

## Human Resource Management (MB0027)

### 1 Marks

1	A _____ contains data about each employee's skills, abilities, work preferences and other items of information, which indicate his overall value to the company. a. Resource Inventory. <b>b. Skills inventory.</b> c. Work inventory. d. Employee database.	2	Filling a job opening from within the firm is known as _____. a. External recruitment. <b>b. Internal recruitment.</b> c. In company recruitment. d. None of the above
3	_____ is a state of mind and emotions affecting the attitude and willingness to work, which in turn, affect individual and organizational objectives. a. Motivation. <b>b. Morale.</b> c. Both A & B. d. None of the above.	4	_____ records details of training, skills, qualification, abilities, experience and responsibilities etc. a. Job rotation. b. Job simplification. c. Job enrichment. <b>d. Job analysis.</b>
5	In _____ method jobs are compared one with another and arranged or valued in the order of their importance or difficulty or their value to the firm. a. Grade description method. <b>b. Ranking method.</b> c. Point method. d. Time-span method.	6	According to _____ theory wages are determined by the value of the net product of the marginal unit of labor employed. <b>a. Marginal productivity theory.</b> b. The wage fund theory. c. Standard of living theory. d. Subsistence theory.
7	_____ is the external source of recruitment. a. Employee referrals. b. Advertising. c. Employment agencies. <b>d. All of the above</b>	8	Residual claimant theory is given by _____. a. David Ricardo. b. John Davidson. <b>c. Francis A. Walker</b>  d. William Whiting.
9	_____ is defined as a collection and aggregation of tasks, duties and responsibilities that as a whole is regarded as the reasonable assignment to an individual employee. a. Position. <b>b. Job.</b> c. Both A & B d. None of the above.	10	The responsibility for sound HRP is to _____ against the plan and keep the top management informed about it. <b>a. Monitor and measure performance.</b> b. Provide research necessary. c. Assist employees. d. All of the above.
11	The term _____ is commonly used for those employees whose pay is calculated according to the number of hours worked. a. Salary. <b>b. Wages.</b>	12	_____ may be defined as an upward advancement of an employee in an organization to another job, which commands better pay/wages, better status, prestige and higher opportunities.

	c. Both A & B d. None of the above.		a. Transfer. <b>b. Promotion.</b> c. Incentives. d. Appraisal.
13	_____ is a process of searching employees and stimulating them to apply for the jobs in the organization. a. Selection. <b>b. Recruitment.</b> c. Employees retention. d. None of the above.	14	In _____ method the evaluator is asked to rate employees from highest to lowest on some overall criterion. a. Paired comparison. <b>b. Ranking.</b> c. Forced choice. d. None of the above.
15	In _____ technique the evaluator is presented with a graph and asked to rate employees on each of the characteristics listed. a. Forced choice. <b>b. Graphic rating scale.</b> c. Forced distribution. d. Essay evaluation	16	_____ involves having senior executives periodically review their top executives and those in the next-lower level to determine several backups for each senior position. a. Career planning. <b>b. Sucession planning.</b> c. Job analysis. d. Job enlargement
17	_____ is an individually perceived sequence of attitudes and behaviour work-related activities and experiences over the span of persons life. <b>a. Career planning.</b> b. Career. c. Sucession planning. d. Anchors.	18	_____ are the means of attaining the desired objective in a learning situation. <b>a. Training methods.</b> b. Trainer budget. c. Both A & B. d. None of the above.
19	_____ entails a detailed examination of a job, its components, its various operations and the conditions under which it <b>has to be performed.</b> a. Task analysis. b. Man analysis. c. Organizational analysis. d. All of the above.	20	Matching the job with the suitable applicant is naturally, a _____. a. One-way process. <b>b. Two way process.</b> c. Three way process. d. Multiway process.
21	According to _____ human factor refers to a whole consisting of inter-related, interdependent and inter-acting physiological, psychological,, sociological and ethical components. a. Weber. b. Martin. <b>c. Julius.</b> d. Henemen.	22	_____ method attempts to duplicate on-the-job situations in a company classroom. a. Vestibule training. b. Knowledge-based methods. c. Experiential methods. d. Simulation methods.
23	_____ is the process by which a management determines how an organization should move from its current manpower position to its desired manpower position. a. Human Resource Development. <b>b. Human Resource Planning.</b>	24	Human resource Planning is essential because of frequent _____ which is unavoidable. <b>a. Labor turnover.</b> b. Growing population. c. Shortage. d. None of the above.

