

Human Resource Management Multiple Choice Questions and Answers

Q1. Human Resource departments are _____

- (a) line departments
- (b) authority department
- (c) service department
- (d) functional department

Ans. (c)

Q2. What is human factor?

- (a) Micro and macro issues of socioeconomic factor.
- (b) Interrelated Physiological, Psychological and Socio-ethical aspects of human being.
- (c) The entire concept of human behaviour
- (d) None of the above.

Ans. (b)

Q3. Job Analysis is a systematic procedure for securing and reporting information defining a _____.

- (a) specific job
- (b) specific product
- (c) specific service
- (d) all of these

Ans. (a)

Q4. What are the factors responsible for the growth of HRM?

- (a) Development of scientific management and awakened sense of social responsibility.
- (b) The problem of how the available human resource could effectively minimise the cost and maximise the production.
- (c) Technical factors, awakening amongst workers, attitude of the government, cultural and social system.
- (d) All the above.

Ans. (c)

Q5. Which among the followings describe the skills that are available within the company?

- (a) Human Resource inventory
- (b) HRIS
- (c) Skills inventory
- (d) Management inventories

Ans. (a)

Q6. Who has defined personnel management as a field of management which has to do with planning and controlling various operative functions of procuring, developing, maintaining and utilising labour force?

- (a) Harold Koontz
- (b) Glueck
- (c) Michael Jucius
- (d) Flippo

Ans. (c)

Q7. Resources and capabilities that serve as a source of competitive advantage for a firm over its rivals are called

- _____.
- (a) core competency
 - (b) core competence
 - (c) competitive advantage
 - (d) competency

Ans. (a)

Q8. Human Resource planning is compulsory for

- _____.
- (a) effective employee development programme
 - (b) base for recruitment
 - (c) base for selection policy
 - (d) all of these

Ans. (d)

Q9. Job analysis, HR planning, recruitment, selection, placement, inductions and internal mobility are few important functions which come under the heading of _____ of HRM.

- (a) integration function
- (b) development
- (c) maintenance

(d) procurement function

Ans. (d)

Q10. Directing is one of the important functions of HRM which comes under_____.

(a) managerial function

(b) operative function

(c) technical function

(d) behavioral function

Ans. (a)

Q11. Whom does Human relation approach refer to?

(a) Worker, who should be given humanly treatment at work.

(b) Mutual cooperation between employer and employee in solving the common problems.

(c) Integration of people into a work situation that motivates them to work together to achieve productivity and also economic, psychological and social satisfaction.

(d) None of the above.

Ans. (c)

Q12. Which of the following is a method of collection of information for job analysis?

(a) Questionnaire method

(b) Ratio analysis

(c) Optimisation models

(d) Trend analysis

Ans. (a)

Q13. _____ provides information on the human attributes in terms of education, skills, aptitudes, and experience necessary to perform a job effectively.

(a) job description

(b) job specification

(c) job analysis

(d) job evaluation

Ans. (b)

Q14. Who laid the foundation of HRM practice?

(a) Elton Mayo

(b) Roethlisberger and Dickinson

(c) Peter Drucker and Douglas McGregor

(d) David C. McClelland.

Ans. (c)

Q15. How HRM has become a highly specialised job?

- (a) It is concerned with obtaining and maintaining a satisfied work force.
- (b) It maximises the output and satisfaction of the employees.
- (c) Promote group satisfaction and individual development.
- (d) Optimum utilisation of man-power by motivation and improving the efficiency.

Ans.(b)

Q16. Job specification includes _____.

- (a) Physical characteristics
- (b) Psychological characteristics
- (c) Personal characteristics
- (d) all of these

Ans. (d)

Q17. TQM's major emphasis is on _____ .

- (a) Product quality
- (b) Company profitability
- (c) Customer delight
- (d) Employee training

Ans. (a)

Q18. Ability to perform exceptionally well and increase the stock of targeted resources within the firm is called

_____.

- (a) productivity
- (b) efficient
- (c) effective
- (d) competency

Ans. (d)

Q19. What is the scope of HRM?

- (a) Training and development of employees for their growth.
- (b) Maintenance of good industrial relations and workers' high morale for higher productivity
- (c) Further researches in behavioural science, new ideas in man, management and advances in the field of training and development.
- (d) None of the above.

