

UNIVERSITY OF CALICUT
SCHOOL OF DISTANCE EDUCATION

BBA

(2011 Admission Onwards)

V Semester

Core Course

HUMAN RESOURCE MANAGEMENT

QUESTION BANK

- 1) Organizational Behaviour is a study of investigating the impact of:
 - a) Employees' behaviour in an organization
 - b) Societal behaviour on an organization
 - c) Country's culture on an organization
 - d) Country's economy on an organization

- 2) Which of the following term is used to identify, "what the job holder does"?
"how it is done"? & "why it is done"?
 - a) Job specification
 - b) Job evaluation
 - c) Job description
 - d) Job title

- 3) Which of the following term is used to identify the physical & mental skills, required to perform by an individual within a particular position in an organization?
 - a) Job title
 - b) Job specification
 - c) Job description
 - d) Job evaluation

- 4) Jobs are compensated on the basis of:
 - a) Job analysis
 - b) Job specification
 - c) Job worth
 - d) Job description

- 5) _____ is the main source of innovations.
- a) Upgraded technology
 - b) Human mind
 - c) Competitors' pressure
 - d) Research & Development
- 6) Which of the following HR function is the basic element of recruitment?
- a) Attract the job applicants for the particular post
 - b) Select the best one among all applicants
 - c) Train the people as per organizational requirements
 - d) Fire the non-performing employees
- 7) "A person is known by the company he/she keeps"; is well described by which of the term?
- a) Prejudice
 - b) Stereotype
 - c) Introversion
 - d) Extroversion
- 8) Terms "Interpersonal skills" and "Human skills" are used for:
- a) Two different skills
 - b) Different managerial skills
 - c) Operational skills
 - d) Same managerial skills
- 9) Which of the following abilities are categorized as the Technical skill of an individual?
- a) Judgment & creativity
 - b) Analysis & communication
 - c) Knowledge & proficiency
 - d) Innovation & advancement
- 10) The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:
- a) Task
 - b) People
 - c) Structure
 - d) Technology
- 11) Under which of the following authority, an HR manager took the decision to provide training to its employees regarding the operations of newly installed machine?
- a) Staff
 - b) Functional
 - c) Line
 - d) Implied
- 12) Which one of the following is NOT the benefit of making teams?
- a) Every member is mutually accountable within a team
 - b) Teams enable organizations to better utilize employees' talents
 - c) Teams create trust and a collaborative culture
 - d) Teams always perform better than individuals in all situations
- 13) Which one of the following is NOT the characteristic of a Virtual Team?
- a) Lack of nonverbal signals
 - b) Limited social contact
 - c) Increased social relationship
 - d) Ability to overcome time and space constraints
- 14) Which of the following functions of HRM deals with 'Collective Bargaining'?
- a) Staffing
 - b) Forecasting
 - c) Employee-assistance management
 - d) Employee-relations management

- 15) 'There is no need to make any new appointment'; therefore, the organization has transferred Mr. Jaison to another branch. This step of the organization is taken to:
- a) Increase the labour supply than demand
 - b) Maintain the balance of labour supply and demand
 - c) Decrease the labour supply than demand
 - d) Devastate the balance of labour supply and demand
- 16) A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetese, heart diseases, neurological disorders etc, is termed as:
- a) Hereditary testing
 - b) Gene testing
 - c) Instinct testing
 - d) Genetic testing
- 17) Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?
- a) In-basket technique
 - b) Role playing
 - c) Interview simulations
 - d) Case study
- 18) According to which of the following interview type, several applicants are being interviewed by one or more company representatives?
- a) One-to-one interview
 - b) Panel interview
 - c) Group interview
 - d) Stress interview
- 19) 'Material wastage has increased to greater extent due to using outdated machinery'. This issue can be resolved by:
- a) Train machine operators regarding its operations
 - b) Replacing the existing machinery with the new one
 - c) Using new raw material in production
 - d) No action is required as it is not a noticeable issue
- 20) Previous company records & customer satisfaction surveys may serve as a source for:
- a) Cultivating learning culture within the organization
 - b) Determining deficiencies that require training
 - c) Developing career development plans for employees
 - d) Identifying training outcomes through evaluation
- 21) Evaluation of training program is conducted:
- a) At the initial stage while design a training
 - b) Prior to need assessment phase
 - c) Parallel to design a training content
 - d) At the last stage of training
- 22) HR managers play vital role in:
- a) Setting production targets
 - b) Formulating strategies
 - c) Publishing financial statements
 - d) Preparing reports for shareholders

