UNIVERSITY OF CALICUT
SCHOOL OF DISTANCE EDUCATION
BBA (HRM SPECIALISATION)
SIXTH SEMESTER
(2011 Admission)

MANAGEMENT TRAINING AND DEVELOPMENT

Question Bank

1. Rapid Creations has been acquired by Indigo Hues. Employees of the acquired company need basic training in
   A. Human relations               C. Managerial aspects
   B. New technology               D. Company policy and procedures

2. Employees resist participating in training programs mainly because
   A. They are not convinced about their benefits
   B. They do not like to be away from their colleagues and friends
   C. They feel they are ill equipped that they need training
   D. None of the above

3. ____________, as a training method, helps the trainee gain cross functional knowledge
   A. Apprenticeship         B. Simulation         C. Job rotation         D. Job enlargement

4. The method of training in which the trainee is given a series of questions to answer after reading relevant material is called
   A. Role playing                      C. Programmed instruction
   B. Simulation exercises              D. Committee assignment

5. The basic yardstick to measure the success of a training program is
   A. No of participants
   B. Reputation of the trainer
   C. Learning benefits to the trainees
   D. The amount paid in TAs and DAs paid to all trainees

6. Raj, a fresh chemical engineer has been provided training in a simulated work environment using the same equipment and materials that he would be using on the job
   A. Case exercise                      C. In basket training
   B. Computer modeling                  D. Vestibule training
7. Mohan has an adventurous spirit and loves trekking, rock climbing etc. He wants to be a fighter pilot. His career anchor most probably is
A. Service
B. Pure challenge
C. Autonomy
D. Lifestyle

8. HR manager Pavithra arranges training programs and coordinates with different departments to conduct the same. She plays the role of a ______ in this case
A. Specialist
B. Facilitator
C. Change agent
D. Controller

9. The process of developing and understanding of the self and ones relationships with other group members through unstructured group interaction is termed as
A. Role playing
B. Simulation exercise
C. Sensitivity training
D. Transactional analysis

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

11. Training is more likely to be seen as a cost by those organizations employing what type of workers?
A. Those employed in Japanese companies
B. Those working in the motor industries
C. Industries employing low skilled workers.
D. Those employing higher skilled employees

12. The supervisors should be trained in.
A. Leadership & communications
B. Management communication
C. Workers communication
D. Leadership & union communication

13. Which of the following helps the employee to improve their efficiency?
A. Development
B. Training
C. Promotion
D. Transfer

14. Indian institute of personnel administration is established in.
A. Bangalore
B. Calcutta
C. Chennai
D. Puna

15. 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

16. Career Development is
A. A formal approach taken by an organization to help its people acquire the skills and experiences needed to perform current and future jobs.
B. An employee’s progresses vertically upward in the organization from one specific job to the next.
C. Both a vertical sequence of jobs and a series of horizontal opportunities
D. Self-understanding for future jobs. Then, the person is in a position to establish realistic goals and determine how to achieve these goals.
17. ________ can provide an opportunity for the employee to share in decision making, to learn by watching others, and to investigate specific organizational problems.
   A. Lectures & Seminars  
   B. Assistant to Position  
   C. Committee Assignments.  
   D. Simulations.

18. ________ is a career-path method recognizing that technical specialists can and should be allowed to continue to contribute their expertise to a company without having become managers.
   A. Demotion.  
   B. Lateral skill path.  
   C. Dual-career path.  
   D. None of the given options

19. ________ in the organizational context has been borrowed from other disciplines such as economic theory, psychological theory and systems theory.
   A. Human resource development.  
   B. Managing human resources.  
   C. Resources management  
   D. None of the above.

20. Human resources are developed and employed by the organization in order to achieve its mission and ________.
   A. Objectives.  
   B. Goals.  
   C. Vision  
   D. All the above.

21. ________ entails leadership, motivation, job satisfaction, conflict management and group processes.
   A. Psychology.  
   B. Human resource management  
   C. Management  
   D. None of the above.