Ans. (c)

Q20. What is the importance of controlling?

- (a) Ensure that activities are in accordance with the terms of the plan.
- (b) An important mental process on the part of a manager
- (c) Power to influence people's behaviour
- (d) Process of regulating the activities.

Ans. (a)

Q21. What is a decision in management?

- (a) Reaching at a proper conclusion after consideration.
- (b) A decision involves choosing of alternatives.
- (c) A decision is the outcome of a group of people or an individual.
- (d) None of the above.

Ans. (a)

Q22. An employee-working in a unit or plant who is a citizen of the country in which the unit or plant is located but where the unit or plant is operated by an organisation headquartered in another country _____.

- (a) Home Country National
- (b) Host Country National
- (c) Third Country National
- (d) Host Country

Ans. (b)

Q23. Quantitative Technique refers to-

- (a) Models, simulation, resource allocation technique.
- (b) Waiting line problems and the queuing theory
- (c) Gaming and Game theory and Probability theory
- (d) All the above.

Ans. (d)

Q24. Staffing includes _____.

- (a) workload estimation
- (b) termination
- (c) appointments of personnel, placement
- (d) all of these

Ans. (d)

Q25 .To calculate the need for manpower on the basis of the average loss of manpower due to leave, retirement, death, transfer, discharge, etc. is known

as _____.

- (a) work load analysis

- (b) workforce analysis
- (c) job analysis
- (d) forecasting

Ans. (b)

Q26. MPDQ stands for _____.

- (a) Management Position Description Questionnaire
- (b) Management Process Descriptive Questions
- (c) Methods for Personality Development Questions
- (d) Modern Positions Developed Qualitatively

Ans. (a)

Q27. What should be the strategy of HRM?

- (a) Making the long-term and short-term planning.
- (b) Planning the optimum level of manpower.
- (c) Introducing training programmes to personnel.
- (d) All the above.

Ans. (d)

Q28. The process of helping unwanted present employees find new jobs with other firms called _____.

- (a) Outplacement
- (b) Replacement
- (c) Placement
- (d) Employment

Ans. (a)

Q29. What is the 'Laissez fair' view point?

- (a) A view popularised by Ronssean, Bentham and Hobbes.
- (b) A minimum of public intervention in economic activities.
- (c) Business enterprise must get opportunity to earn more profits.
- (d) The change in the concept of labour from commodity approach to human concept.

Ans. (b)

Q30. How can we understand the nature of human factor?

- (a) Through determinants of human behaviour
- (b) According to the behaviour of people at work
- (c) The way the management influences an individual and a group.
- (d) Through the study of human behaviour in organisation.

Ans. (b)

Q31. Trend analysis is a _____

- (a) Forecasting technique

- (b) Skills inventory
- (c) Job analysis technique
- (d) Markov analysis

Ans. (a)

Q32. The factual statement of the duties and responsibilities of a specific job is known as

-
- (a) job description
 - (b) job specification
 - (c) job analysis
 - (d) job evaluation

Ans. (a)

Q33. In Japanese management, employees' career path is non-specialised. Why?

- (a) In Japanese industries job rotation is carried out for employees to have different skills and also for interdepartmental cooperation.
- (b) In an organisation from the time of induction, employees are exposed to various types of jobs and training to enable them to have adaptability to any job.
- (c) Japanese management system prefers to create capable workers to adapt organisational changes, as and when required.
- (d) Rotation of job provides benefit of skills required for top quality executives.

Ans. (c)

Q34. Who has said that HRM is not a one shot deal?

- (a) Fayol
- (b) Taylor
- (c) Terry
- (d) McFarland

Ans. (c)

Q35. Skills inventory, replacement charts, Markov analysis, regression analysis all are types of

-
- (a) redundancy plan
 - (b) training plan
 - (c) retention plan
 - (d) forecasting methods

Ans. (d)

Q36. Trade unions and employee association, Industrial relation, employee participation and empowerment are procurement functions of a manager which comes under_____.

- (a) integration function
- (b) procurement function
- (c) development function
- (d) behavioural function

Ans. (a)

Q37. Quality improvement is_____.

- (a) a team effort
- (b) achieved by quality inspector
- (c) zero things gone wrong
- (d) tough job, and not possible

Ans. (b)

Q38. An employee working in a unit or plant who is not a citizen of the country in which the unit or plant is located but is a citizen of the country in which the organisation is headquartered is called _____.