- 23) Which of the following are the groups of social nature that are formed around friendship and common interests?
- a) Formal
 - b) Structured
 - c) Informal
 - d) Unstructured
- 24) Initially the personnel department was only involved in:
- a) Recruitment & selection
 - b) Compensation & benefits
 - c) Training & development
 - d) Scheduling vacations
- 25) 'Career counselling' is part of which of the following functions of HRM?
- a) Compensation & benefits
 - b) Planning & selection
 - c) Training & development
 - d) Maintenance of HRIS
- 26) 'Fair employment legislation' is applicable to which of the following?
- a) Collective bargaining
 - b) Planning & selection
 - c) Training & development
 - d) Grapevine network
- 27) Which one of the following is NOT included in 'Training and Development'?
- a) Orientation
 - b) Career development
 - c) Employee education
 - d) Recruitment
- 28) 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) Reverse discrimination
 - d) Glass ceiling effect
- 29) The process of discovering potential candidates for actual or anticipated organizational vacancies is known as:
- a) HR planning
 - b) Job analysis
 - c) Recruitment
 - d) Selection
- 30) The hiring process comprises which of the following steps?
- a) Selection, Recruitment & performance appraisals
 - b) Recruitment, Selection & Socialization
 - c) Selection, Orientation & Development
 - d) Job analysis, Selection & Training
- 31) Which of the following defines the process of 'Recruitment'?
- a) Forecasting the demand of human resources
 - b) Forecasting the supply of human resources
 - c) Discovering potential job candidates for a particular position
 - d) Making a "hire" or "no hire" decisions
- 32) The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:
- a) Application ratio
 - b) Recruitment ratio
 - c) Selection ratio
 - d) Employment ratio
- 33) The extent to which an employment selection test provides consistent results is known as:

- a) Reliability
- b) Dependability
- c) Consistency
- d) Trustworthiness

34) Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

- a) Vocational interest test
- b) Cognitive aptitude test
- c) Personality test
- d) Psychomotor abilities test

35) All of the following areas are covered in an employee orientation program, EXCEPT:

- a) Organizational history
- b) Employee benefits
- c) Organizational issues
- d) Organizational politics

36) Which of the following term reflects the process of preparing organizational people according to the future needs?

- a) Learning
- b) Training
- c) Development
- d) Need analysis

37) Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- a) Workforce
- b) Stakeholders
- c) Customers
- d) Stockholders

38) Mr. Sharma was working as a computer operator, but he was unable to work in Ms. Rajaram Ltd. with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

- a) Rightsizing
- b) Affirmative action
- c) Downsizing
- d) Discrimination

39) "Self-motivated & result oriented individuals with sound knowledge of combined cycle gas turbine power plant operations and practical experience of mechanical, electrical and I&C maintenance of plant." This section of job advertisement represents which of the given term?

- a) Job analysis
- b) Job description
- c) Job specification
- d) Job evaluation

40) Which of the following statement represents "effectiveness"?

- a) Achieve most output in less time
- b) Achieve mass production
- c) Achieve most output with least input
- d) Achieve organizational goals

41) Organizational Behaviour is a study of investigating the impact of:

- a) Employees' behaviour in an organization
- b) Societal behaviour on an organization
- c) Country's culture on an organization
- d) Country's economy on an organization

- 42) With the emergence of Information Technology (IT), organizations are needed to perform which of the following activity in response to this new technological trend?
- a) Job evaluation
 - b) Job specification
 - c) Job description
 - d) Job analysis
- 43) Which of the following is said to be the main focus of Organization Behavior?
- a) How to become more effective in society
 - b) How to best utilize human resource
 - c) How to become environmental friendly
 - d) How to become a market leader
- 44) 'Job specification' is said to be an outcome of which of the given term?
- a) Job analysis
 - b) Job title
 - c) Job evaluation
 - d) Job worth
- 45) Jobs are compensated on the basis of:
- a) Job analysis
 - b) Job specification
 - c) Job worth
 - d) Job description
- 46) Technically HRIS is a/an:
- a) System software
 - b) System hardware
 - c) Database system
 - d) Operating system
- 47) HRIS is used to facilitate the decisions related to:
- a) Overall organization
 - b) Employment planning
 - c) Sales forecasting
 - d) Resource allocation
- 48) As a result of which of the following activity, HRIS is gaining popularity day by day?
- a) Generating organizational reports
 - b) Managing resources effectively
 - c) Retrieving timely information
 - d) Handling bundles of data
- 49) HR department maintains _____ records.
- a) Employee
 - b) Sales
 - c) Production
 - d) Inventory
- 50) Why organizational goals should be measurable?
- a) Ensure goal ambiguity
 - b) Ensure goal attainment
 - c) Put high effort
 - d) Encourage employee participation
- 51) _____ is the main source of innovations.
- a) Upgraded technology
 - b) Human mind
 - c) Competitors' pressure
 - d) Research & Development
- 52) Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?

- a) Trade unions
b) Human relation movement
c) Employment legislations
d) None of the given options
- 53) Who is responsible to take corrective actions in response to unforeseen problems?
a) Liaison
b) Disturbance-handler
c) Figurehead
d) Spokesperson
- 54) Which of the following role a manager performs as a Resource allocator?
a) Interpersonal role
b) Decisional role
c) Informational role
d) Supportive role
- 55) Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?
a) Negotiator
b) Spokesperson
c) Disseminator
d) Entrepreneur
- 56) Organization is said to be an open system, because:
a) It operates within an environment
b) It operates in isolation
c) Its activities are random
d) Its activities are independent
- 57) Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?
a) Scientific approach
b) Rational approach
c) Human relations approach
d) Systematic approach
- 58) How often HR planning process is implemented within an organization?
a) Continuously
b) Annually
c) Bi-annually
d) Quarterly
- 59) The best hiring occurs when the goals of which of the following should consistent to each other?
a) HR managers, Finance managers
b) Head office, Branch
c) Organization, Individual
d) Lower managers, Top managers
- 60) Why organizations provide attractive salaries, fringe benefits, career development opportunities to their employees?
a) To retain valuable human resource
b) To be the market leader in the future
c) To attract more and more people
d) To enforce government regulations
- 61) An organization posts advertisement in the news paper as: "Approximate Gross salary is Rs. 30,000/ per month. In addition to above salary the candidate on appointment will also be entitled for other attractive benefits/facilities like pick and drop, indoor medical facility, housing subsidy etc". This represents:

- a) The organization's policy for attracting more potential candidates
- b) The organization is creating its positive image in the market
- c) The organization is clearly defining the job position
- d) The organization's policy to retain valuable employees

62) A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetes, heart diseases, neurological disorders etc, is termed as:

- a) Hereditary testing
- b) Gene testing
- c) Instinct testing
- d) Genetic testing

63) A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

- a) Planning
- b) Decentralization
- c) Restructuring
- d) Outsourcing

64) People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

- a) Information collector roles
- b) Task oriented roles
- c) Relationship oriented roles
- d) Individual roles

65) Organizations started emphasizing on making rules and regulations during:

- a) Mechanistic period
- b) Legalistic period
- c) Catalytic period
- d) Strategic period

66) 'Career counselling' is part of which of the following functions of HRM?

- a) Compensation & benefits
- b) Planning & selection
- c) Training & development
- d) Maintenance of HRIS

67) Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?

- a) Power
- b) Influence
- c) Authority
- d) Command

68) SWOT Analysis is a tool for:

- a) Determining the mission
- b) Dividing missions into goals
- c) Scanning the environment
- d) Monitoring frequent performances

69) What comes prior to environmental scanning of an organization?

- a) Determining organizational mission
- b) Monitoring the action plans
- c) Developing budgets for plans
- d) None of the given options

70) 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

71) Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

- | | |
|----------------|---------------|
| a) Selection | c) Staffing |
| b) Recruitment | d) Enrollment |

72) The extent to which an employment selection test provides consistent results is known as:

- | | |
|------------------|--------------------|
| a) Reliability | c) Consistency |
| b) Dependability | d) Trustworthiness |

73) Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?

- | | |
|----------------------------|-------------------------------|
| a) Cognitive aptitude test | c) Vocational interest test |
| b) Job knowledge test | d) Psychomotor abilities test |

74) Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

- | | |
|-----------------------------|-------------------------------|
| a) Vocational interest test | c) Personality test |
| b) Cognitive aptitude test | d) Psychomotor abilities test |

75) Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

- | | |
|--------------------|---------------------|
| a) Reference check | c) Application form |
| b) Criminal record | d) Credit history |

76) Background investigations and reference checks are considered to verify candidate's _____

- | | |
|-------------------|----------------|
| a) Age | c) Credentials |
| b) Marital status | d) Gender |

77) Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to this restriction, McDonalds made local hiring for its subsidiaries in these regions. Which hiring approach they have adopted in response to this limitation?

- | | |
|----------------------------|---------------------------|
| a) Parent-country national | c) Third-country national |
| b) Host-country national | d) Headquarter national |

78) Decision regarding the delivery medium for training is made prior to which of the following step?

- a) Evaluating the training program
- b) Designing the contents of training to be delivered
- c) Identifying whether the training is required or not
- d) Conducting need assessment to identify issues

79) HRM is said to be effective when _____ is achieved.

- | | |
|------------------------------|--------------------------|
| a) Minimization of wastage | c) Customer satisfaction |
| b) Cohesive work environment | d) Large market share |

- 80) "Effectiveness" is represented by:
- a) Doing things before time
 - b) Doing right things right
 - c) Doing things in minimum time
 - d) Doing things with minimum resources
- 81) Which of the following defines the levels of authority to perform the assigned tasks?
- a) Labour union
 - b) Competitor's threat
 - c) Organizational structure
 - d) Pressure group
- 82) The actions of people at work place are studied under which of the following discipline?
- a) Psychology
 - b) Organizational behaviour
 - c) Sociology
 - d) Anthropology
- 83) Job specification is a statement that represents:
- a) Required skills
 - b) Specific qualification
 - c) Personality traits
 - d) All of the given options
- 84) 'Job specification' is said to be an outcome of which of the given term?
- a) Job analysis
 - b) Job title
 - c) Job evaluation
 - d) Job worth
- 85) Jobs are compensated on the basis of:
- a) Job analysis
 - b) Job specification
 - c) Job worth
 - d) Job description
- 86) Which of the following is served as criteria for declaring a particular job as worth-full?
- a) Physical motion
 - b) Significance of task
 - c) Mental stress
 - d) Long working hours
- 87) The thorough & detailed study regarding jobs within an organization is termed as:
- a) Job analysis
 - b) Job description
 - c) Job specification
 - d) Job evaluation
- 88) The three most important job-related attitudes are:
- a) Job involvement, organizational commitment and job enrichment
 - b) Job satisfaction, job orientation and organizational commitment
 - c) Job satisfaction, job involvement and organizational commitment
 - d) Job satisfaction, job enlargement and organizational behaviour
- 89) Which of the following term describes the unique combination of psychological traits that describes a person's behaviours?
- a) Perception
 - b) Personality
 - c) Attitude
 - d) Ability