	c. Human Resource Management. d. Human relations Theory.		
25	_____ involves a detailed analysis of the organization structure, objectives, human resources and future plans and understanding of its culture. a. Task analysis. b. Man analysis. <b>c. Organizational analysis.</b> d. All of the above.	26	_____ may not be able to perform their roles or tasks in work groups in a competent manner. a. Competent workers. b. Incompetent workers. c. Experienced workers. <b>d. Inexperienced workers</b>
27	There are _____ sources of recruitment. a. 1 <b>b. 2</b> c. 3 d. 4	28	_____ indicates any process by which the aptitudes, skills and abilities if employees to perform specific jobs are increased. a. Monitoring. <b>b. Training.</b> c. Development. d. None of the above.
29	_____ provides a systematic treatment of management of human resources as early as 4 <sup>th</sup> century B.C in his treatise titled "earth-Shastra." a. Kalidas. <b>b. Kautilya.</b> c. Manorma. d. William Whiting.	30	_____ is a process that brings workers into contact with and causes them to be influenced by their leaders, their jobs, and other aspects of the organizations they work. a. Human resource management. <b>b. Human relations theory.</b> c. Personnel management. d. All of the above.
31	_____ is concerned with the introduction or orientation of an employee to the organization. a. Turnover. b. Retention. <b>c. Induction.</b> d. Representation.	32	_____ interviews are combination of direct and indirect questioning of the applicant. a. Depth interview. <b>b. Patterned interview.</b> c. Stress interview. D. Preliminary interview
33	Personnel management follows the _____ approach. a. Proactive approach. <b>b. Reactive approach.</b> c. Simple approach. d. None of the above	34	During early British rule, there prevailed a _____ policy towards the business. a. By justice and equity policy. <b>b. Laissez-faire.</b> c. Hawthorne. d. Human Resource
35	At _____ level, human resource planning is done by the Government and covers items like population projections, educational facilities, occupational distribution etc. a. Industry level. b. State level. <b>c. National level.</b> d. Individual level.	36	Hiring of relatives for the different jobs of the organization is known as _____. a. Voluntary recruitment. b. Casual recruitment. c. Indoctrination. <b>d. Nepotism.</b>
37	_____ interviews are deliberate	38	The _____ procedure is essentially

	attempts to create pressure to observe how an applicant performs under stress. a. Depth interview. b. Patterned interview. <b>c. Stress interview.</b> d. Preliminary interview		a series of methods of securing pertinent information about the applicant. a. Recruitment. <b>b. Selection.</b> c. Both A & B. d. None of the above
39	_____ is that phase of management, which deals with the effective use, and control of human resources. <b>a. Human Resource Management.</b> b. Scientific management. c. Personnel management. d. All of the above.	40	According to _____ “ the ultimate purpose of HRP is to relate future human resources to future enterprise needs, so as to maximize the future return on investment in human resources. a. William whiting. b. Robert. <b>c. Sikula.</b> d. David Ricardo.