- (a) Home Country National
- (b) Host Country National
- (c) Third Country National
- (d) Host Country

Ans. (a)

Q39. “Human resource management” involves the elements of

- (a) planning, organising, and controlling
- (b) planning, organising and coordinating
- (c) leading, directing and coordinating
- (d) all of the above

Ans. (d)

Q40. The procedure in which relevant information relating to a job and its requirements is systematically discovered and noted is

- (a) job analysis
- (b) job specification
- (c) job classification
- (d) job evaluation

Ans. (a)

Q41. Which pair in order of sequences represents the first and last steps in a T&D programme?

- (a) determination of T&D needs, and evaluation of T&D programme
- (b) determination of T&D needs, and designing the T&D programme
- (c) designing T&D programme, and implementing it
- (d) evaluating of T&D programme, and implementing it

Ans. (a)

Q42. Career development involves

- (a) conscious determination of career aspirations and potentialities of employees and matching them with the organisation's needs
- (b) providing counselling to students to choose their careers
- (c) providing information to students about opportunities of employment
- (d) determining the potentialities of students for a suitable career

Ans. (a)

Q.43. When an employee expresses organisationally desired emotions during interpersonal transactions, then it is known as _____ .

- (a) emotional labour
- (b) displayed emotions
- (c) felt emotions
- (d) moods

Ans. (a)

Q44. Job evaluation essentially seeks to

- (a) determine the relative worth of various jobs in an organisation in monetary terms
- (b) evaluate the performance of employees on their respective jobs
- (c) evaluate the importance of various jobs in the organisation
- (d) establish the hierarchy of various jobs in the organisation

Ans. (a)

Q45. Grievance redressal, discipline, collective bargaining are _____ of HRM.

- (a) integration function
- (b) procurement function
- (c) development function
- (d) behavioural function

Ans. (a)

Q46. The content of job description involves_____.

- (a) job title, condition of work
- (b) educational qualification, skills
- (c) both a and b
- (d) none of the above

Ans. (a)

Q47. How can one distinguish between the Japanese management system and other management systems?

- (a) It encourages to perform constantly and consistently.
- (b) Primarily concerned with high performance and quality standards.
- (c) It is a system in contrast to American management system.
- (d) None of the above.

Ans. (c)

Q48. In-basket training is involved in

- (a) vestibule training
- (b) on-the job training
- (c) simulation
- (d) coaching

Ans. (c)

Q49. To calculate the number of persons required for various jobs with reference to a planned output is called

_____.

- (a) work load analysis
- (b) workforce analysis
- (c) job analysis
- (d) forecasting

Ans. (a)

Q50. What are the major hurdles that require immediate action by HRM for the progress of Indian economy?

- (a) Dishonesty and corruption
- (b) Lack of interest in work and production loss,
- (c) Unemployment and poverty
- (d) Combating inflation and holding the price-line of essential commodities.

Ans. (c)

Q51. Who is generally known as “the father of modern management theory”?

- (a) Henry Fayol
- (b) Frederick W. Taylor
- (c) Frank Gilbreth
- (d) Chester Bernard

Ans. (a)

Q52. Which of the following is considered the first wage incentive plan in modern industrial era?

- (a) Halsey plan
- (b) Taylor’s differential piece-rate plan
- (c) Barth plan
- (d) Gantt Task plan

Ans. (b)

Q53. Concept of MBO was first developed by

- (a) Peter Drucker
- (b) Douglas McGregor
- (c) Henry Fayol
- (d) Clayton P. Alderfer

Ans. (a)

Q54. Industrial discipline ordinarily does not imply

- (a) observance of company’s rules and regulations
- (b) cooperating with management and co-workers
- (c) active participation in union activities
- (d) smooth discharge of duties and responsibilities

Ans. (c)

Q55. A strike called by a section of workers/union members without authorisation from proper authority of the union is called

- (a) sectional strike
- (b) jurisdictional strike
- (c) wild cat strike
- (d) sympathetic strike

Ans. (c)

Q56. Which is a form of participative management?