- 90) Successful managers are:
- a) Efficient & effective
 - b) Goal achievers
 - c) Strict to employees
 - d) Policy makers
- 91) Which of the following is an online recruitment method engaged in by a single employer or group of employers to attract a large number of applicants?
- a) Job fairs
 - b) Recent grads
 - c) Internship programs
 - d) Recruiting sites
- 92) Which of the given statement reflects the Relationship between HRM & Management?
- a) Both are same
 - b) Management is one aspect of HRM
 - c) HRM is one aspect of Management
 - d) No relationship exists
- 93) Which of the following HR function is the basic element of recruitment?
- a) Attract the job applicants for the particular post
 - b) Select the best one among all applicants
 - c) Train the people as per organizational requirements
 - d) Fire the non-performing employees
- 94) Entrepreneurs are said to perform the:
- a) Interpersonal role
 - b) Informational role
 - c) Supportive role
 - d) Decisional role
- 95) The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:
- a) Task
 - b) People
 - c) Structure
 - d) Technology
- 96) Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?
- a) Scientific approach
 - b) Rational approach
 - c) Human relations approach
 - d) Systematic approach
- 97) Under which of the following authority, an HR manager took the decision to provide training to its employees regarding the operations of newly installed machine?
- a) Staff
 - b) Functional
 - c) Line
 - d) Implied
- 98) Which one of the following is NOT the advantage of Workforce Diversity?
- a) Increased creativity and flexibility
 - b) Decreased problem-solving skills
 - c) Multiple perspectives
 - d) Greater openness to new ideas
- 99) The best hiring occurs when the goals of which of the following should consistent to each other?

- a) HR managers, Finance managers
- b) Head office, Branch
- c) Organization, Individual
- d) Lower managers, Top managers

100) Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?

- a) Counselling simulations
- b) Vocational interest test
- c) Role playing
- d) Employment interview

101) The process by which people acquire skills & abilities required to perform jobs at hand, is known as:

- a) Learning
- b) Training
- c) Development
- d) Need analysis

102) Which of the following department is responsible for handling safety & health issues of employees?

- a) HR department
- b) Procurement department
- c) Finance department
- d) Marketing department

103) Organizations started giving more focus on the quality of work life (QWL) during:

- a) 1960-70
- b) 1970-80
- c) 1980-90
- d) 1990-2000

104) Which of the following is a forecasting technique that involves experimenting a real-world situation through a mathematical model?

- a) Simulation
- b) Modelling
- c) Mock-up
- d) Replication

105) Which of the following information is NOT collected through observation method while conducting job analysis?

- a) Who is monitoring the task?
- b) What task has done?
- c) How task has done?
- d) How long a task has taken to complete?

106) Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

- a) Selection
- b) Recruitment
- c) Staffing
- d) Enrollment

107) Which of the following method is used to inform employees about the company's job openings?

- a) Job publishing
- b) Job declaration
- c) Job posting
- d) Job listing

108) Which of the following is a test validation method that determines whether a test measures certain traits that are important in performing a job or not?

- | | |
|-----------------------|-----------------------|
| a) Concept validity | c) Construct validity |
| b) Criterion validity | d) Content validity |

109) During which of the following interview, an interviewer asks probing and open-ended questions?

- | | |
|---------------------------|----------------------|
| a) Structured interview | c) Formal interview |
| b) Unstructured interview | d) Planned interview |

110) Which of the following source can be used to ensure the authentication of the information

Provided by the job applicant?

- | | |
|--------------------|---------------------|
| a) Reference check | c) Application form |
| b) Criminal record | d) Credit history |

111) All of the following areas are covered in an employee orientation program, EXCEPT:

- | | |
|---------------------------|----------------------------|
| a) Organizational history | c) Organizational issues |
| b) Employee benefits | d) Organizational politics |

112) Which of the following department of an organization performs the managerial function of matching organizational needs with the skills & abilities of the employees?

- | | |
|-------------------------|------------------------------|
| a) Finance department | c) Production department |
| b) Marketing department | d) Human Resource department |

113) Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- | | |
|-----------------|-----------------|
| a) Workforce | c) Customers |
| b) Stakeholders | d) Stockholders |

114) Which of the following component of attitude represents a person's opinions, knowledge, and information?

- | | |
|------------------------|--------------------------|
| a) Affective component | c) Behavioural component |
| b) Cognitive component | d) Objective component |

115) The mental process to interpret environment as per one's own understanding is known as:

- | | |
|----------------|-------------|
| a) Perception | c) Attitude |
| b) Personality | d) Ability |

116) Which of the following act represents a situation in which employment decisions are NOT affected by illegal discrimination?

- | | |
|---------------------|-----------------------|
| a) Fair employment | c) Litigation process |
| b) Legal compliance | d) Affirmative action |

117) If in a country women advocates are not encouraged to be appointed as high court judges; which of the following constraint applies in this situation?

