CHAPTER - 1 : HUMAN RESOURCE MANAGEMENT

MULTIPLE CHOICE QUESTIONS

1. HRM ensures the availability of competent_____.
   (customers, public, manpower)
2. _____ is the process of estimating future manpower needs of the organisation.
   (Promotion of employees, Human resource planning, Placement of employees)
3. Human Resource Managers need to align HRM policies with _____ strategy.
   (Competitors', Government, Corporate)
4. _____ analysis is the process of studying and collecting information relating to operations and responsibilities of a specific job.
   (Job, Role, Cost-Benefit)
5. _____ is a process of searching and attracting capable candidates to apply for the jobs.
   (Selection, Recruitment, Induction)
6. _____ is a standard format of the company to obtain information about every candidate applying for the job.
   (Application Form, Appointment Format, Application Blank)
7. _____ test is conducted to judge specific talent or skill to handle a particular type of job.
   (Aptitude, Interest, Intelligence)
8. In_____interviews are conducted as per the rules and practices.
   (Stress, Formal, Informal)
9. In_____interview, a list of questions to be asked to the candidates is prepared well in advance.
   (Structured, Unstructured, Informal)

10. _____ refers to horizontal movement of employees in respect of job position.
(Training, Promotion, Transfer)

11. Employees' welfare includes_____.
(counselling, crèche facility, promotion)

12. _____ refers to fitting the right person at the right place of work.
(Recruitment, Selection, Placement)

13. _____ is a process of choosing the right person for the right job.
(Selection, Recruitment, Placement)

14. _____ test measures the skills and knowledge required for a job.
(Performance, GK, Interest)

15. _____ test helps to identify specific talent to handle particular type of job. (Perception, Aptitude, GK)

16. Interview is a _____ communication between candidate and interviewer.
(one-way, three-way, two-way)

17. _____ is a specific format to obtain information about candidates applying for the job.
(Application Blank, Invitation Letter, Interview Letter)

18. _____ is handled by a junior executive in respect of selection of employees. (Medical check, Initial screening, Final interview)

19. Human resource_____ involves human resource requirements forecast. planning, development, management)

20. _____ manager plays an important role in counselling and stress management. (HR, Finance, Marketing)

Ans: (1) manpower (2) Human resource planning (3) Corporate (4) Job (5) Recruitment (6) Application Blank (7) Aptitude (8) Formal (9) Structured (10) Transfer (11) crèche facility (12) Placement (13) Selection (14) Performance (15) Aptitude (16) two-way (17) Application Blank (18) Initial screening (19) planning (20) HR

CHAPTER - 2 : HUMAN RESOURCE DEVELOPMENT (HRD)

MULTIPLE CHOICE QUESTIONS

1. Human resource development is one of the important areas of _____.
   (Human resource management, human resource planning, human resource research)

2. _____ consists of planned programs undertaken to improve employee knowledge, attitudes, skill and social behaviour.
   (Performance appraisal, Training, Recruitment)

3. _____ is a method of training wherein trainees are trained in an environment that closely resembles actual work place.
   (Environment scanning, Simulation, Work place training)

4. _____ is a systematic description of employee's job relevant strengths and weaknesses. (Placement, Induction, Performance appraisal)

5. _____ is a traditional method of performance appraisal, whereby the performance appraisal report is normally not disclosed to the employees. (Confidential report, check list, ranking)

6. _____ appraisal is conducted by various parties.
   (Management by objective, 360 degree, Role analysis)

7. Generally, higher employee turnover rate takes place among _____ achievers. (high, medium, low)

8. _____ generates equity in pay.
   (Performance related pay, Monthly pay, Bonus)

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

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

11. In _____ method of training, the subordinate is trained to perform the duties and responsibilities of the superior.
    (Junior Boards, Understudy Position, Business Games)

12. _____ means that the performance appraisal is influenced by past performance. (horn effect, halo effect, Spillover effect)

13. _____ effect influences the rater's consideration of one positive factor to rate the employee. (horn, halo, spillover)

14. _____ is a learning process required by managers for enhancing general administrative abilities.
    (Placement, Performance appraisal, Development)
15. _____ is a method of training wherein employees are transferred from one job to another. (Coaching, Counselling, Job rotation)
16. _____ is a sequence of positions occupied by a person during the course of his life time. (Performance, Career, Job Rotation)
17. _____ planning is a process of making arrangements to fill up key organisational positions in an organisation.
    (Succession, Career, Human Resource)

