

M COM DEGREE (CSS) EXAMINATION (2021 ADMISSION ONWARDS)

Second Semester – Faculty of Commerce

Elective - Finance

CM010202 HUMAN RESOURCE MANAGEMENT

MULTIPLE CHOICE QUESTIONS

1. Human Resource Management is normally _____ in nature.
(A) reactive
(B) proactive
(C) combative
2. Which of the following is the correct abbreviation of HRM?
(A) Human Resource Management
(B) Human Resourcefulness Management
(C.) Human Relation Management
3. Which of the following correctly defines the Human Resource Department?
(A) Functional department
(B) Service department
(C) Line department
4. Human factor can be defined as _____
(A) The entire concept of human behavior
(B) Interrelated Physiological, Psychological and Socio-ethical aspects of a human being.
(C) Micro and macro issues of socioeconomic factor
5. Finding ways to reduce _____ is a crucial responsibility of management.
(A) Stress
(B) Dissatisfaction
(C.) Uncertainty
6. Which of the following components are reformed to support the strategies of human resource function?
(A) Control systems
(B) Appointment
(C) Reward
7. What is the need for Human Resource Planning?
(A) To represent a base for recruitment
(B) To represent a base for selection policy
(C) All of the above
8. Directing, being one of the preeminent functions of Human Resource Management that falls under _____
(A) Operative functions
(B) Technical functions
(C) Managerial functions

9. Human relation approach refers to _____
(A) An approach in which workers are facilitated with humanity at the workplace.
(B) A shared teamwork between the employee and the employer for solving problematic issues.
(C) **Forming a group of people on the work front so as to inspire them to work collectively for the company's growth in terms of social, economic, and psychological productivity.**
10. Which of the following fields requires a skilled HR professional?
(A) People handling
(B) **Clarifying**
(C) Both (a) and (b)
11. Which of the following is considered as strategic activity?
(A) Productivity
(B) **Recruitment**
(C) Planning
12. Who laid the foundation of Human Resource Management practices?
(A) David C. McClelland
(B) Roethlisberger and Dickinson
(C) **Peter Drucker and Douglas McGregor**
13. The business side of the process begins with the strategic _____ as one of the guiding frameworks.
(A) Policy
(B) HR
(C) **Plan**
14. How has HRM become one of the highly focused jobs?
(A) It focuses on obtaining as well as maintaining a satisfied workforce.
(B) **It results in maximum output with the increased customer satisfaction.**
(C) It promotes group satisfaction with individual development.
15. What does a job specification include?
(A) Personal characteristics
(B) Physical characteristics
(C) Psychological characteristics
(D) **All of the above**
16. What are those aspects on which the HR professionals apply the risk management techniques?
(A) HR Competencies
(B) **HR Strategies**
(C) Both (a) and (b)
17. Developing characteristics of people are needed to run business in _____.
(A) Short term
(B) Medium term
(C) **Long term**
18. Which of the following issues tends to be well disguised?
(A) **Territorial**
(B) Social
(C) Economical

19. Who suggested that Human Resource Strategy isn't as effective as it was supposed to be?
(A) Tony Groundy
(B) Peter Ducker
(C) John Zimmerman
20. How many factors were identified by Pettigrew & Whipp to manage the successful change?
(A) Four
(B) Five
(C) Three
21. What is the scope of Human Resource Management?
(A) Performing training and development sessions for employee growth.
(B) Maintaining good impersonal industrial relations and worker's morale for companies' productivity.
(C) Accomplishing advanced research in behavioral sciences, new ideas in man, management, and advances in the field of training and development.
22. Which of the following takes a full interest in the process of strategic planning?
(A) Training & Development
(B) Quality Control
(C) Human Resource
23. Which of the following tells the correct importance of controlling?
(A) Power to influence people's behavior
(B) An important mental process on the part of the manager
(C) To ensure that all of the activities are coordinated as per the plan.
24. Which of the following aims to put the financial measure on an organization's intellectual capital?
(A) Exchange of knowledge
(B) Financial knowledge
(C) The consortium
25. What is mean by decision in management?
(A) A decision that looks out for the alternatives.
(B) A decision is the outcome of a group of people or an individual.
(C) All of the above.
26. Which of the following is evolved in staffing?
(A) Termination
(B) Estimation of workload
(C) Personnel appointments and placements
(D) All of the above
27. Which of the following is the correct abbreviation of MPDQ?
(A) Modern Positions Developed Qualitatively
(B) Management Process Descriptive Questions
(C) Management Position Description Questionnaire