- a) Grievance practices
 - b) Equal employment opportunity
 - c) Glass ceiling effect
 - d) Reverse discrimination
- 118) Which of the following statement represents "effectiveness"?
- a) Achieve most output in less time
 - b) Achieve mass production
 - c) Achieve most output with least input
 - d) Achieve organizational goals
- 119) Job posting is:
- a) Internal advertisement by an organization to attract candidates from the existing employees, against a vacancy.
 - b) The system of transferring existing employees to comparable new jobs available in the organization.
 - c) An arrangement of in house training of employees for career advancement.
 - d) Grouping together of a family of similar jobs, under a single title to establish uniformity of standards in controls and compensations.
- 120) 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
- 121) Job analysis can be performed in all of the following ways except:
- a) Observing hourly work
 - b) Reviewing interviews conducted with departing employees
 - c) Studying diaries or daily journals that manager kept over a three-month period
 - d) Giving workers checklists to indicate which tasks on the list are performed during job execution
- 122) Considering continuous process improvement activities in organizations, Should "Zero defects" really be a goal?
- a) Yes perfection is reasonable goal.
 - b) No, 0.1 percent errors can be corrected much more efficiently than they can be prevented
 - c) Yes most industries find this an attainable goal.
 - d) Sometimes, for some mistakes, cost benefits can not be calculated
- 123) 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

- 124) Goal setting is:
a) Top down process
b) Bottom up process
c) A process of top down support and bottom up development
d) A function of senior management
125. When the firm changes the way it operates, the process is known as:
a) Downsizing
b) Brain drain
c) Restructuring
d) Outsourcing
126. Which one is not included in the hiring process?
a) Recruitment
b) Socialization
c) Selection
d) Job specification
127. Effectiveness is -----
a) Do right things
b) Do things right
c) Productivity
d) All of the given options
- 128) Extents of individual freedom and discretion employees have in performing their jobs is Known as
a) Capititation
b) Flextime
c) Empowerment
d) Autonomy
- 129) Which of the following measures are taken to assess the intensity of employees' satisfaction and their attitude toward the training program?
a) Continuous feedback
b) Profitability rate
c) Market share
d) Productivity levels
- 130) Organization, where employees are provided with the opportunity to learn on continuous basis is known as:
a) Formal
b) Informal
c) Bureaucratic
d) Learning
- 131) Under which of the following no screening of applicant pool is conducted before making final selection?
a) Walk-in applicants
b) Employee referrals
c) Employment agency
d) School placement
- 132) Which of the following is NOT a concern of Human Resource Development (HRD)?
a) Employee training
b) Employee orientation
c) Employee rights
d) Employee appraisals
- 133) Employee commitment has suffered in recent years because of::
a) Downsizing
b) Training issues
c) Appraisals
d) Performance standards
- 134) The process through which someone becomes aware of personal skills, interests, knowledge, motivations; acquires information about opportunities;

identifies career goals; and establishes action plans to attain those goals is called _____.

- a) Organizational development
- b) Career management
- c) Career development
- d) Career planning

135) Following are the stages of socialization process, except:

- a) Pre-arrival stage
- b) Encounter stage
- c) Metamorphosis stage
- d) Completion stage

136) Which performance appraisal technique lists traits and a range of performance?

- a) Alternation ranking
- b) Graphic rating scale
- c) Management By Objective
- d) Paired comparison

137) Which of the following is part of an employee's role in his or her own career development?

- a) Providing timely performance feedback
- b) Participating in career development discussions
- c) Establishing goals and career plans
- d) Offering a variety of career options

138) _____ is achieved by combining capital, raw material & human resource by an organization.

- a) Sales
- b) Capital
- c) Input
- d) Output

139. Decision regarding the delivery medium for training is made prior to which of the following step?

- a) Evaluating the training program
- b) Designing the contents of training to be delivered
- c) Identifying whether the training is required or not
- d) Conducting need assessment to identify issues

140) Unofficial part of an organization formed on the basis of common interests is known as:

- a) Formal organization
- b) Informal organization
- c) Bureaucratic organization
- d) Virtual organization

141) The re-arrangement of organizational structure & change in organizational culture is accomplished during:

- a) Task analysis
- b) Organizational analysis
- c) Person analysis
- d) Management analysis

142) Which of the following statement reflects the 'Age Discrimination Act' for workers?

- a) At the age of 40 to 70, workers can not be retired by force
- b) At the age below 18, workers can never be hired
- c) Having 10 years of experience, workers should be promoted
- d) Workers can never be rehired if retired once

143) Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

- | | |
|----------------|---------------|
| a) Selection | c) Staffing |
| b) Recruitment | d) Enrollment |

144) Providing training & development opportunities, and career information & programs, are all part of the -----'s role in career development.

- | | |
|---------------|---------------|
| a) Individual | c) Supervisor |
| b) Manager | d) Company |

145) Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?

- | | |
|-----------------------------|-------------------------|
| a) Counseling simulations | c) Role playing |
| b) Vocational interest test | d) Employment interview |

146) _____ is an obligation to perform certain tasks/activities.

- | | |
|-------------------|-------------|
| a) Duty | c) Position |
| b) Responsibility | d) Work |

147) If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

- | | |
|----------------|------------------|
| a) Performance | c) Effectiveness |
| b) Gaps | d) Discrepancies |

148) Studying organizational behaviour helps managers:

- a) To see the value of workforce diversity
- b) To analyze the efficiency of organization
- c) To analyze the efficiency of organization
- d) To become more effective in society

149) If a company is employing the fresh graduates as well as the professional experts, the management is said to be enhancing _____.

- | | |
|-----------------|---------------|
| a) Stereotyping | c) Diversity |
| b) Variety | d) Uniformity |

150) The cognitive component consists of a person's:

- | | |
|--------------|-------------|
| a) Emotions | c) Attitude |
| b) Knowledge | d) Feelings |

151) Which of the given term is used to represent the segments of jobs held by an individual throughout his/her life time?