22. Organizations in order to stay competitive and profitable have to continuously emphasize ________.
   A. Organizational renewal  
   B. Increase effectiveness.  
   C. Improve problem solving process  
   D. All the above.

23. Goals of HRD are ________.
   A. Facilitating Organizational effectiveness.  
   B. Enhancing productivity and quality  
   C. Integrating people in to business  
   D. All the above

24. Inspiring___ in the workforce helps in promoting an environmental conducive to human resource development.
   A. Motivation.  
   B. Leadership  
   C. Diversity.  
   D. None of the above.

25. Functions of HRD are ________.
   A. Development functions.  
   B. Maintenance functions  
   C. Control functions.  
   D. All the above.

26. HRD systems should help maximize individual autonomy through increased
   A. Responsibility.  
   B. Coordination.  
   C. Authority.  
   D. All the above

27. There are ____ stages in the management of human capital.
   A. Five.  
   B. Four.  
   C. Twelve.  
   D. Nine.
28. PCMM stands for _____.
A. People capability maturity model.   C. Personnel capacity maturity model.  
B. People capacity management model.  D. People capacity management model

29. Competencies of HRD are ________.
A. Training and development.  C. Empowerment.  
B. Career Planning.  D. All the above.

30. ________ is the basic unit of a job.

31. Competencies of HRD manager ________.
A. Business skills.  B. Leadership skills.  C. Consulting skills.  D. All the above.

32. KPA stands for ___.
A. Key performance areas.  C. Key position areas.  
B. Key perfect areas.  D. None of the above

33. KPA for a job should not be too many generally they may be about _____.  
A. Four or five.  B. Six or seven  C. Two or Three  D. Eight or Nine

34. Only ___ characteristics are included to indicate which attributes make a major difference for a person to be effective in a role.
A. Critical.  B. Similar.  C. Different.  D. None of the above

35. The critical attributes of a job can be used for improving the ____ policy.

36. ____ should be based more on potential appraisal of a person for the job for which he is being considered.

37. The set of persons having expectations from the role is called the ___ set.

38. A human resource development strategy should contain aims or preferably ___ based objectives.
A. FAIR.  B. RULE  C. SMART.  D. GOAL.

39. The challenge of prime movers are called as _____.  

40. Performance appraisal is a part of ____ management
A. People management.  C. Process management.  
B. Performance management.  D. None of the above
41. _____ is defined as multi step process of aligning employees work behaviors with the strategy and goals of the organization
   A. Performance Appraisal  C. Performance planning.
42. Performance management essentially consists of the following stages ___.
   A. Performance Planning.  C. Performance Development & Audit
   B. Performance Analysis.   D. All the above.
43. A good appraisal possesses the following characteristics _____.
   A. It is based on evidence.  C. results in improved performance
   B. joint activity and creates commitment D. All the above.
44. What organizational development technique is a technique for assessing attitudes and perceptions, identifying discrepancies in these, and resolving the differences by using survey information in feedback groups?
   A. Team building.  C. Survey feedback.
45. What OD technique involves changing the attitudes, stereotypes, and perceptions that work groups have about each other?
   A. Team building.  C. Survey feedback.
46. Before using the same OD techniques to implement behavioral changes, especially across different countries, managers need to be sure that they have taken into account ________.
   A. Cultural characteristics  C. Employee attitudes.
   B. Organizational differences D. Societal differences.
47. What may be particularly necessary as part of the training process where people are working in another country?
   A. E-learning  C. Cross-cultural training.
48. Assembly-line technology is changing dramatically as organizations __________.
   A. Develop new products for the market.  B. Replace human labor with robots.
   C. Replace old manually controlled machines with newer machines.
   D. Find new markets for their products.
49. Development refers to learning opportunities directed towards helping_________ grow
50. ________ involves Organisational and Task analysis.
   A. Training Assessment.  C. Policy Assessment.
   B. Need Assessment  D. Learning Assessment.
51. Determining whether performance deficiencies result from a lack of knowledge, skill, or ability a training issue or from a motivational or work design problem is known as
   A. Person analysis.                      C. Profit analysis.
   B. Personality analysis               D. Development analysis.

