JVM's Degree College

Question Bank

T.Y.B.Com-HRM (Commerce -VI)

MODULE 1

Q1. Human Resource Management is a _____Process.

a) People oriented
b) Product oriented
c) Consumer oriented
d) Market Oriented

   a. **People oriented**

Q 2. The human resource management functions aim at

a) ensuring that the human resources possess adequate capital, tool, equipment and material to perform the job successfully
b) helping the organization deal with its employees in different stages of employment
c) improving an organization's creditworthiness among financial institutions
d) None of the above

   b. **helping the organization deal with its employees in different stages of employment**

Q3. The term procurement stands for

a) **Recruitment and Selection**
b) Training and Development
c) Pay and Benefits
d) Health and Safety

   a. **Recruitment and Selection**

Q4. Human resource management is normally _____ in nature

a) Proactive
b) Reactive
c) Combative
d) Not reactive

   a. **Proactive**

Q 5. Union management, negotiating, collective bargaining, grievance handling, settlement of industrial disputes etc techniques of _____

a) Industrial relations
b) Human Resource Management

c) Employee welfare management

d) Human resource development

a. Industrial relations

Q 6. _____ Capital is the main source of competitive advantage.

a) Financial
b) Human
c) Entrepreneurship
d) Land

b. Human

Q7. Manpower problems are _____

a) Easy to handle
b) Delicate and complicated
c) Difficult to deal with
d) Not able to resolve

b. Delicate and complicated

Q8. _____is a process of linking human resource function with the organisation's objectives.

a) Strategic HRM
b) Systematic HRM
c) Business Management
d) Dynamic HRM

a. Strategic HRM

Q9. _____is the first process of Human Resource Planning Process.

a) Estimating manpower requirements
b) Estimating manpower gaps
c) Analysing manpower competencies
d) Analysing organisational objectives.

(d) Analysing organisational objectives.

Q 10. Job analysis facilitates _____

a) Scientific recruitment & selection
b) Employee motivation
c) Job rotation
d) Job enlargement

(a) Scientific recruitment & selection

Q11. It describes the contents of job in terms of activities or tasks to be performed.

a) Job Title
b) Job Analysis
c) Job Summary
d) Job responsibilities

(c)Job Summary

Q12. Under this method, the job is breaking down into small sub-parts, then each sub part is assigned to a worker is termed as _____

a) Job Rotation
b) Job Simplification
c) Job enrichment
d) Job enlargement

(b) Job Simplification

Q13. Job enlargement is a process of increasing the _____of the Job.

a) Scope
b) Limits,
c) Name
d) none of above

(a) Scope

Q14. Interview is _____between the candidate and interviewers.

a) Face to face communication
b) One-way communication
c) Indirect
d) Judgement

(a) Face to face communication

Q15. The team that is assigned a cluster of task & responsibilities are called as

a) Self-directed team
b) High performance team
c) Project team
d) None of above

(a) **Self-directed team**

Q 16. Which technique acts as a mean of improving performance in an environment where positive and demanding goals are set.

a) Job enlargement

b) Job enrichment
c) Autonomous work group
d) High performance work design

(d) High performance work design

Q 17. The process of developing an applicants' pool for job openings in an organization is called

a) Hiring
b) Recruitment
c) Selection
d) Retention

(b) **Recruitment**

Q 18. Advertisements through newspapers, TV, radio, professional journals and magazines are _____ methods of recruitment.

a) Direct
b) third-party
c) Indirect
d) online

(b) **Indirect**

Q 19. The purpose of _____test is to judge the ability, intelligence, capacity and efficiency of the candidates.

a) Written
b) Speaking
c) Medical
d) None of above

(a) Written

Q20. _____letter states the name of job, the salary, other benefits, number of medical leaves & casual leaves, details of employment bond, date of joining etc.

a) Application
b) Appointment
c) Interview
d) Exit Interview

(b) Appointment

Q 21. _____ attract large number of job applicant.

a) Walk-ins

b) Internal advertisement
c) Catalogue
d) Press advertisement

(a) Walk-ins

Q 22. _____is a technique of E-Selection.