- | | |
|-------------------|---------------|
| a) Responsibility | c) Occupation |
| b) Career | d) Position |

- 152) Which of the following information is NOT collected through observation method while conducting job analysis?
- a) Who is monitoring the task?
 - b) What task has done?
 - c) How task has done?
 - d) How long a task has taken to complete?
- 152) The cognitive component consists of a person's:
- a) Emotions
 - b) Knowledge
 - c) Attitude
 - d) Feelings
- 153) What is another term used for 360-degree feedback?
- a) Feedback loop
 - b) Multi-source assessment
 - c) Upward reporting
 - d) Round communication
- 154) Which one of the following is an outcome of 'organizing' function of management?
- a) Organization's strategy
 - b) Motivation & commitment
 - c) Organization's structure
 - d) Performance measurement
- 155) Which of the following is a stated outcome of 'Job Analysis'?
- a) Job description
 - b) Job specification
 - c) Job evaluation
 - d) All of the given options
- 156) Which of the following is MOST important to manage workforce diversity?
- a) Lower cohesiveness
 - b) Support group
 - c) Top-level commitment
 - d) Resistance to change
- 157) Training to the raters of performance appraisal is an important responsibility of:
- a) Top management
 - b) HR department
 - c) Line managers
 - d) Production department
- 158) Graphic rating scales are subjected to all of the following problems, except:
- a) Halo effects
 - b) Complexity
 - c) Central tendency
 - d) Leniency
- 159) Which of the following is responsible for implementing the developed strategies?
- a) Human resource
 - b) Physical resource
 - c) Rules & policies
 - d) In stalled equipment
- 160) In which of the following area organizations are legally bound to maintain consistency in HR policies?
- a) Compensation system
 - b) Training & development
 - c) Safety measures
 - d) None of the given options
- 161) How can companies provide career counselling, development advice, and therapy for employees seeking to grow in their careers?

- a) Provide career coaches
b) Encourage role reversal
- c) Establish a corporate campus
d) Offer online career centres
- 162) Which ONE of the following is not a part of Human Resource Development?
- a) Training
b) Education
- c) Development
d) Rewards
- 163) What type of screening mode is used to reduce absenteeism and establish a baseline for future insurance claims?
- a) Physical examinations
b) Personality tests
- c) Polygraph tests
d) Substance abuse screening
- 164) Which of the following is part of the organization's role in an employee's career development?
- a) Communicating the mission, policies, and procedures
b) Providing timely performance feedback
c) Participating in career development discussions
d) Seeking out career information
- 165) Which of the following term is said to be a part of Organizational Structure?
- a) Goal attainment
b) Hierarchy level
- c) Performance standards
d) Supporting staff
- 166) "On going process of evaluating & managing both the behaviour & outcomes in the workplace" is known as;
- a) Training & development
b) Performance appraisal
- c) Compensation management
d) Job analysis
- 167) Which performance appraisal technique lists traits and a range of performance?
- a) Alternation ranking
b) Graphic rating scale
- c) Management By Objective
d) Paired comparison
- 168) HRIS helps managers to perform _____ more effectively & systematically.
- a) Management functions
b) Controlling functions
- c) Planning functions
d) HR functions
- 169) Rewards offered to labors involved in production, are categorized as;
- a) Salary
b) Fringe benefits
- c) Wage
d) Commission
- 170) The goal of pre-retirement educational programs is to;
- a) Improve job satisfaction
b) Increase employee commitment
c) Minimize medical claims from retirees
d) Ease the transition from working life to retirement

- 171) 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
- 172) Willingness, capacity & opportunity to perform are said to be;
- a) Performance outcomes
 - b) Determinants of performance
 - c) Performance appraisals
 - d) Types of performance standards
- 173) 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
- 174) Alternative work arrangements include all of the following EXCEPT;
- a) Part-time work
 - b) Flexible hours
 - c) On-site child care
 - d) Job sharing
- 175) 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
- 176) The ____ problem occurs when supervisors tend to rate all their subordinates consistently high.
- a) Central tendency
 - b) Leniency
 - c) Strictness
 - d) Halo effect
- 177) The relationship between critical incident method & BARS (behaviourally anchored rating scale) is;
- a) No relationship exists
 - b) Different methods to evaluate performance
 - c) Both are similar PA methods
 - d) Comparison method is used for PA, while BARS is related to training evaluation
- 178) What is another term for 360-degree feedback?
- a) Feedback loop
 - b) Multi-source assessment
 - c) Upward feedback
 - d) Circle feedback

- 179) Standards are established to;
- a) Achieve desired outcomes
 - b) Meet legal compliance
 - c) Achieve competitive advantage
 - d) Promote goodwill in market
- 180) The point method to evaluate job is an extension of;
- a) Ranking method
 - b) Factor comparison method
 - c) Classification method
 - d) Point factor method
- 181) Job evaluation is based on the :
- a) Physical skills required by the job
 - b) Relative job worth for an organization
 - c) Complexity of the job to perform
 - d) Conceptual skill required by the job
- 182) 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
- 183) Groups are called _____ if jobs are similar.
- a) Classes
 - b) Grades
 - c) scales
 - d) Roles
- 184) 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
- 185) 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
- 186) Following are all examples of direct compensation except :
- a) Pension
 - b) Salary
 - c) Bonus
 - d) Income
- 187) One of the main flaws of Classification method to evaluate the jobs is :
- a) It is an expensive method
 - b) Only beneficial for small organizations
 - c) Maximum probability of biasness
 - d) Not useful when jobs are different
- 188) Which of the following measurement methods rates employee performance? relative to other employees?
- a) Graphic rating scale
 - b) Comparative method
 - c) Essay method
 - d) Critical incident method
- 189) HRM is associated with the management of;
- a) General people
 - b) Financial resources
 - c) Organizational people
 - d) Community members