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

53. ________helps to Understand different functions of the organization.
   A. Job nature.                        C. Job revolution.

54. ____refer to training methods that require the trainee to be actively involved in learning.

55. ________involves collecting of information and providing feedback to employees about their behaviour, communication styles and skills.

56. The ________is a process in which multiple raters or evaluators evaluate employee's performance on a number of exercises.
   A. Assurance centre.                C. Assessment centre
   B. Tuition centre.                  D. Application centre

57. Sensitivity training is otherwise known as ____.
   A. Simulation training               C. Project training
   B. Laboratory training.             D. Behavioral Training.

58. Multiple management method is also known as ______
   A. Junior board.                     C. Trainers board
   B. Senior board.                    D. Executive board.

59. ________refer to relationships, problems, demands, tasks, or other features that employees face in their jobs
   A. Job enhancement.                 C. Job experiences.
   B. Job enrichment                   D. Job encashment.

60. GAFO stands for ______.
   A. Go Away and Find Out.            C. Go Abroad and Find Out
   B. Get Along and Figure Out.        D. Go After Foolish Opinioners.
61. WBT stands for _________.
A. Wide Base Training.  C. World Class Based Training.
B. Web Based Training.  D. Webster Bold Training.

62. Factual or procedural information that supports a person doing a particular job after initial learning has occurred is nothing but ____.
A. Reference documentation.  C. Record management

63. An interactive, instructor-led approach where the instructor and employee meet in a classroom for a specific duration of time in a common location
A. Face to face training.  C. Updation training
B. Group process.  D. Ulterior training

64. Understanding of adult learning skills in feedback writing electronic systems and preparing objectives focus on ________ role.
A. Strategic role  C. Development role
B. Administrative role  D. Analysis role

65. The process of examination a training program is called______.
B. Training need analysis.  D. Training module designing.

66. ___________is a reactive process
A. Training& Development  C. Development
B. Training  D. Learning

67. ___________is a proactive process.
A. Training& Development  C. Development
B. Training  D. Learning

68. Training results in the development of those skills and competencies in employees that are unique and superior to competitors, to competitive advantage is nothing but.
A. Competitive framework  C. Administrative framework
B. Strategic framework  D. Legal framework.

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

70. It involves identifying the important tasks and knowledge, skill, and behaviors that need to be emphasized in training for employees to complete their tasks.
A. Task Analysis.  C. Need Analysis.
B. Organizational analysis  D. Development analysis.
71. _________ is the simplest unit of work and involves very elementary movement.

72. Which one of the following becomes a creative factor in production?
   A. Land.                  C. Consumers. 
   B. Capital.               D. Human Resources.

73. People cast in the role of contributors to production are called.
   A. Capitalist.            C. Human Resources
   B. Land owners.          D. Consumers.

74. Wide range of abilities and attributes possessed by people are called as
   A. Management.            C. Entrepreneur
   B. Human Resources.     D. Intreprenuer

75. Deployment of which resource is difficult to master.

76. The focus of Human Resource Management revolves around.

77. Quality oriented organization primary concern centers around
   A. Coordination.           B. Communication    C. Human Resources  D. Discipline

78. Quality goals require alignment with

79. Demand for human resources and management is created by.
   A. Expansion of industry   C. Abundance of capital
   B. Shortage of labor.     D. Consumer preferences

80. Management function arises as a result of ______.
   A. Consumer preferences   C. Expansion of industry.
   B. Abundance of capital. D. Shortage of labor.

81. Union function arises as a result of employees
   A. Problem of communication   C. Dissatisfaction.
   B. Longing for belonging     D. Change in technology.

82. Which one is not the specific goal of human resource management?
   A. Attracting applicants.    C. Retaining employees.
   B. Separating employees.    D. Motivating employees

83. Identify which one is an added specific goal of human resource management
84. Identify the top most goal of human resource management.
   A. Legal compliance.       C. Work force adaptability.
   B. Competitive edge.      D. Productivity.