- (a) information-sharing
- (b) associative participation
- (c) consultative participation

(d) all of the above

Ans. (d)

Q57. Social factor having a potent bearing on HRM practices in India includes

- (a) caste system
- (b) doctrine of karma
- (c) customs and traditions
- (d) all of the above

Ans. (a)

Q58. T&D programme in international HRM should give due attention to

- (a) promotion of efficiency of personnel in the host country
- (b) understanding of the cultural environment of the host country
- (c) improvement of technical expertise
- (d) all of the above

Ans. (d)

Q57. International staffing does not give much emphasis on the consideration of

- (a) cultural adaptability
- (b) global experience
- (c) family flexibility
- (d) political consciousness

Ans. (d)

Q58. The objectives of workers' participation in management do not ordinarily include

- (a) promotion of collective bargaining
- (b) promotion of industrial harmony
- (c) promotion of industrial democracy
- (d) promotion of productivity

Ans. (a)

Q60. The advantages of staffing from amongst the host country nationals generally do not include

- (a) reduction of language barriers
- (b) reduction of living cost
- (c) greater control over the activities of the organisation
- (d) better understanding of host country's laws and regulations

Ans. (c)

Q61. Which form of participative management promotes “semi-autonomous work-groups”?

- (a) quality of work life
- (b) quality circle
- (c) TQM
- (d) quality group

Ans. (c)

Q62. Industrial action generally does not include

- (a) strike
- (b) lock-out
- (c) demonstration
- (d) Bandh

Ans. d

Q63. The role of HRD personnel is to –

- a. description of entire process / analytical decomposition
- b. identification of HRD elements and resources
- c. Both (a) + (b)
- d. Analytical decomposition only

Ans. (c)

Q64. The primary goal of HRD is –

- a. To increase productivity of workers / and organisational profitability
- b. Improve workers’ skill and enhance motivation, to prevent obsolesces at all levels
- c. prevent obsolescence and increase organisational profitability only
- d. Both (a) + (b)

Ans. (d)

Q65. Leadership is the –

- a. ability to influence other people
- b. ability to create within people an urge to do
- c. ability to obtain willing co-operation of the followers
- d. All above
- e. Only (a) + (b)

Ans. (d)

Q66. A team is evaluated on features like –

- a. Co-operation / confrontation avoiding / common objectives
- b. Openness of view and unwritten procedure systems

- c. Regular review / appropriate leadership
- d. All above
- e. Both (b) + (c)

Ans. (d)

Q67. For Total Quality Management (TQM) the required qualities are:

- a. Understand customer's current and future needs / leaders establish unity of purpose / involvement of people for organisation's benefit
- b. achievement of desired results when resources and activities are managed as a process and (a) above
- c. Mutually beneficial suppliers relationships enhances the ability to create value and (b) also
- d. Should have a temporary objective of the organisation

Ans. (c)

Q68. Human due diligence means investigation of –

- a. Management team / staff
- b. Structure / issues / managerial capacity of a potential partner
- c. Both (a) + (b)
- d. Financial due diligence

Ans. (c)

Q69. Knowledge management refers for critical issues of

- a. Organisational adaptation
- b. Survival and competence against discontinuous environmental change
- c. Synergistic combination of data and information processing capacity
- d. All above
- e. Only (a) + (c)

Ans. (d)

Q70. What influences the bank employees' attitude on work culture?

- a. Educational qualification
- b. Ownership of bank
- c. Location of the branch
- d. All above
- e. Only (a) + (c)

Ans. (d)

Q71. Discuss the roles of the HR Manager

- a. Administrator / evaluator / career development advisor / instructor or facilitator
- b. marketing programmes and services / instructor material producer
- c. Needs analyst / organisational changer / researcher + (a) above
- d. Both (b) + (c)

Ans. (d)

Q72. The objectives of HR audit are –

- a. to determine the effectiveness of management programmes
- b. analyse the factors and recommend for correcting deviations + (a)
- c. extent to which line managers have complied with HRD policies + (b)
- d. to study future manpower inventory and identify shortfalls

Ans. (c)

Q73. Employee accountability is strengthened in

- a. HR Audit
- b. HR Training
- c. Succession Planning
- d. HR functions

Ans. (a)

Q74. The main barriers of communications are –

- a. Organisational + Semantic
- b. Personal + psychological + resistance to new ideas
- c. Both (a) + (b)
- d. Organisational / psychological

Ans. (c)

Q75. Manpower planning consists of –

- a. determining the jobs to be done / identifying the skills / estimating the exists likely / filling up the requirements
- b. identifying the skills / filling up the requirements
- c. Estimating the turnover likely to happen in near future
- d. determining the jobs to be done

Ans. (a)

Q76. Promotion is basically a reward for –

- a. Efficiency
- b. Seniority

- c. Physical fitness
- d. Retention

Ans. (a)

Q77. What is 360° appraisal?