a) Group Discussion
b) Campus Interview
c) Personal Interview
d) Keyword Search

(d) Keyword Search

Q 23. E-selection is _____

a) Costly
b) Time consuming
c) Economical & time saving
d) Economical

(c) **Economical & time saving**

Q 24 Employers nowadays using _____ as a tool for sourcing & recruiting Prospective candidates.

a) Social Media
b) Job portals
c) Referral source
d) None of above

(a) **Social Media**

Q 25. Organisations and recruiters use search engines as _____ to post open positions & search resume databases.

a) Social Media
b) Website
c) Job Boards
d) none of above

(C) Job Boards

MODULE II

1._____ is modern method of performance appraisal.

a) Checklist

b)360° degree appraisal

c) Ranking

d) primary

2._____ means that the performance appraisal is influenced by the past performance.

a) Horn effect

b) Halo effect

c)**Spill over effect**

d. guidance

3. _____ is a sequence of positions occupied by a person during the course of his life time.

   a) Performance
   b) **Career**
   c) Average
   d) audio

4. _____involves shifting the employee from one job to another.

a) Apprenticeship

b) Coaching

c)**Job rotation**

d) Understudy

5._____ refers to providing guidance and training by a senior to his subordinates.

a) Counselling

c) Understudy

b)**Coaching**

d) Apprenticeship

6. _____is an off-the-job training method.

a) Job rotation

b) Internships

c) Apprenticeships

d)**Lectures**

7._____ is part of educational courses.

a) Apprenticeships

b) **Internships**

c) Understudy

d) Counsellors

8. _____training implies training provided in a hall.

a)**Vestibule**

c) Role playing

b) Simulation

d) Case study

9._____ involves creating atmosphere which is similarto the original work environment.

a) Vestibule

b) **Simulation**

c) Case study

d) Coaching

10._____ is an exercise or a game in which participants act the part of another character.

a) Case study

b) **Role playing**

c) Simulation

d.)vestibule

11._____ is a traditional method of performance appraisal.

a) 360 appraisal

b) MBO

c)**Ranking method**

d) monitoring

12. _____report is prepared at the end of every year by the employee's immediate superior.

a) Incident

b) **Confidential**

c) Show cause

d) group study

13. _____training also refers to retraining.

 a) Induction

 b) Job

c)**Refresher**

d) Remedial

14. _____refers to group discussions of ideas.

 a) Role playing

b) **Brain storming**

 c) Special assignment

 d) policy

15. _____is a person who studies another's role or duties in order to act at short notice in the absence of others.

a) Intern

b)**Understudy**

 c) Junior board

d) stock

16._____ involves training senior employees for advancements or promotions within an organisation

a.)**Succession planning**

b) Junior boards

c) Refresher training

d) Role playing

17. Generally, higher employee turnover rate takes place among _____achievers.

   a) **high**
   b) medium
   c) low

d) very low

18. _____generates equity in pay.

   a) **Performance related pay**
   b) Monthly pay
   c) Bonus
   d) training

19. _____is a ratio of returns to cost.

   a) **Efficiency**
   b) Morale
   c) Productivity
   d) utility

20. _____helps to introduce newly appointed employee to the existing employees.

   a) Placement
   b) Selection
   c) **Induction**
   d) Planning

21.Human resource development is one of the important areas of_____

   a) Human resource management
   b) **human resource planning**
   c) human resource research
   d) programme

22 ._____ consists of planned programs undertaken to improve employee knowledge , attitudes , skill and social behaviour .

   a) Performance appraisal
   b) **Training**
   c) Recruitment
   d) Secondary data

23._____ effect occurs when the rater evaluates the employee on the basis of one positive quality.

   a) Spillover
   b) horn
   c) **halo**
   d) contrast

24.._____ effect occurs when the rater evaluates the employee on the basis of one negative quality.

   a) promotion
   b) **horn**
   c) Contrast
   d) Training

25. _____ is a learning process required by managers for enhancing general administrative abilities.

    a) Development
    b) placement
    c) appraisal
    d) counter

MODULE III

1 Human needs have been divided into five categorises under need hierarchy theory. Who invented this theory?

a. McClelland

b. John Atkinson

c. Maslow

d. Herzberg

Ans. (c)