85. To achieve goals organizations require employees _________.
   A. Control.     B. Direction.     C. Commitment.     D. Cooperation

86. Human resource management helps improve.

87. The amount of quality output for amount of input means.
   A. Productivity.    B. Production.    C. Sales increase.    D. Increase in profits

88. Responding to employees and involving them in decision making is referred to as
   A. Quality of work life.    C. Empowerment.
   B. Autonomy.    D. Reaction.

89. A top manager of a chocolate bar manufacturer asks for a report on how a new competing chocolate bar is being advertised. This is an example of
   A. Employee research.    C. Management consulting.
   B. Management research.    D. Marketing research

90. All of the following are phases of career development except.
   A. Performance Phase.    C. Assessment Phase.
   B. Direction Phase.    D. Development Phase.

91. Performance Appraisal is a primary HRM process that links employees and organizations and provides input for other processes through these means
   A. Identification, Measurement, Management.    C. Recruitment, Selection, Onboarding
   B. Assessment, Direction, Development    D. Skill, Effort, Responsibility.

92. Total compensation is all forms of direct and indirect compensation paid or provided to the employee in recognition of employment status and performance. All of the following are forms of direct compensation except.
   A. Base Pay.    C. Statutory Benefits.

93. Groups can be rewarded in a Pay for Performance plan in all of the following ways except.
   A. Gain sharing.    B. Bonus.    C. Awards.    D. Merit

94. Benefits that are required by law to provide to all employees are called
   A. Medical Benefits.    C. Involuntary Benefits.
95. All of the following are statutory benefits except.
A. Social Security. C. Medical Insurance.
B. Unemployment Insurance. D. Workers Compensation.

96. Communicating effectively is very important for organizations and it has been done mostly in these ways except.
A. Information dissemination C. Employee Feedback.
B. Employer Feedback. D. EAP

97. Typically, unions negotiate terms and conditions for represented employees in the areas of Wages, Hours, and Employment Conditions. Negotiations for Hours are for.
B. Flextime, Parental Leave, Vacation, Holidays. D. Overtime, Promotions, Parental Leave, Shifts

98. If a worker gets injured on the job while performing duties of his job, the employer is obligated to pay the expenses of the injured employee who may become unemployed under the statutory benefits of.
A. Unemployment Insurance. C. Workers Compensation Insurance.
B. Medical Insurance. D. Employers Compensation Insurance

99. The second stage of internationalism where there is a limited need for impact on local HRM practices communications, incentives, and product training is called.
A. Subsidiaries and Joint Ventures. C. Export Operations.
B. Transnational. D. Multinational

100. Phase of Career Development which is focused on helping employees to identify strengths and weaknesses that may affect future performance.
A. Direction Phase. C. Development Phase.
B. Assessment Phase D. Training Phase.

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

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

103. The common law rule that allows either employers or employees to end an employment relationship at any time for any cause is called Employment at Will. There have been exceptions to the Employment at Will made by courts. An exception is
A. Public policy exceptions. C. Lack of good faith and fair dealing.
B. Implied contracts. D. All of the above.
104. The National Labors Relations Board is concerned with making sure the Wagner Act is not violated.
It is violated when employers.
A. Interfere with the right to form a union and to contract
B. Interfere with the administration and financing of a company.
C. Refuse to bargain collectively in good faith.
D. Refuse to contract collectively with their employees

105. A cultural dimension that affects the success of HRM practices in most countries where relative emphasis is on hierarchical status is called
A. Individualism.  
B. Power distance.  
C. Uncertainty Avoidance.  
D. Masculinity/Feminity

106. The direction phase focuses the employee on determining the type of career and work that will best leverage strengths and weaknesses and a general plan for achieving those objectives. One of the ways of making a determination is through.
A. Career Planning Workshops.  
B. Succession Planning.  
C. Individual Career Counseling.  
D. Job Shadowing

107. A number of potential problem areas may affect the quality of performance measurement results in performance appraisal such as.
A. Rater error and bias  
B. Influence of liking.  
C. Organizational politics.  
D. All of the above.

108. __________ approach involves staffing from the host country
A. Polycentric.  
B. Monocentric.  
C. Tetra centric.  
D. Mega centric.