## 2 Marks

41	Motivation is Positively Correlated with Concept of: - I. Level Of Operation. II. Degree of Commitment. III. Inclination towards action. IV. Managerial Implication.  <b>a) I, II, III, IV.</b> b) I, II, III, c) II, III. d) II, III, IV.	42	Thayer and McGee model is based on _____ factors. a. Views of line manager, organizational analysis, task analysis. b. Organizational analysis, man analysis, views of Training Manager. <b>c. Organizational analysis, task analysis, man analysis.</b> d. Performance appraisal, views of supervisor, analysis of job difficulties
43	The training Method which attempts to duplicate on-the-job situation in classroom and the training in which participants are exposed to concepts and theories, basic principles, and pure and applied knowledge in any subject area.  a. Simulation, Vestibule. b. Vestibule, Simulation. <b>c. Vestibule, Knowledge based methods.</b> d. Knowledge based methods, vestibule.	44	By _____ we can evaluate the trainees reaction to the training programme and by _____ we can evaluate that what basic principles, skills and facts had he learned.  <b>a. Reaction, Learning.</b> b. Behaviour, results. c. Results, Reaction. d. Behaviour, Reaction.
45	The different sources for recruitment in India are:  1.within the organization. 2.badli or temporary workers. 3.employment agencies. 4.causal callers. 5.Indoctrination.	46	All the public sector enterprises are required to consider candidates sponsored by the _____ and executives too are mostly _____ from within.  <b>a. Employment exchanges, promoted.</b>

	<p>6. leasing.</p> <p>a. 1,2,3,4,5,6</p> <p>b. 1,3,4,5,6</p> <p>c. 2,3,4,5,6</p> <p><b>d. 1,2,3,4</b></p>		<p>b. Promoters, promoted.</p> <p>c. Management institutions, promoted.</p> <p>d. Consultants, promoted.</p>
47	<p>The responsibility of sound HRP is to _____ the operating management to plan and establish objectives and to _____ in total organizational terms and to ensure consistency with long-range objectives and other elements of the total business-plan.</p> <p><b>a. Assist, counsel and pressurize: collect and summarize.</b></p> <p>b. Monitor and measure performance: provide the research necessary.</p> <p>c. Assist, counsel and pressurize: monitor and measure performance.</p> <p>d. Provide the research necessary: assist counsel and pressurize</p>	48	<p>Arrange the steps of HRP in correct order:</p> <p>1. Estimating future organizational structure and manpower requirements.</p> <p>2. Deciding goals and objectives.</p> <p>3. Auditing human resources.</p> <p>4. Developing a human resource plan.</p> <p>5. Planning job requirements and job descriptions.</p> <p><b>a. 2,1,3,5,4</b></p> <p>b. 1,2,3,4,5</p> <p>c. 2,1,4,3,5</p> <p>d. 1,3,2,4,5</p>
49	<p>The two types of groups are:</p> <p>1. Formal.</p> <p>2. Informal.</p> <p>3. Professional group.</p> <p>4. unprofessional group.</p> <p>5. Cohisive groups.</p> <p>6. simple groups.</p> <p>a. 3,4</p> <p>b. 4,5</p> <p>c. 1,6</p> <p><b>d. 1,2</b></p>	50	<p>According to A.D Sinha, which of the following are the methods through which one can identify training needs in the organization:</p> <p>1. Views of line manager.</p> <p>2. performance appraisal.</p> <p>3. Company and departmental plans.</p> <p>4. Views of training manager.</p> <p>5. analysis of job difficulties.</p> <p>6. total organizational analysis.</p> <p>7. man analysis.</p> <p>a. 1, 2,3,4,5,6,7</p> <p>b. 2, 3,4,5,6</p> <p><b>c. 1, 2,3,4,5</b></p> <p>d. 3, 4,5,6,7</p>
51	<p>An _____ is an outside third party who is brought in to settle a dispute, and he or she has the authority to make a decision.</p> <p>a. Conciliation.</p> <p><b>b. Arbitration.</b></p> <p>c. Mediation.</p> <p>d. None of the above.</p>	52	<p>_____ is the observance of principles, rules or any other laid down procedures Practices, written or otherwise in the organization by the employees or group of employees.</p> <p>a. Grievance.</p> <p><b>b. Discipline.</b></p> <p>c. Complaints.</p> <p>d. None of the above.</p>
53	<p>_____ are set to up to alleviate needs.</p> <p>a. Goals.</p> <p>b. Drives.</p> <p>c. Needs.</p> <p>d. None of the above.</p>	54	<p>The term self-actualization was coined by _____.</p> <p>a. Maslow.</p> <p>b. David Ricardo.</p> <p><b>c. Kurt Goldstein.</b></p> <p>d. Williams.</p>