2.Key Performance Areas means –

a. Areas which are within the responsibility of the role

b. Areas which the management has demarcated to be performed by employee

c. Areas for strengthening of skills and attitudes

d. All above

Ans. (a)

3. Career path planning is affected by –

a. Employee preference

b. Employee requirements

c. Employee preference/employees requirement and structure of the organisation

d. Both (a) + (b)

4.Why grievances should be redressed?

a. Affects the individual

b. Affects the management

c. Collective disputes conversion

d. All above

Ans. (d)

5. The employer-employees should have mutual trust / confidence / willingness to settle / respect rights and responsibilities of other party, is covered under –

a. Effective bargaining method

b. Essentials for effective bargaining

c. Types of bargaining

d. Areas of bargaining

Ans. (b)

6. _____ is a traditional method of performance appraisal, where by the performance appraisal report is normally not disclosed to the employees. (Confidential report, check list, ranking, Factor method)

7._____ appraisal is conducted by various parties.

(Management by objective, 360 degree, Role analysis,)

8. Generally, higher employee turnover rate takes place among _____achievers. (high, medium, low)

9._____ generates equity in pay.

(Performance related pay, Monthly pay, Bonus)

10._____ is a ratio of returns to cost. (Efficiency, Morale, Productivity)

11._____ helps to introduce newly appointed employee to the existing employees. (Placement, Selection, Induction)

12._____ is a sequence of positions occupied by a person during the course of his life time. (Performance, Career, Job Rotation)

13._____ planning is a process of making arrangements to fill up key organisational positions in an organisation.

(Succession, Career, Human Resource)

14. _____ is a process of an effective motivation of individuals in a given situation to achieve a balance of objectives.

(Training, Human relations, Performance appraisal)

15._____ is the activity of influencing people to strive willingly for group objectives. (Motivation, Leadership, Communication)

16. _____ is pattern of behaviour of a leader to get the work done from subordinates. (Decentralization, Leadership style, Motivation pattern)

17. Under _____ leadership style, the leader makes all decisions by himself without consulting the subordinates.

(autocratic, participative, laissez-faire)

18. Under _____ leadership style, subordinates make decisions.

(Laissez-faire, participative, consultative)

19. According to Abraham Maslow's Need Hierarchy Theory, _____level needs to be satisfied before other needs. (lower, middle, higher)

20. ERG Theory stands for _____ relatedness and growth.

(existence, empathy, energy)

21. Theory X assumes _____ approach of the managers towards employees. (traditional, professional, general)

22. _____ is a general term used to describe overall group satisfaction.(Job Satisfaction, Morale, General Satisfaction)

23. _____ type of leadership style is mostly followed in Government organisations. (Autocratic, Bureaucratic, Democratic)

24. _____ leadership style is mostly adopted in Japanese organisations. (Sociocratic, Neurocratic, Paternalistic)

25. According to Need Hierarchy Theory _____ needs are the basic needs of human beings. (Physiological, Psychological, Social)

26. Theory Z blends Japanese _____and management practices. (US, Indian, Chinese)

27. Theory X is based on_____ assumptions of human nature. (Positive, Negative, General)

28. Human relations is the study and practice of utilizing resources in an organisation. (physical, financial, human)

29. Knowledge of human behaviour helps to find out _____ people behave in certain situations.

(How and Why, How and Where, Why and Where)

30. Human relations approach has _____ application.

(Universal, Special, General)

31. _____ influences people to work willingly towards group objectives.

(Motivation, Communication, Leadership)

32. _____ is a combination of mental, physical and social qualities.(Ability, Personality, Mentality)

33. Knowledge of _____ skills is required by a leader as he constantly interacts with his people. (human, market, technical)

34. _____ is a feeling of injustice at the workplace.