- a. a process that provides an employee opportunity in decision making
- b. a process that provides an officer opportunity of feedback about own performance
- c. a process that provides an employee with feedback about his / her workplace performance
- d. Both (a) + (b)

Ans. (c)

Q78. Role of performance management is to accomplish –

- a. Performance needs of the organisation
- b. Guide the development of individuals for skill and knowledge
- c. Motivate individuals / provide data adopt condition of human capital + (b)
- d. All above

Ans. (d)

Q79. Competency Mapping is possible through approaches like –

- a. Job analysis / workforce skills analysis / supply and demand analysis
- b. Job analysis / Gap analysis / solution analysis
- c. Gap analysis / solution analysis + (a)
- d. Both (a) + (b)

Ans. (c)

Q80. 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)

Q81. 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)

Q82. 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)

Ans. (c)

Q83. Phases of performance counselling are –

- a. Rapport building / employee should discover own SWOT / action plans, through brainstorming sessions
- b. Two way communication / employee be encouraged for their own performance appraisal
- c. Organisational objectives are integrated
- d. All above

Ans. (a)

Q84. Training method commonly used, for employee in banks is –

- a. On the job training
- b. Classroom Training
- c. Off the job training
- d. Vestibule Training

Ans. (b)

Q85. Training evaluation is measured by –

- a. Goal based / Goal free / Responsive
- b. Systems / professional review / quasi-legal
- c. Goal based / systems / responsive
- d. Both (a) + (b)

Ans. (d)

Q86. The process of perception is influenced by factors like –

- a. Our needs and wants
- b. Sensory inability
- c. Our stimuli
- d. All above

Ans. (d)

Q87. The term industrial relations means –

- a. Relationship between Management and Labour
- b. Relationship between organisation and employees
- c. Relationship that grows out of employment
- d. All above

Ans. (d)

Q86. Collective bargaining is a procedure regulated by agreements between their –

- a. Bargaining agents and employers
- b. Employees and employees
- c. Employers and employers
- d. Labour officer and Trade unions

Ans. (a)

Q87. Advantages of grievances handling procedure –

- a. Management can know employees feelings
- b. Employee gets grievances ventilated
- c. Keeps a check on supervisor's attitude
- d. Both (b) + (c)
- e. All above

Ans. (e)

Q88. How to handle grievances?

- a. Grievance in writing / taking to employee directly for speaking truth / ensure confidentiality and handle the case within tie frame
- b. Treat each case as important, and obtain grievances in writing / examine company's position / identify violations / do not hold back the remedy, if the company's wrong + (a) above
- c. Get all the facts (relevant) about the grievance / examine the personnel record of the aggrieved worker / gather information from the union representative properly + (b) above
- d. Identify grievance / previous record of the worker / companies' rules and prompt redressal of grievances, if genuine.

Ans. (c)

Q89. When any discipline becomes ineffective or less-effective?

- a. Longer time spending in action
- b. Discipline is handled impersonally
- c. Aware of rules and performance criteria
- d. Only (a) and (b)

Ans. (d)

Q90. Functions of the personnel management can be described as –

- a. Managerial
- b. Operative
- c. Developmental
- d. Both (a) + (b)
- e. All above

Ans. (d)

Q91. Lockout is a weapon available to –

- a. Employees
- b. Trade Unions
- c. Employers
- d. Government

Ans. (c)

Q92. How the conflicts within employers and employees can be settled or prevented?

- a. Voluntary method
- b. Government Machinery
- c. Statutory Measures
- d. All above

Ans. (d)

Q93. The word workers participation in management means –

- a. Sharing the decision making powers
- b. Sharing the decision making with lower results of the employees
- c. Sharing the day to day working with higher ranks of persons
- d. Sharing the financial decision making powers with representative of workers

Ans. (b)

Q94. What is the role of the trade-union in collective bargaining?