- 190) Cost of human resources refers to;
a) Company profits
b) Employee shares
c) Salary packages
d) Earned revenues
- 191) Top level managers require _____ skills the most;
a) Technical
b) Interpersonal
c) Conceptual
d) Mechanical
- 192) Matching the job description with the individuals' qualification is an important aspect of;
a) IS
b) MIS
c) HRIS
d) DBMS
- 193) HR managers are generally the _____ managers;
a) Line
b) Middle
c) Staff
d) Top
- 194) Manufacturing was the main concern of personnel department during;
a) Mechanistic period
b) Catalytic period
c) Organist period
d) Strategic period
- 195) SWOT Analysis is a tool for;
a) Determining organization's mission
b) Developing organizational goals
c) Formulating strategies
d) Environmental scanning
- 196) Jobs are identified & grouped while;
a) Planning
b) Organizing
c) Leading
d) Controlling
- 197) According to the Hawthorne studies, the productivity of employees;
a) Increased by increasing light
b) Decreased by decreasing light
c) Increased by observing them
d) No change in their productivity
- 198) Organizational goals should be;
a) Achievable
b) Ambiguous
c) Random
d) Vague
- 199) Which one of the following is NOT the source of workforce diversity?
a) Age
b) Gender
c) Education
d) Resentment
- 200) 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
- 201) The thorough & detailed study regarding jobs within an organization is represented by;
a) Job analysis
b) Job description
c) Job specification
d) Job evaluation

- 202) A practice used by companies to assign their costly activities to outside providers, (for the purpose of cost saving), rather than completing it internally is called;
- a) Planning
 - b) Decentralization
 - c) Restructuring
 - d) Outsourcing
- 203) Organizational behaviour depicts the;
- a) Jargons used within the organization
 - b) collective behaviour of an organization
 - c) Effect of society's common behaviour on an organization
 - d) Culture prevails in an organization
- 204) Leaders perform;
- a) Decisional roles
 - b) Informal roles
 - c) Informational roles
 - d) Interpersonal roles
- 205) Organizations take inputs from its;
- a) Rules & Policies
 - b) Internal Environment
 - c) External Environment
 - d) Legislations
- 206) As organizational activities are interrelated, it is said to be;
- a) A closed system
 - b) An isolated system
 - c) An open system
 - d) A clogged system
- 207) Management sciences department is one of the _____ of the VU;
- a) System
 - b) Subsystem
 - c) Board
 - d) Structure
- 208) Shifting from manual to computerized system is resulted due to;
- a) Workforce diversity
 - b) Technological advancement
 - c) Stake holder's involvement
 - d) Globalization
- 209) _____ is the process of acquiring, training, appraising and compensating employees, attending to their labour relations, health and safety and fairness concerns.
- a) Labour Relations
 - b) Organizational Behaviour
 - c) Human Resource Management
 - d) Organizational Health and Safety Management
- 210) Which of these refers to the temporary, part time and self-employed workers?
- a) Internal labour force
 - b) Contingent work force
 - c) High-performance work systems
 - d) Downsized employees

- 211) Which basic function of management includes delegating authority to subordinates and establishing channels of communication?
- a) Planning
 - b) Organizing
 - c) Leading
 - d) Staffing
- 212) Over the past 25 years, all of these areas of legal environment have influenced HRM except:
- a) Equal employment opportunity legislation
 - b) Employees pay and benefits
 - c) Employee competition legislation
 - d) Job security
- 213) 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
- 214) 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
- 215) 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.
- 216) 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.
- 217) Employee involvement requires extensive additional HRM activity in which of these areas?
- a) Training
 - b) Benefits
 - c) Labour negotiation
 - d) Marketing
- 218) Managers who meet designated goals are _____.
- a) Assertive
 - b) Efficient
 - c) Effective
 - d) Entitled

- 219) David conducts new employee orientation for a large organization. His work is within which basic HRM function?
- a) Management
 - b) Motivation
 - c) Career planning
 - d) Training and development
- 220) Employee relations specialists are involved in which of these activities?
- a) Handling employee complaints
 - b) Working with position control specialists in compensation
 - c) Negotiating benefits packages
 - d) Coordinating interview schedules
- 221) The father of scientific management is _____.
- a) Deming
 - b) Burns
 - c) Taylor
 - d) Hawthorne
- 222) 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
- 223) Which of these items would be in the highest security category of a typical HRIS?
- a) Employee name
 - b) Former employers
 - c) Salary
 - d) Work location
- 224) Which of these decreases in the labor supply is the easiest to predict?
- a) Transfers-in
 - b) Retirements
 - c) Voluntary quits
 - d) Prolonged illnesses
- 225) 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
- 226) _____ 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
- 227) _____ is the right to make decisions, to direct the work of others and to give orders.
- a) Leadership
 - b) Authority
 - c) Delegation
 - d) Management

228) Which of the following is considered a qualitative approach to job analysis?