Ans: (1) Human resource management (2) Training (3) Simulation (4) Performance appraisal (5) Confidential report (6) 360 degree (7) high (8) Performance related pay (9) Efficiency (10) Induction (11) Understudy Position (12) Spillover effect (13) Halo (14) Development (15) Job rotation (16) Career (17) Succession

CHAPTER - 3 : HUMAN RELATIONS, LEADERSHIP & MOTIVATION

MULTIPLE CHOICE QUESTIONS

1. _____ is a process of an effective motivation of individuals in a given situation to achieve a balance of objectives.
(Training, Human relations, Performance appraisal)
2. _____ is the activity of influencing people to strive willingly for group objectives. (Motivation, Leadership, Communication)
3. _____ is pattern of behaviour of a leader to get the work done from subordinates. (Decentralization, Leadership style, Motivation pattern)
4. Under _____ leadership style, the leader makes all decisions by himself without consulting the subordinates.
(autocratic, participative, laissez-faire)
5. Under _____ leadership style, subordinates make decisions.
(Laissez-faire, participative, consultative)
6. According to Abraham Maslow's Need Hierarchy Theory, _____ level needs to be satisfied before other needs. (lower, middle, higher)
7. ERG Theory stands for _____ relatedness and growth.
(existence, empathy, energy)
8. Theory X assumes _____ approach of the managers towards employees. (traditional, professional, general)
9. _____ is a general term used to describe overall group satisfaction.
(Job Satisfaction, Morale, General Satisfaction)
10. _____ type of leadership style is mostly followed in Government organisations. (Autocratic, Bureaucratic, Democratic)
11. _____ leadership style is mostly adopted in Japanese organisations.
(Sociocratic, Neurocratic, Paternalistic)
12. According to Need Hierarchy Theory _____ needs are the basic needs of human beings. (Physiological, Psychological, Social)
13. Theory Z blends Japanese and _____ management practices.
(US, Indian, Chinese)
14. Theory X is based on _____ assumptions of human nature.
(Positive, Negative, General)
15. Human relations is the study and practice of utilizing _____ resources in an organisation. (physical, financial, human)

16. Knowledge of human behaviour helps to find out_____people behave in certain situations.
    (How and Why, How and Where, Why and Where)
17. Human relations approach has_____application.
    (Universal, Special, General)
18. _____ influences people to work willingly towards group objectives.
    (Motivation, Communication, Leadership)
19. _____ is a combination of mental, physical and social qualities.
    (Ability, Personality, Mentality)
20. Knowledge of_____skills is required by a leader as he constantly interacts with his people. (human, market, technical)
21. _____ is a feeling of injustice at the workplace.
    (Grievance, Motivation, Direction)

Ans: (1) Human relations (2) Leadership (3) Leadership style (4) autocratic (5) Laissez-faire (6) lower (7) existence (8) traditional (9) Morale (10) Bureaucratic (11) Paternalistic (12) Physiological (13) US (14) Negative (15) human (16) How and Why (17) Universal (18) Leadership (19) Personality (20) human (21) Grievance

CHAPTER - 4 : TRENDS IN HUMAN RESOURCE MANAGEMENT

MULTIPLE CHOICE QUESTIONS

1. Competence refers to a combination of knowledge, attributes and _____ which are required to improve work performance. (skills, feelings, opinions)
2. Problem solving requires weighing _____ before a final decision is made. (alternatives, suggestions, opinions)
3. _____ refers to the general competencies, which are specific to an organisation. (Core, Technical, Behavioural)
4. _____ popularized the concept of learning organisation through his book 'The Fifth Discipline. (Peter Senge, Peter Drucker, Tom Peters)
5. _____ organisation provides autonomy to the employees. (Innovative, Line, Matrix)
6. Innovative culture is the work _____ that managers encourage to nurture and develop to generate innovative ideas. (environment, rules, ethics)
7. Employee _____ is the extent to which employees feel passionate about their jobs and are committed to their work. (Engagement, recognition, satisfaction)
8. _____ employees perform what is expected of them and nothing more. (Not engaged, Actively engaged, Actively disengaged)
10. _____ is an integrated system used to gather, store and analyse information regarding employees. (HRIS, MIS, HRP)
11. _____ employment is a system of working for a fixed number of hours with the starting and finishing timings within the agreed limits. (Flexitime, Temporary, Part-time)
12. _____ refers to planned elimination of positions or jobs. (Downsizing, Upsizing, Termination)
13. _____ guidelines are in respect of prevention of sexual harassment at work place. (Vishakha, Apsara, Mehrotra)
14. Employee _____ refers to a gradual reduction in workforce without firing employees, which takes place as and when workers resign or retire and are not replaced. (Attrition, Turnover, Downsizing)

15. Employee_____involves giving employees the autonomy to take right decisions. (Empowerment, Engagement, Education)
16. Generation_____includes persons born between 1979 and 1999. (Y, X, Z)
17. Competency_____is a process of identifying key competencies required for undertaking organisational tasks. (Mapping, Scaling, Tasking)

Hint: The first option is the correct option.