109. A formalized effort that recognizes employees as valuable organizational resources and focuses on developing them to their fullest, practical performance potential is _________.
A. Career development.  
B. Training development.  
C. Potential development.  
D. Executive development.

110. Counseling-based process that encourages employees to assume responsibility for their own behavior is called as _________.
A. Negative discipline.  
B. Ulterior discipline  
C. Positive discipline  
D. Passive discipline.

111. Management interventions that give employees multiple opportunities to correct undesirable behavior is called _____.
A. Progressive Discipline.  
B. Regressive Discipline.  
C. Positive Discipline.  
D. Negative Discipline

112. __________ is a corporate-wide pay plan that rewards employees with stock grants or stock options based upon a structured formula.
A. ESOP.  
B. MSPP.  
C. ESP.  
D. EPP
113. Gain sharing may not be viable, when _______ tend to work best in larger organizations.
A. Corporate pay plans.  C. Bonus pay plans.
B. Executive pay plans.  D. Compensatory plans.

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

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

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

117. ___________ is a pay concept that calls for comparable pay for jobs that require comparable levels of skill, effort, responsibility and have comparable working condition seven if the job content is different.
A. Comparable worth.  C. Compensable worth.

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

119. ________________ are structured processes that allow an employee to voice disagreement over a management decision or action and to work with management toward resolution.
A. Disapproval procedure.  C. Appeals procedure
B. Advanced procedure.  D. Disappeal procedure.

120. ___________ is a counseling-based process that encourages employees to assume responsibility for their own behavior.
A. Negative discipline.  C. Positive discipline.
B. Ulterior discipline.  D. Passive discipline

121. ________ is an ongoing and formalized effort that recognizes employees as valuable organizational resources and focuses on developing them to their fullest, practical performance potential.
A. Career development.  C. Potential development.
B. Training development.  D. Executive development.
122. Staffing approach that takes management staff from host country is ________ in its approach to staffing.

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

124. _______ tend to work best in larger organizations where gain sharing may not be viable.
   A. Corporate pay plans.  C. Bonus pay plans.
   B. Executive pay plans.  D. Compensatory plans.

125. The solution to many so-called 'people problems' is often associated with improving the effectiveness of the recruitment process by:
   A. Having a robust HR department to carry out the process  C. Careful selection of the right people for the job.
   B. Outsourcing the HR department  D. Devolving to line managers.

126. Are the best and most productive employees likely to be_____.
   A. The least costly in terms of recruitment and employment costs.
   B. A matter of 'pot luck' in terms of recruitment decisions.
   C. The most costly to employ.
   D. Have no bearing on recruitment and selection costs.

127. Too great a reliance on internal recruitment can result in
   A. Reduced job performance  C. Internal conflict.
   B. High labour turnover.  D. Poor group dynamics.

128. What strategies deployed by HR for attracting potential candidates to apply for vacancies might be seen to result in indirect discrimination?
   A. Advert in local press.  C. Now recruiting banners/notices.
   B. Word of mouth.  D. Agency or job centre.

129. What does discipline mean in the context of the workplace?
   A. Enforcing compliance and order.
   B. A system of rules designed to improve and correct behaviour through teaching or training.
   C. Punishment.
   D. Exercising control.

130. Why can altruism as an approach to discipline be regarded as an essential element?
   A. It is an essential requirement for survival.  C. To demonstrate whose boss.
   B. To maintain good employee relations.  D. To re-establish a welfare approach to HR.
131. What might be the reason for why HR are not often informed of incidents that could result in a disciplinary action being taken?
A. Those involved often agree to contain the incident.
B. Those involved would be concerned about reprisals.
C. Due to lenient managers.
D. It would impact on the relationships between subordinates and superiors.

132. Which organization provides established guidelines for disciplinary procedures?
A. TUC.
B. ACAS.
C. CIPD.
D. Employers.

133. What is the meaning of the term 'gross misconduct' in the context of a company's disciplinary procedures?
A. Breaches of standards and rules that are serious and unacceptable in any circumstances.
B. Stealing company property.
C. Being repeatedly late for work.
D. Absence without leave.

