Assertiveness
ANSWER: A

143. Labor union might affect the_____ by stressing seniority as the basis for promotions and pay increases
A. training
B. appraisal process
C. allotment
D. amendment
ANSWER: B

144. _____ requires that supervisors and employees determine objectives for employees to meet during the rating period and the employees appraise how well they have achieved their objectives.
A. MBO
B. BPO
C. RPO
D. APO
ANSWER: A

145. Virtual teams can contribute to better coordination among the team members because
A. Technology brings them together on a forum.
B. Team members meet physically with each other
C. Team members share views among themselves via communication links.
D. Team members have the real time environment for interaction.
ANSWER: A

146. When the firm changes the way it operates, the process is known as
A. Downsizing
B. Brain drain
C. Restructuring
D. Outsourcing
ANSWER: C

147. Extents of individual freedom and discretion employees have in performing their jobs is Known as_____
A. Capitation
B. Flextime
C. Empowerment

D. Autonomy
ANSWER: D

148. Office environment that contain harmful airborne chemicals, asbestos, or indoor pollution is referred to_____
    A. Homicide
    B. Sick Building
    C. Green Environment
    D. Environment pollution
ANSWER: A

149. _____ communication is honest, accurate interpersonal communication that focuses on building and enhancing relationships.
    A. Supportive
    B. grapewine
    C. lateral
    D. vertical
ANSWER: A

150. Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress.
    A. An unhappy marriage
    B. Ongoing money problems
    C. Dissatisfaction with a job
    D. All of the given options
ANSWER: D