	A	B	C	D
HRM ensure the availability of competent …………	custtomers	public	manpower	
……. Is the process of estimating future manpower needs of the organisation.	Promotion of employees	Human resource planning	Placement of employees	
Human Resource Managers need to align HRM policies with …….. Strategy.	Competitiors	Government	Corporate	
……… analysis is the proicess of studying and collecting information relating to operations and responsibilities of a specific job.	job	Role	Cost-Benefit	
…….. Is a process of searching and attracting capable candidates to apply for the jobs.	Selection	Recruitment	Induction	

.... Is a stabndard format of the company to obtain information about every candidate applying for the job.	Application Form	Appointment Formet	Application Bank
.... Test is conducted to judge specific talent or skill to handle a particular type of job.	Aptitude	Interest	Intelligence
In .... Interview are conducted as per the rules and practices.	Stress	Formal	Informal
.... Refers to horizontal moement of employees in respect of job position.	Training	Promotion	Transfer
Employees' welfare includes	Counselling	creche facility	promotion
.... Refers to fiting the right person t the right place of work.	Recruitment	Selection	Placement
.... Test measures the skills and knowledge required for a job.	Performance	GK	Interest
.... Test helps to identify specific talent to hanle particular type of job.	Perception	Aptitude	GK
Interview is a .... Communication between candidate and interviewer.	one-way	three-way	two-way
.... Is a specific format to obtain information about candidates applying for the job.	Application Bank	Invitation Letter	Interview Letter

……. Is handled by a junior executive in respect of selection of employees.	Medical check	Initial screening	Final interview	
Human resurce ……… involves human resource requirements forecast.	planning	development	management	
……. Manager plays an important role in counselling and stress management.	HR	Finance	Marketing	
Recruitment is widely viewed as a ……… process.	Positive	Negative	Both positive and negative	None of the above
Recruitment policy usually highlights the need for establishng ………	Job specification	Job analysis	Job description	None of the above
The process of developing an applicants' pool for job openimngs in an organisation is called.	Hiring	Recruitment	Selection	retention
Which of the following is the area from which applicants can be recruited?	Job agencies	Labour markets	Employment lines	Labour unions
Which of the following is the process of choosing indiviuals who have relevant qualifications to fill existing or projected job opening?	Selction process	Screening process	Interview process	Pre-screening process
Which of the following best identifies the second step of the Recruitment process?	Gathering of job information	Determining best recrument method	Identifying job openings	Planning fgor staff needs

.... Is the meaning of the acronyn HRM.	Human Relations Management	Humanistis Resource Management	Human Resouce Management	Humane Resourse Management
.... of the following terms was also used before the language of modern HRM.	Personnel management	Industrial relations	Labour relations	Personal Management
.... Is the acronym CIPD.	Chartered Institute of Personnel and Development	Chartered Institute of Performance Development	Chartered Institute of Personal Directors	Charterd Institute of People and Development
.... is the meaning of the acronym SHRM.	Soft Human Resource Management	Strategic Human Resource Management	Superior Human Resource Management	Sophisticated Human Resource Management
The characteristics of human resource are .... in nature.	homogeneous	heterogeneous	ductile	none of the above
Which of the following is not a function normally performed by the HR department?	Recruitment and selection	Training and development	Pay and reward	Employee relations
It has been said tht some HR departments have had a 'Cinderella' image what is meant by this statement?	Low status and obscure	Bureaucratic	Old fashioned and staid	Influential and powerful