134. Should confidentiality be guaranteed to people who report breaches of rules which could lead to disciplinary action taken on a fellow employee?
A. Depends on the circumstances.
B. It should not be guaranteed.
C. Management should attempt to guarantee confidentiality.
D. It should be guaranteed.

135. Is it important to have two managers responsible for leading a disciplinary investigation because
A. Provides support for each other when dealing with stressful situations.
B. It ensures a degree of impartiality.
C. It a requirement by tribunals.
D. Provides cover in the event of absence through ill health.

136. What expresses the commitment management have made to embrace the concepts of equality and diversity?
A. Investors in people.
B. Strategic HRM.
C. An 'equal opportunity employer'.
D. Diversity management.

137. An equal opportunities approach to fairness at work is essentially about:
A. Taking a business perspective.
B. Taking a more strategic approach.
C. Having a diverse workforce.
D. Compliance and maintaining minimum standard.

138. A stereotype is a fixed idea or misconception about an individual or group of people. The basis of stereotyping is:
A. Based on objective and rational considerations.
B. Seeing people as a group with similar characteristics rather than recognizing differences between people.
C. Gut reaction.
D. Formed from personal experience of different groups of people.
139. Unreasonable adjustments in light of a person's disability might include:
A. Alterations to a person's working conditions  C. Building access ramps to buildings
B. Acquiring or modifying equipment.  D. Altering hours of work or duties.

140. Measures to reduce accidents occurring in the workplace, other than accident investigations would include:
A. Tying your shoe laces
B. Risk assessments of tasks and processes
C. Changes to job design to reduce repetition and boredom.
D. Improving the role of the HR specialist.

141. IHRM is an area of academic study which focuses on:
A. Comparative research.
B. The movement of individuals across national boundaries.
C. The exchange of ideas and practices.
D. The policies and practices of MNC's.

142. HR challenges which might be faced by internal companies include
A. The needs for a diverse workforce.
B. The relative underdevelopment of HR functions.
C. Knowledge of national employment law.
D. Knowledge of cultural norms and values.

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

144. Cultural shock which is often the outcome of the negative experience of moving from a familiar culture to one that is unfamiliar is important to understand in the context of internationalisation because:
A. It can affect soldiers returning from war zones.
B. It can affect students on 'gap year' experiences.
C. It can impact on individuals taking overseas assignments.
D. Friends and families reunited.

145. Why is it important to ensure that HR plans are flexible?
A. To accommodate changes to senior management teams.
B. To adapt to changing skills and qualifications.
C. To accommodate the rapidly changing environments in which most organisations operate.
D. To ensure a diverse labour force is maintained at all times.
146. What factor can have a lasting impairment on a person's motivation to learn?
A. Learning for work.
B. Learning which is challenging
C. Learning which is instrumental.
D. A negative experience of learning in childhood.

147. Criticisms of training are based on the understanding that:
A. It's an outmoded method of providing learning.
B. It's linked with short-term goals
C. Disliked by trade unions.
D. The nature of work has changed and therefore its unsuitable for the type of employees engaged.

148. Training is more likely to be seen as a cost by those organisations employing what type of worker?
A. Those employed in Japanese companies.
B. Those working in the motor industries,
C. Industries employing low skilled workers
D. Those employing higher skilled employees

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

150. Unplanned and unstructured (informal) learning can be detrimental to employers because:
A. Will not be long lasting
B. Will result in ineffective learning
C. It can encouraged bad habits and negative attitudes
D. Is based on pragmatic learning only.

151. Accelerated learning offers the participant:
A. A somber and serious experience.
B. A mechanised and standardised experience.
C. An alternative experience to traditional approaches.
D. Externally controlled 'one size fits all' experience.

152. The three types of energy: cognitive, affective and physical are associated with which type of learning.
A. Accelerated learning.
B. Reflective learning.
C. Traditional learning.
D. The learning triangle.