(Grievance, Motivation, Direction)

35. Competence refers to a combination of knowledge, attributes and _____ which are required to improve work performance. (skills, feelings, opinions)

36. Problem solving requires weighing _____ before a final decision is made. (alternatives, suggestions, opinions)

37. _____refers to the general competencies, which are specific to an organisation. (Core, Technical, Behavioural)

38. Innovative culture is the work _____ that managers encourage to nurture and develop to generate innovative ideas.

(environment, rules, ethics)

39. Employee_____ is the extent to which employees feel passionate about their jobs and are committed to their work.

(Engagement, recognition, satisfaction)

40. What are the major determinants of employee motivation?

A. Reward and coercive power.

B. New technologies.

C. Personal power and future growth prospects.

D. Information and connection power.

ANSWER: A

Module - IV

1. _____ refers to planned elimination of positions or Job.
   a. Downsizing
   b. Upsizing
   c. Termination
   d. Empowerment

2. _____ organization provides autonomy to the employees.
   a. Innovative
   b. Line
   c. Matrix
   d. Staff

3. Employee _____ involves giving power or authority to employees.
   a. Enrolment
   b. Attrition
   c. Empowerment
   d. Education

4. Employee _____ means the extent to which employee feel passionate & committed to do their job.
   a. Enrichment
   b. Enlargement
   c. Endowment
   d. Engagement

5. _____ competencies include Mission, vision, values etc.
   a. Technical
   b. Organizational
   c. Functional
   d. Operational

6. _____ employees spread unhappiness in the organization.
   a. Actively engaged
   b. Actively disengaged
   c. Engaged
   d. Not engaged

7. _____ keeps tracks of the employee's information in company's data base.
   a. HRM
   b. HRIS
   c. HRD
   d. HRS

8. _____ competencies include soft skill.
   a. Threshold
   b. Core
   c. Organizational
   d. Behavioural

9. Gradual reduction in workforce due to resignation and retirement is called _____
   a. Attrition
   b. Autonomy
   c. Downsizing
   d. Empowerment

10. The concept of learning organisation was popularised by _____
   a. Maslow
   b. Marconi
   c. Henry Fayol
   d. Peter Senge

11. _____ is a process of identifying key competencies required for undertaking organizational tasks.
   a. Competency Mapping
   b. Competency Scaling
   c. Competency Building
   d. Competency

12. Termination from employment for any of the misconducts mentioned in the Industrial Employment Act, 1946 is called_____

(a) Discharge

(b) **Suspension**

(c) Layoff

(d) Dismissal

13. Teleworking make use of _____
    a. News Paper
    b. Internet
    c. Phone
    d. Posters

14. _____ workers often have very specialist knowledge in a particular type of work.

    a. Freelance
    b. Designer
    c. Agency
    d. Shop workers

15. _____ means differences at work place due to differences in culture,education, lifestyle, values.
    a. Work force
    b. Work force diversity
    c. Disputes
    d. Disrespect

16. _____ is an element of emotional quotient
    a. Self-awareness
    b. Social awareness
    c. Relationship management
    d. Status

17. _____ is a process of making arrangements to full up key organisational functions.
    a. Downsizing
    b. Promotion
    c. Transfer
    d. Succession Planning

18. _____ is a process of identifying and measuring data about human resources and communicating the information to interested parties.
    a. HRIS
    b. HRA
    c. HRP
    d. HRF

19. _____ capital relates to Internal and external relationship.
    a. Spiritual
    b. Emotional

c. Social

d. Intellectual

20. Work discrimination is _____
    a. Legal
    b. Illegal
    c. Ethical
    d. Unbiased

21. _____ is an important element of Human Resource Accounting.
    a. Leadership
    b. Intellectual Capital
    c. Financial accounting
    d. Performance

22. _____ popularized the concept of emotional Intelligence.
    a. Henry Fayol
    b. Elton Mayo
    c. William Ouchi
    d. Daniel Goleman

23. _____ refers to gradual reduction of workforce through resignation, retirement & death.
    a. Downsizing
    b. Upsizing
    c. Attrition
    d. Transfer

24. Characteristics of Learning organization includes_____
    a. Personal Mastery
    b. Disengagement
    c. Absenteeism
    d. Excuse

25. _____ absence is considered as Absenteeism.
    a. Scheduled
    b. Planned
    c. Habitual
    d. Irregular