The early roots of contemporary HRM can be traced to the period……….	1940s	1970s	1890s	1920s
Strategic Human Resource Management (SHRM) is normally …….. In nature.	Proactive	Reactive	Combative	None of the above
The Human Resource Management flunctions aim at ……..	Ensuring that the human resources possess capital,tool, equipment and material to perform the successfully	Helping the organisation deal with its employees in different stages for employment	Improving an organistion's creditworthiness among financial institution	None of the above
Human resource development is one of the important areas of……….	Human resource management	human resource planning	human resource research	
………. Consists of planned programs undertaken to improve employee knowledge attitudes skill and social behaviour	Performance appraisal	Traning	Recruitment	
……. Is a method of training wherein trainees are trained in an environment	Enviromental scanning	Simulation	Work place training	

that closely resembles actual wok place.				
……… is a systematic description of employee's job relevant strengths and weaknesses.	Placement	Induction	Performnce appraisal	
…….. Is a traditional method of performance appraisal, whereby te performance appraisal report is normally not disclosed to the employees.	Confidential report	check list	ranking	
……… appraisal is conducted by various parties.	Management by objective	360 degree	Role analysis	
Generally, higher employee turnover rate takes place among……… achievers.	high	medium	low	
…….. Generates equity in pay.	Performance related pay	Monthly pay	Bonus	
…….. Is a ratio of returns to cost.	Efficiency	Morale	Productivity	
…….. Helps to introduce newly appointed employee in the existing employees.	Placement	Selection	Induction	
In ……. Method of training, the subordinate is trained to perform the duties and resposibilities of the superior.	Junior Boards	Understudy Position	Business Games	

…….. Means that the performance appraisal is influenced by past performance.	horn effect	halo effect	Spillover effect	
…….. Effect influences the rater's consideration of one positive factor to rate the employee.	horn	halo	spillover	
…….. Is a learning process required by managers for enhancing general adminstrative abilities.	Placement	Performance appraisal	Development	
…….. Is a method of training wherein employee are transferred from one job to another.	Coaching	Counselling	Job Rotation	
……. Is a sequence of positions occupied by a person during the course of his life time	Performance	Career	Job Rotation	
…….. Planning is a process of making arrangements to fill up key organistional positions in an organisation.	Succession	Career	Human Resource	
Career counselling is included in ……… functions of HRM.	Compensation and Benefits	Planning and Selection	Training and Development	Maintaining HRIS
The process by which people acquire skills and ablities required to perform jobs at hand, is known as………	Learning	Training	Development	Need analysis

Organisation, where employees are provided with the opportunity to learn on continous basis is known as ……..	Formal	Informal	Bureaucratic	Learning
Socialisation process of newly hired employees is usually conducted by……..	Marketing Department	HR department	Accoiunts Department	All the above
One of the following is a future oriented appraisal technique……..	MBO	Rating scale	Checklist	BARS
A disdvantage of rating scales is ……….	Cost	Feedback	Time involved	Quanification of scores
Performance appraisala serve as building blocks of ………	Recruiting	Career planning	Manpower planning	Selecting
………. Technique is least susceptible to personal bias.	BARs	Critical incidents	Rating scales	Checklists
……… is a sequence of activities related to an individual's life and his work or the sequential pattern of jobs.	Performance Appraisal	Career Planning	Succession Planning	Counselling
Motivation is a ……… concept.	Economical	Psychological	Personal	Cultural
……… helps a person to hunt for success even in his tough times.	Intrinsic motivation	Extrinsic motivation	Self motivation	Positive motivation
Food. Shelter and clothing are the ……. Needs of any Individual.	Social	Security	Esteem	Basic

Question	Option A	Option B	Option C	Option D
……… theory of motivation is also called "Two Factor Theory" ?	Maslow	Herzberg	McGregor	Porter
The Factors Act for safety of workers was passed in the year……….	1950	1956	1999	1948
……. Competencies include specific success factors within a given work function or industry	Top	Organisational	Functional	Personal functioning
The Learning Organisation concept was coined through the work and research of ……. And his colleagues.	Peter Senage	R. W.. White	C.C. Lundberg	Peter Drucker
…….. Is the emotional commitment the employee has to the organisation and its goals.	Employee Empowerment	Employee Engagement	Employee Competency	Employee Motivation
……. Refers to the presence of people from two or more cultural backgrounds within an organisation.	Work-force Diversity	Downsizing	Flexi-work Arrangement	Work Life Balance
…….. Is a process through which one assesses and determines one's strength as an individual worker.	Competency	Empowerment	Engagement	Competency mapping
…….. Is a process of finding and attracting capable people for the job.	Recruitment	Interviews	Selection	Placement
According to ……… employees are lazy and reluctant to work.	Theory Z	Theory X	Theory Y	ERG Theory

……… is the process of estimating future manpower needs of the organisation.	Promotion	Placement	Human Resource Planning	Recruitment
Mentoring develops ……… & maturity.	Self Confidence	Under confidence	Over confidence	Fear
Theory X assumes ……… approach of the managers towards employees.	Traditional	Professional	General	Optimoistic
EQ is a measure of a person's ,,,,,,,,, intelligence.	emotional	empathetc	extraordinary	normative