153. The timescale for performance appraisals are usually:
A. One year.
B. Biannually.
C. 3 monthly.
D. At irregular intervals.

154. A performance rating system is:
A. A grade or score relating to overall performance
B. Details of the extent to which work objectives were met.
C. Achievements during the year.
D.
155. Objective-based rating scales are:
   A. Subjectively determined
   B. Based on a points-based system.
   C. Measures of performance against objectives set.
   D. Manager-allocated rating scales.

156. Key performance indicators are used in situations when:
   A. When objectives can not easily be expressed in terms of numbers.
   B. When targets might be expressed in terms of delivery of a project.
   C. When objectives can be established which are supportive or secondary to the organisation's central objectives?
   D. Objectives that can be quantified using financial values.

157. Organisational climate is based on the ____________ of members
   A. Perceptions.
   B. Commitment.
   C. Loyalty.
   D. Image.

158. ____________ can be viewed in terms of mental attitudes which people have towards their tasks and responsibilities
   A. Morale.
   B. Compliance.
   C. Team work.
   D. Cohesion.

159. Which terms does Lewin use to describe the process of behaviour modification?
   A. Storming.
   B. Unfreezing
   C. Movement.
   D. Norming.

160. Changing human resource management activities to attract and retain health care specialists due to increased needs for those workers is an example of what kind of environmental change factor?
   A. Marketplace
   B. Technology.
   C. Labor markets.
   D. Economic.

161. Increasing the numbers of employed women and minorities forces managers to pay attention to what change factor?
   A. Strategy.
   B. Workforce.
   C. Equipment.
   D. Technology.

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

163. What organizational development technique is a technique for assessing attitudes and perceptions, identifying discrepancies in these, and resolving the differences by using survey information in feedback groups?
   A. Team building.
   B. Intergroup development
   C. Survey feedback.
   D. Sensitivity training.

164. What OD technique involves changing the attitudes, stereotypes, and perceptions that work groups have about each other?
   A. Team building.
   B. Intergroup development.
   C. Survey feedback
   D. Sensitivity training.
165. Program that encourages young managers with high potential to remain with an organization by enabling them to advance more rapidly than those with less potential are called as.

A. Low track programs.  
B. Fast track programs  
C. Medium track programs.  
D. Instant track programs.  

166. Career Plateau is likely to occur during.

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

167. ________________Advises line management on appropriate interventions to improve individual and group performance.

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

168. Most project managers are promoted from the __________ without having prior education and training in managerial functions

A. administrative offices.  
B. financial offices.  
C. technical fields.  
D. functional areas.  

169. The project manager is responsible for the projects interface management. The three types of interfaces to be managed are __________

A. mechanical, electrical, and material.  
B. human, machine, and fluid.  
C. personal, organizational, and system  
D. software, hardware, and human.  

170. Once established, the project integration process must be maintained through continuous, effective __________ across interfaces.

A. communication links.  
B. monitoring activities  
C. report flow.  
D. bonding  

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

A. Career Planning Workshops  
B. Succession Planning  
C. Individual Career Counseling  
D. Job Shadowing  

172. In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali

A. Reliable test  
B. Content-valid test.  
C. Face-valid test.  
D. Construct-valid test  

173. 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.
174. Who collects information from institutions & organizations outside their own, and facilitate the organizational personnel with that gathered information
A. Monitor. B. Liaison C. Disseminator. D. Figurehead

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

176. Which of the following can be used as terms to describe people who no longer need to go into a centrally located office to do their work, usually because of advances in technology
A. Tele workers. B. Home workers. C. Distance workers D. All of the above

177. Many organisations gather information from employees who have given notice of their intention to leave their job. What are these interviews usually called
A. Leaving interviews B. Goodbye interviews C. Termination interviews D. Exit interviews

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

179. What is the term used to describe the process of helping a new employee to settle quickly into their job so they become efficient and productive workers
A. Action learning B. Discovery learning C. Sitting by Nellie D. Induction.

180. The process of developing and implementing an appropriate organization structure is called
A. Organization development B. Organizational design. C. Change management D. Change resistance
Answer key:

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