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   c) Competitors’ pressure
   b) Human mind           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          c) Introversion
   b) Stereotype        d) Extroversion

8) Terms "Interpersonal skills" and "Human skills" are used for:
   a) Two different skills   c) Operational skills
   b) Different managerial skills   d) Same managerial skills

9) Which of the following abilities are categorized as the Technical skill of an individual?
   a) Judgment & creativity c) Knowledge & proficiency
   b) Analysis & communication d) Innovation & advancement

10) The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:
    a) Task                  c) Structure
    b) People                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                   c) Line
    b) Functional              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 diabetes, 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:
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?
53) Who is responsible to take corrective actions in response to unforeseen problems?
   a) Liaison  c) Figurehead
   b) Disturbance-handler d) Spokesperson

54) Which of the following role a manager performs as a Resource allocator?
   a) Interpersonal role  c) Informational role
   b) Decisional 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  c) Disseminator
   b) Spokesperson  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  c) Human relations approach
   b) Rational approach  d) Systematic approach

58) How often HR planning process is implemented within an organization?
   a) Continuously  c) Bi-annually
   b) 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  
   b) Recruitment  
   c) Staffing  
   d) Enrollment

72) The extent to which an employment selection test provides consistent results is known as:
   a) Reliability  
   b) Dependability  
   c) Consistency  
   d) Trustworthiness

73) Which of the following test can best evaluate the routine production activities of jobs that require coordination & physical strength?
   a) Cognitive aptitude test  
   b) Job knowledge test  
   c) Vocational interest test  
   d) Psychomotor abilities test

74) Which of the following tests 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

75) Which of the following source can be used to ensure the authentication of the information provided by the job applicant?
   a) Reference check  
   b) Criminal record  
   c) Application form  
   d) Credit history

76) Background investigations and reference checks are considered to verify candidate’s ____________
   a) Age  
   b) Marital status  
   c) Credentials  
   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  
   b) Host-country national  
   c) Third-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  
   b) Cohesive work environment  
   c) Customer satisfaction  
   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  
   b) Criterion validity  
   c) Construct validity  
   d) Content validity

109) During which of the following interview, an interviewer asks probing and open-ended questions?
   a) Structured interview  
   b) Unstructured interview  
   c) Formal 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  
   b) Criminal record  
   c) Application form  
   d) Credit history

111) 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

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  
   b) Marketing department  
   c) Production 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  
   b) Stakeholders  
   c) Customers  
   d) Stockholders

114) Which of the following component of attitude represents a person’s opinions, knowledge, and information?
   a) Affective component  
   b) Cognitive component  
   c) Behavioural component  
   d) Objective component

115) The mental process to interpret environment as per one’s own understanding is known as:
   a) Perception  
   b) Personality  
   c) Attitude  
   d) Ability

116) Which of the following act represents a situation in which employment decisions are NOT affected by illegal discrimination?
   a) Fair employment  
   b) Legal compliance  
   c) Litigation process  
   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) Capitation
   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   c) Career development
b) Career management   d) Career planning

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

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

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

a) Alternation ranking   c) Management By Objective
b) Graphic rating scale   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   c) Bureaucratic organization
b) Informal organization   d) Virtual organization

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

a) Task analysis   c) Person analysis
b) Organizational 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  
   b) Recruitment  
   c) Staffing  
   d) Enrollment

144) Providing training & development opportunities, and career information & programs, are all part of the ____________’s role in career development.
   a) Individual  
   b) Manager  
   c) Supervisor  
   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  
   b) Vocational interest test  
   c) Role playing  
   d) Employment interview

146) _________________ is an obligation to perform certain tasks/activities.
   a) Duty  
   b) Responsibility  
   c) Position  
   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  
   b) Gaps  
   c) Effectiveness  
   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  
   b) Variety  
   c) Diversity  
   d) Uniformity

150) The cognitive component consists of a person’s:
   a) Emotions  
   b) Knowledge  
   c) Attitude  
   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  
   b) Career  
   c) Occupation  
   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) Installed 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       c) Restructuring
   b) Decentralization 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       c) Informational roles
   b) Informal roles         d) Interpersonal roles

205) Organizations take inputs from its;
   a) Rules & Policies       c) External Environment
   b) Internal Environment   d) Legislations

206) As organizational activities are interrelated, it is said to be;
   a) A closed system       c) An open system
   b) An isolated system    d) A clogged system

207) Management sciences department is one of the ____________ of the VU;
   a) System       c) Board
   b) Subsystem    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 dis-satisfier  
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 workplace?  
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
247) A horizontal extension of the object to increase task variety is called:
   a) Job evaluation
   b) Job enrichment
   c) Job enlargement
   d) Job rotation

248) Communication between two members of a project team from different function, but the same level of authority is ______ communication.
   a) UP ward
   b) Downward
   c) Lateral
   d) Diagonal

249) Which of the following term contains information regarding machines & equipments used at workplace?
   a) Job analysis
   b) Job specification
   c) Job description
   d) Job evaluation

250) Followings are included in contingent workers, except:
   a) Part-timers
   b) Contractors
   c) Directors
   d) Temporaries

251) 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

252) 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

253) 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

254) Rewards offered to labours involved in production, are categorized as:
   a) Salary
   b) Fringe benefits
   c) Wage
   d) Commission

255) Which one of the following is not implied in the definition of power?
   a) Influence
   b) Potential
   c) Dependency
   d) Actualization

256) These rights Protect employees from discrimination, Safe working conditions, Right to form unions
   a) Statutory Rights
   b) Contractual Rights
   c) Employment policies
   d) Civil Rights
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       c) Goal
   b) Mission      d) Declaration

258) The first formal stage of the disciplinary procedure is :
   a) Written Verbal Warning       c) Employee Separation
   b) Written Warning               d) Show-Cause Notice

259) Not giving a compliment for a job done very well can cause :
   a) Punishment       c) Negative Reinforcement
   b) Extinction       d) De-motivation

260) Office environment that contain harmful airborne chemicals, asbestos, or indoor pollution is referred to :
   a) Homicide        c) Green Environment
   b) Sick Building   d) Environment pollution.
### ANSWERS

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