- a. To protect jobs and real earnings
- b. Better conditions of work life for workers
- c. Fighting against any possible, exploitations
- d. All above

Ans. (d)

Q95. Which kind of workers participation makes the workers as shareholders of the company?

- a. Participation at Board Level
- b. Participation through ownership
- c. Participation through complete control
- d. Participation through work councils

Ans. (b)

Q96. Special allowances are not payable for –

- a. Photostat copier Operators
- b. Adding machine Operators
- c. Addressographs
- d. All above

Ans. (d)

Q97. Why grievances should be redressed?

- a. Affects the individual
- b. Affects the management
- c. Collective disputes conversion
- d. All above

Ans. (d)

Q98. 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)

Q99. Managerial functions, in personnel management can be –

- a. Planning / Organising / directing and controlling
- b. Recruitment / placement / employment / Development and motivation
- c. Compensation / maintenance of health / employers' welfare
- d. Both (a) + (b) only

Ans. (d)

Q100. Discuss unfair management practices –

- a. Noncompliance with promotional and transfer policies
- b. Smooth handling of grievances

- c. Timely payment of wages / salaries
- d. Both (b) + (c)

Ans. (a)

Q101. The core elements of HRM are –

- (i) People
- (ii) Management
- (iii) Behavioural Dynamics
- (iv) Uniformity of application

- (a) i, ii, iii
- (b) ii, iii, iv
- (c) i, ii, iv

Ans. (d)

Q102. What are the key HRM practices in Indian Organizations?

- (i) Job Description
- (ii) Recruitment
- (iii) Compensation
- (iv) Training & Development
- (v) Performance Appraisal
- (vi) Promotion & reward
- (vii) Career Planning
- (viii) Gender equity

- (a) i, ii, iii, v, vi
- (b) iv, vii, viii
- (c) only vi
- (d) Both (a) and (b)

Ans. (d)

Q103. In a _____, teams are formed and team members report to two' or more managers.

- (a) Formal Organization
- (b) Informal Organization
- (c) Matrix Organisation
- (d) Divisional Organization

Ans. (c)

Q104. _____ refers to the attitudinal and behavioural characteristics of a group and is concerned with how groups form, their structure and process, and how they function,

- (a) Group dynamics
- (b) Organic structure
- (c) Functional Structure
- (d) Matrix organization

Ans. (a)

Q105. Benchmarking is

- (a) The process of comparing the business processes & performance metrics including cost, cycle time, productivity to another that is widely considered to be an industry leader
- (b) A process in which the organisations evaluate various aspects of their processes in relation to the best practice companies' processes usually within the peer group defined for the purposes of comparison
- (c) Both (a) and (b)
- (d) None of the above

Ans. (c)

Q106. Reengineering starts with a —

- (a) High-level assessment of the organisation's mission
- (b) Strategic goals
- (c) Customer demands
- (d) All of the above

Ans. (d)

Q107. Change Management is —

- (a) It is a systematic approach in dealing with change from the individual & organisational level
- (b) A gradual process of approach in the workplace due to new policies, technology, or even a new boss
- (c) Both (a) and (b)
- (d) None of the above

Ans. (c)

Q108. What are the different processes of Discipline Management?

- (i) Counselling
 - (ii) Reformative Theory
 - (iii) Disciplinary Process
 - (iv) Disciplinary Procedure & Principles of Natural Justice
 - (v) Principles of Natural Justice
- (a) i, ii, iii

- (b) ii, iii, iv
- (c) i, ii, iii, iv, v
- (d) only ii

Ans. (c)

Q109. _____ involves all the performance monitoring, measurement, management being outsourced from a third party or an external organisation.

- (a) Human Resource Outsourcing
- (b) Human Resource Management
- (c) Human Resource Business Process Outsourcing
- (d) Performance Management Outsourcing

Ans. (d)

Q110. Performance Management System is –

- (a) A formal, structured system of measuring, evaluating job related behaviours & outcomes to discover reasons of performance & how to perform effectively in future so that the employee, organisation & society all benefit
- (b) A process of looking both to the future & to the past, in the context of the collective performance of all the employees in an organisation
- (c) The process of establishing goals, assessing employees & implement the annual performance appraisal process
- (d) All of the above

Ans. (d)

Q111. Key Performance Indicators (KPI) is/are –

- (a) A specific, agreed measure of achievement within a KRA, which go on to make up the goals and objectives measured under the performance appraisal process.
- (b) objective, independent and standardized measures of performance not ratings or judgments of performance
- (c) specific, measurable, attainable, realistic & time bound which help to determine how much the KRA's are met
- (d) All of the above

Ans. (d)

Q112. What are the advantages of Incentive Based Compensations?