55	_____ aims at transforming the 'ability to do' into 'will to do'. a. Morale. <b>b. Motivation.</b> c. Transformation. d. Transaction.	56	According to _____ Discipline in the broader Sense means orderliness –the opposite of Confusion. a. Dr.Spiegel. <b>b. Bremblett.</b> c. Richard. d. Calhoon.
57	Two types of promotions are- a. Horizontal, Backward. <b>b. Vertical, horizontal.</b> c. Forward, backward. d. None of the above.	58	_____ Has developed the "Listening in" technique. a. Cleveland. <b>b. Whiting Williams.</b> c. Peter Drucker. d. None of the above.
59	_____ has been defined as the act of stimulating someone to take a desired course of action to push the right button to get a desired reaction. a. Morale. <b>b. Motivation.</b> c. Effectiveness. d. All of the above.	60	_____ is based on the hypothesis that employee's answers to certain questions will reveal their attitude. <b>a. The guided interview.</b> b. Unguided interview. c. Listening in. d. Questionnaire

#### 4 Marks

61	<b>Match the following:</b> 1. Preliminary interview a. Combination of direct and indirect questioning of the applicant 2. Stress interview b. Screening of the applicants to decide whether a more detailed interview will be worthwhile. 3. Depth interview c. Cover the complete life history of the applicant. 4. Patterned interview. d. deliberate attempts to create pressure.  <b>a. 1-b, 2-d, 3-c, 4-a</b> b. 1-2, 2-b, c-3, 4-d c. 1-c, 2-d, 3-a, 4-b d. 1-d, 2-c, 3-a, 4-b	62	<b>Match the following:</b> 1. Great man theories. A. Assumes that people inherent certain qualities and traits. 2. Trait theories. B. Leaders are born not made. 3. Situational Theories. C. Leaders choose the best course of action based upon situational variables. 4. Behavioral Theories. D. Leaders are made not born.  a. 1-c, 2-b, 3-d, 4-a. <b>b. 1-b, 2-a, 3-c, 4-d.</b> c. 1-d, 2-b, 3-c, 4-d. d. 1-d, 2-a, 3-c, 4-b.
63	Arrange the steps of Selection Procedure in correct order:  1. Application bank or banks. 2. 2.initial or preliminary interview. 3. Check of references. 4. Employment interview. 5. Psychological tests. 6. Approval by the supervisor. 7. Physical examination.	64	<b>Match the following:</b>  1. The bureaucrat. A. Sticks to routine, pleases his supervisors, avoid subordinates. 2. The Autocrat. B. Directive and expects obedience from followers. 3. The diplomat. C. Identifies himself with his subordinates. 4. The Expert. D. Over specialized