- a) Position analysis questionnaire
- b) Interviews
- c) Department of Labour approach
- d) Functional job analysis

229) Which of the following personality characteristics are associated with people who are likely to exhibit violent behaviour on the job?

- a) Neurotic
- b) Optimistic
- c) Extraverted
- d) Type A

230) Which of these suggestions is an effective way to deal with stress?

- a) Meditation
- b) Exercise
- c) Talking with others
- d) All of the given options

231) 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

232) Who distinguished between intrinsic motivation and extrinsic motivation?

- a) Frederick Taylor
- b) Frederick Herzberg
- c) David McClelland
- d) Edward Deci

233) Which of the following is categorized as an indirect payment portion of employee compensation?

- a) Wages
- b) Salaries
- c) Employer-paid insurance
- d) Commissions

234) Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?

- a) Family relationships
- b) Work performance
- c) Your attention to safety
- d) All of the given options

235) Unemployment benefits are typically about _____ percent of a person's earnings and last for_____.

- a) 50; 26 weeks
- b) 75; 1 year
- c) 100; 2 years
- d) 25; 4 weeks

236) Unsafe acts can be reduced through all of the following methods except:

- a) job rotation
- b) Screening
- c) Training
- d) Incentive programs

237) Which of these is the most common type of retirement plan?

- a) Defined benefit
b) ERISA
- c) Defined contribution
d) Money purchase plan
- 238) Which one of the following statements is correct in relation to monetary rewards in accordance with Herzberg's Two-Factor theory?
a) Pay increases are a powerful long-term motivator
b) Inadequate monetary rewards are a powerful dissatisfier
c) Monetary rewards are more important than non-monetary rewards
d) Pay can never be used as a motivator
- 239) Which pattern of communication is the quickest way to send a message?
a) The circle
b) The chain
c) The Y
d) The wheel
- 240) 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
- 241) 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
- 242) 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
- 243) Which of the following is a health hazard in the work place?
a) Uncollected waste paper
b) Heavy object
c) Frayed crypt
d) All of the given options
- 244) Managers can motivate people to avoid performing dysfunctional behaviors by using:
I. Extinction
II. Punishment
III. Negative reinforcement
a) I, II, III
b) I and III
c) II and III
d) I and II
- 245) Workers' compensation benefits fall into all of these major categories except:
a) Medical care
b) Retirement benefits
c) Disability income
d) Death benefits
- 246) Expectancy theory focuses on the relationships between which three factors?
a) Needs, effort and persistence
b) Needs, performance and inputs
c) Inputs, performance and outcomes
d) Needs, performance and outcomes

257) 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

258) The first formal stage of the disciplinary procedure is :

- a) Written Verbal Warning
- b) Written Warning
- c) Employee Separation
- d) Show-Cause Notice

259) Not giving a compliment for a job done very well can cause :

- a) Punishment
- b) Extinction
- c) Negative Reinforcement
- d) De-motivation

260) 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.

ANSWERS

1-a	11-c	21-d	31-c	41-a	51-b	61-a	71-b	81-c	91-d
2-c	12-a	22-a	32-c	42-d	52-a	62-b	72-c	82-b	92-c
3-c	13-c	23-d	33-a	43-b	53-b	63-d	73-d	83-d	93-a
4-a	14-d	24-d	34-a	44-a	54-b	64-b	74-a	84-a	94-d
5-b	15-c	25-c	35-d	45-a	55-a	65-b	75-a	85-a	95-d
6-a	16-b	26-b	36-b	46-a	56-a	66-c	76-c	86-b	96-c
7-b	17-b	27-d	37-b	47-b	57-c	67-c	77-b	87-a	97-b
8-d	18-c	28-a	38-a	48-a	58-a	68-c	78-b	88-c	98-b
9-c	19-b	29-d	39-c	49-a	59-c	69-a	79-c	89-b	99-c
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101-b	111-d	121-a	131-a	141-b	151-b	161-a	171-b	181-b	191-c
102-a	112-d	122-d	132-c	142-a	152-a	162-b	172-b	182-d	192-c
103-d	113-b	123-b	133-c	143-b	153-b	163-a	173-a	183-a	193-c
104-a	114-b	124-c	134-c	144-c	154-c	164-a	174-c	184-b	194-a
105-a	115-a	125-c	135-d	145-d	155-d	165-b	175-a	185-a	195-d
106-b	116-a	126-d	136-b	146-b	156-c	166-b	176-b	186-a	196-b
107-a	117-b	127-a	137-c	147-c	157-b	167-b	177-c	187-d	197-c
108-c	118-d	128-d	138-d	148-d	158-b	168-d	178-b	188-b	198-a
109-b	119-a	129-a	139-b	149-c	159-a	169-c	179-a	189-c	199-d
110-a	120-c	130-d	140-b	150-b	160-d	170-d	180-b	190-c	200-a

201-a	211-b	221-c	231-b	241-c	251-d
202-d	212-c	222-c	232-d	242-b	252-a
203-b	213-d	223-c	233-c	243-d	253-b
204-d	214-d	224-b	234-d	244-d	254-c
205-b	215-c	225-b	235-a	245-b	255-d
206-c	216-c	226-c	236-a	246-d	256-a
207-b	217-a	227-b	237-a	247-c	257-a
208-b	218-c	228-b	238-b	248-c	258-c
209-c	219-d	229-a	239-d	249-c	259-b
210-b	220-a	230-d	240-d	250-c	260-b

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