- (i) Incentives are important for inducements and motivation of workers for higher efficiency & greater output

- (ii) Increase in employee earnings, results in enhanced standard of living of employees
 - (iii) Productivity increases & production capacity too, with reduced supervision
 - (iv) Companies can reduce the burden of fixed costs by keeping a portion of the remuneration as variable
 - (v) Tendency to bypass quality in pursuit of increased output for higher incentives
 - (vi) Sometimes employees may disregard security regulations due to payment by results approach adopted for higher incentive figure
 - (vii) Overworking may affect employee health
 - (viii) Can demotivate employees not in a position to earn higher incentive due to sectional differences
- (a) i, ii, iii, iv
 - (b) iii, iv, v, vi
 - (c) v, vi, vii, viii
 - (d) All of the above

Ans. (a)

Q113. Human Resource Planning (HRP) process is –

- (a) A process, by which an organisation ensures that it has the right number & kind of people at the right place, at the right time, capable of effectively & efficiently completing those tasks that will help the organisation achieve its overall objectives
- (b) A process of forecasting an organisation's future demand for & supply of the right type of people in the right numbers
- (c) A sub-system in the total organisational planning & facilitates the realisation of the company's objectives by providing the right type & right number of personnel
- (d) All of the above

Ans. (d)

Q114. Who is responsible to manage change?

- (a) Employees
- (b) Management
- (c) Executives
- (d) (b) & (c)

Ans. (d)

Q115. What are the roles of HRD professional?

- (i) Planning – includes projections & planning for the skilled matrix of manpower required for the future organisation
- (ii) Staffing – providing the competency matrix required to face future challenges
- (iii) Employee Development – identify cost effective & modern methods of training for skill & competency development
- (iv) Performance Management – Developing an entire gamut of performance linked measures to align individual performance to the overall corporate performance
- (v) Employee Rewards – with emphasis on pay for performance & developing an incentive scheme that would reduce fixed costs at the same time being motivating
- (vi) Maintaining quality of Work Life & Discipline – with the impact of global workforce it is necessary to develop a linked work-life discipline for all employees in the organisation

(a) i, ii, iii, iv

(b) ii, iii, iv, v

(c) iii, iv, v, vi

(d) All of the above

Ans. (d)

Q116. What are the objectives of HRM?

- (i) Societal Objectives
- (ii) Organisational Objectives
- (iii) Functional Objectives
- (iv) Personal Objectives.
- (v) Statistical Objectives.

(a) i, ii, iii, iv

(b) ii, iii, iv, v

(c) i, ii, iv, v

(d) All of the above

Ans. (a)

Q117. HRM refers to –

- (a) A management function that helps managers to attract, set expectations & develop members for an organization.
- (b) A set of programs, functions & activities designed & carried out for maximum efficiency
- (c) Both (a) and (b)
- (d) None of the above

Ans. (c)

Q118. How can a good employment brand help HR?

- (i) Keep ahead in the talent war
- (ii) Attract & induce the right kind of people she is looking for
- (iii) Enhance her ability to get quality resumes to choose from
- (iv) Retain her existing employee pool
- (v) Subsequently see a dip in employee turnover

(a) i, ii, iii, iv

(b) i, ii, iii, iv, v

(c) i, ii, iv, v

(d) None of the above

Ans. (b)

Q119. How an Individual Training needs are identified?