	<p>8. Induction or orientation.</p> <p>a. 1, 2, 3, 4, 5, 6, 7, 8. b. 8, 7, 6, 5, 4, 3, 2, 1. <b>c. 2, 1, 3, 5, 4, 6, 7, 8.</b> d. 2, 3, 4, 5, 1, 6, 7, 8.</p>		<p>man.</p> <p>5. The Quarter Back. E. Opportunist who exploits his subordinates.</p> <p><b>a. 1-a, 2-b, 3-e, 4-d, 5-c.</b> b. 1-a, 2-b, 3-c, 4-d, 5-e. c. 1-b, 2-a, 3-d, 4-c, 5-e. d. 1-c, 2-a, 3-d, 4-e, 5-b.</p>
65	<p>The following steps are followed for dismissal of an employee.</p> <p>(i) Receipt of explanation. (ii) Charge sheet is framed &amp; issued. (iii) Issue of Notice of enquiry. (iv) The findings. (v) The holding of enquiry.</p> <p>a. II, I, III, V, IV. <b>b. I, II, III, IV, V.</b> c. V, IV, III, II, I. d. V, IV, III, II, I. e. I, II, IV, III, V.</p>	66	<p>which one of the following are the Basic ingredients of Disciplinary action:</p> <p>I. Location of responsibility. II. Proper formation &amp; communication of rules. III. Rules &amp; regulations should be reasonable. IV. Equal treatment.</p> <p><b>a. I, II, III, IV.</b> b. II, III, c. II, III, IV. d. None of the above.</p>
67	<p>Arrange the Steps of Motivation in a Proper Sequence.</p> <p>I. Prepare a set of motivating tools. II. Selecting &amp; applying the appropriate motivator. III. Size up the Situation requiring Motivation. IV. Follow-up the results of the application.</p> <p>a. I, II, III, IV. <b>b. III, I, II, IV.</b> c. II, I, III, IV. d. IV, III, II, I.</p>	68	<p>The _____ should issue only verbal and written warnings and while finalizing the rules, _____ should be given the opportunity to express freely his views thereon.</p> <p>a. Supervisor, manager. <b>b. Line executive, employee.</b> c. Line executive, manager. d. Employee, line executive.</p>
69	<p>A _____ may include many positions, for a _____ is a job performed by an individual and hence related to a particular employee.</p> <p>a. Position, job. b. Task, responsibility <b>c. Job, position</b> d. Job, responsibility.</p>	70	<p><b>True or False:</b></p> <p>1. Subsistence theory is also known as 'iron law of wages'. 2. Francis A Walker propounds subsistence theory.</p> <p>a. 1-false, 2-True. b. 1-false, 2-false. c. 1-true, 2-true. <b>d. 1-true, 2- false.</b></p>
71	<p>In India wages are classified as:</p> <p>1. Minimum wages. 2. Fair wages. 3. Living wages. 4. Subsistence wages. 5. According to standard of living.</p> <p>a. 1,2,3,4,5</p>	72	<p>A man's performance on a specific task is a function of _____ and _____.</p> <p><b>a. Skill and motivation.</b> b. Responsibility and drives. c. Needs and drives. d. Goals and drives.</p>

	<p>b. 2,3,4,5 c. 1,3,4,5 <b>d. 1,2,3,4</b></p>		
73	<p>In _____ method jobs are compared with one another and arranged or valued in the order of their importance or their difficulty or their value to the firm and _____ method depends upon recognition that there is difference in the level of duties, responsibilities and skills required for performance of different jobs.</p> <p><b>a. Ranking method, Grade description method.</b> b. Point method, factor comparison method. c. Time span method, factor comparison. d. Factor comparison method, point method.</p>	74	<p>In _____ promotion employees are promoted from one rank to the next higher rank in the same department or division and in _____ employee may be transferred from a position in one department to a position of higher rank in another department or to the same rank in a different department.</p> <p><b>a. Vertical promotion, horizontal promotion.</b> b. Horizontal promotion, vertical promotion.</p>
75	<p>Which one of the following are signals of low morale:</p> <ol style="list-style-type: none"> <li>1. Employee unrest.</li> <li>2. High rate of absenteeism.</li> <li>3. Tardiness.</li> <li>4. High employee turnover.</li> <li>5. Job sharing.</li> <li>6. Job enrichment.</li> <li>7. Job rotation.</li> </ol> <p>a. 1,2,3,4,5,6,7 b. 1,3,5,6,7 c. 2,3,4,5,6,7 <b>d. 1,2,3,4</b></p>		