- (i) Performance Appraisals
- (ii) Interviews
- (iii) Questionnaires
- (iv) Employee Engagement surveys
- (v) Training Feedback

(a) i, ii, iii, iv

(b) only iii

(c) i, ii, iv, v

(d) Both (b) and (c)

Ans. (d)

Q120. Job Rotation can be defined as –

- (a) Lateral transfer of employees among a number of different positions and tasks within jobs which requires different skills and responsibilities
- (b) It helps to understand the different steps into creating a product or delivery
- (c) It permits individuals to gain experience in various phases of the business
- (d) All of the above

Ans. (d)

Q121. Training & Development together helps in –

- (i) Removing performance deficiencies
- (ii) Offer Greater stability
- (iii) Flexibility & capacity for growth
- (iv) Reduces accidents, wastages & damages to machinery

(v) Reduces dissatisfaction, absenteeism & complaints

(a) i, ii, iii

(b) ii, iii, iv

(c) i, ii, iii, iv, v

(d) None of the above

Ans. (c)

Q122. Personnel Management is-

(a) A managerial function of planning, organising, directing, controlling, and coordinating the operative functions so that their individual objectives and organisational goals are achieved

(b) A function which deals in recruitment, development, compensation, integration, utilisation & maintenance of people

(c) An aspect of relationship between and among the people and is concerned about their well-beings as individuals and as group

(d) All of the above

Ans. (d)

Q123. When does the bargaining process begins?

(a) The charter of demands of the workers are not fulfilled

(b) Discontinuation of services & concerted actions by the workers which results in low output and monetary loss

(c) The employer cannot afford to neglect these actions which results in monetary loss

(d) All of the above

Ans. (d)

Q124. Cause of Genuine Grievance can be –

(a) Discrimination, lost opportunity, Injustice etc. done to the employee

(b) Harmony, Mutual trust & understanding

(c) Reasonable Charter of demands

(d) All of the above

Ans. (a)

Q125. Define the subject matter of Training

(a) Organisations need staff at all levels to be self-sufficient, resourceful, creative & autonomous, but they face the challenge in instilling confidence, initiative & problem solving capabilities

(b) Performance & capability are ultimately dependent on people's attitude and emotional maturity. Helping them to achieve on a

personal level provides a platform for trust and emotional contracting with the organisation

(c) When people develop confidence, integrity & more knowledge, they automatically become proactive, solution-focused, responsive which has implications across a whole team with multiplying effect

(d) All of the above

Ans. (d)

Q126. _____ consists of the learning opportunities designed to help employees to grow.

(a) Training

(b) Development

(c) Banking operations

(d) None of the above

Ans. (b)

Q127. Joint Management Councils are established in an organisation which employs –

(a) 100 employees

(b) 300 employees

(c) 400 employees

(d) 500 employees or more

Ans. (d)

Q128. ROI Stands for –

(a) Return on Insurance

(b) Return on Investment

(c) Rate on Insurance

(d) Risk on Insurance

Ans. (b)

Q129. Talent Management consist of –

(i) Performance Evaluations to identify potentials

(ii) Psychological testing and assessment to determine capability gaps

(iii) Training & development programmes

(iv) Project work & job experience to accelerate development

(a) i, ii, iii

(b) ii, iii, iv

(c) i, ii, iii, iv

(d) only i

Ans. (c)

Q130. The term “Learning Organisation” means –

- (a) People of all Levels, individually or collectively are continually increasing their capacity to produce results, they care about
- (b) A collective ideal, a vision
- (c) It promotes culture of Learning, a community of learners, and it ensures that individual learning enriches & enhances the organisation as a whole
- (d) All of the above

Ans. (d)

Q131. Line Management is –

- (a) Hierarchical chain of command from executive to front-line level in which top management has direct authority
- (b) Organised along cross-functional lines, such as employee development or strategic direction
- (c) Both of (a) and (b)
- (d) None of the above

Ans. (c)

Q132. _____ is a process of transmission of message and understanding of information between two or more people, it involves at least two parties – a sender and a receiver.

- (a) Body language
- (b) Communication
- (c) System
- (d) None of the above

Ans. (b)

Q133. _____ methods are generally applied on the workplace while employees are actually working.

- (a) On the Job training
- (b) Off the job training
- (c) Both (a) & (b)
- (d) None of the above.

Ans. (a)

Q134. Selection is-

- (a) A process of picking up individuals with requisite qualifications & competence to fill jobs in the organisation
- (b) A process of differentiating between applicants in order to identify & hire those with a greater likelihood of success in a job

- (c) Both (a) and (b)
- (d) None of the above

Ans. (c)

Q135. Interviews can be —

- (a) One-to-one
- (b) Panel interview
- (c) Sequential Interview
- (d) All of the above

Ans. (d)