28. What is defined as a record of outcomes resulting from a particular job or an activity at a specific time?
 (A) Evaluation
 (B) Work function
(C) Performance
29. A/An _____ is a plan or a program scheme that helps to motivate an individual or a group to deliver outstanding performance.
 (A) Promotion Scheme
(B) Incentive Scheme
 (C) Reward
30. A/An _____ is considered to be a vertical move in terms of rank and responsibilities.
 (A) Appraisal
 (B) Increment
(C) Promotion
31. Which of the following provides necessary information for job evaluation?
 (A) Job Enrichment
(B) Job Description
 (C) Job Ranking
32. What is the 'Laissez Fair' viewpoint?
(A) A minimum public intervention in economic activities.
 (B) The business enterprise must get the opportunity to earn more profits.
 (C) The change in the concept of labour from the commodity approach to the human concept.
33. What do you understand by the written record of duties, responsibilities, and conditions of a job?
 (A) Job enrichment
 (B) Job enlargement
(C) Job description
34. What are the possible factors that help in understanding the nature of a human being?
(A) As per one's behaviour at his/her workplace.
 (B) Based on how successfully a management team influences an individual employee or a group.
 (C) By studying the human behaviour of each employee in alliance with the organization.
35. What is meant by the factual statement of the duties and responsibilities?
 (A) Job specification
 (B) Job evaluation
(C) Job description
36. Why is the career path in Japanese employee management non-specified?
 (A) Rotational job results in providing a benefit such skills that are necessary for top-quality executives.
 (B) At the time of induction, the employees within the organization get exposure to switch their careers in different job domains and get themselves trained to have hands-on trending technologies.
(C) Japanese management system emphasizes creating skilled workers by making them adapt to organizational changes as and when required.

37. Which of the following are one of kind of skills inventory, regression, replacement charts, Markov analysis?
(A) Retention plan
(B) Redundancy plan
(C) **Forecasting methods**
38. For closure, each worker has to compensate with _____ average pay for each preceding year of completed service.
(A) 20 days
(B) **15 days**
(C) 25 days
39. Which of the following refers to the term quality improvement?
(A) A team effort.
(B) **Achieved by the quality inspector.**
(C) Zero things went wrong.
40. Which of the following pairs in the given sequence represents the initial as well as the final step incurred in the T&D program?
(A) Evaluating T&D program followed by implementing it.
(B) Determining the need for the T&D program and then evaluating the T&D program.
(C) **Designing the T&D program and then implementing it.**
41. How are the union leaders elected at different federations?
(A) Based on employer's recommendations
(B) Based on the seniority
(C) **Based on the democratic principle**
42. What does job evaluation seek?
(A) Evaluating the importance of different jobs within the organization.
(B) Evaluating employee's performance of their respective job profiles.
(C) **Determining the relative worth of various jobs within the organization in monetary terms.**
43. What is included in the content of the job description?
(A) Skills and educational qualification
(B) **Job title and work environment**
(C) Both (a) and (b)
44. What is the difference between the Japanese management system and other management systems?
(A) **It is a system in contrast to the American management system.**
(B) It is mainly concern with high quality and performance standards.
(C) It is encouraged to perform repetitively and reliably.
45. Which of the following is enhanced by 360-degree feedback?
(A) Managerial decisions
(B) HR decisions
(C) **All of the above**

46. Stress is laid on _____ in the grid seminars.
(A) Professionalism
(B) Training and Development
(C) **Teaching**
47. Which of the following involves one to one interaction amid the administer and the participant?
(A) Motivation
(B) **Counselling**
(C) Training
48. Under which of the following methods, common factors related to all jobs are identified?
(A) Merit
(B) Ranking
(C) **Point**
49. Which of the following is involved in the in-basket training?
(A) **Simulation**
(B) On-the-job training
(C) Vestibule training
50. _____ is considered as first wage incentive plan in the modern era of the industry.
(A) Halsey plan
(B) Gantt task plan
(C) **Taylor's differential piece-rate plan**
51. A written summary of content & context of job is called _____
(A) Resume
(B) job specification
(C) **Job Description**
52. KSA represents _____ & _____
A) Knowledge, Skill, Aptitude
C) Knowledge, Skill, Approach
D) **Knowledge, Skill, Attitude**
53. Identifying the source of potential candidates and _____ them to apply for the job is called Recruitment.
(A) Rejecting
(B) Training
(C) **Attracting**
54. Promotion is a _____ source Recruitment
(A) External
(B) **Internal**
(C) Macro
(D) none of the above

55. Campus selection is a _____ source of recruitment
(A) **External**
(B) Internal
(C) Macro
56. To be ethical and social towards needs of society is _____ objective of HRM
(A) Corporate
(B) Profitable
(C) **societal**
57. The career path model in an organization, initiating career planning can importantly form the basis for _____?
(A) Rotation
(B) Transfer
(C) Placement
(D) **All of the above**
58. Human Resource Management is ...?
(A) Employer oriented
(B) **Employee oriented**
(C) Legally oriented
59. In HR functions of management, assisting managers is known as _____.
(A) line manager
(B) **staff manager**
(C) First line supervisor
60. HRM is _____?
(A) line function
(B) **A Staff functions**
(C) accounting function
61. The following type of recruitment process is said to be a costly affair.
(A) **External recruitment**
(B) Internal recruitment
(C) Cost remains the same for both types
62. HRM objectives are categorized as _____?
(A) Organisational and social objectives
(B) Functional objectives
(C) **All of the above**
63. Which of the following is not performed by the HR department?
(A) Pay and Reward
(B) Recruitment and Selection
(C) **Accounting**
(D) B and C

64. _____ concerned with developing a pool of candidates in line with the human resources plan
(A) Training
(B) Recruitment
(C) Development
65. The term used before the language of modern HRM was _____?
(A) Personnel Management
(B) Industrial Management
(C) Labour Relations
(D) All of the above
66. Problem of _____ lead to the majority of disputes in industry.
(A) Salaries
(B) Benefits
(C) Wages
(D) All of the above
67. Which of the following statements is false?
(A) Organizations are now generally focusing upon domestic rather than international matters
(B) Organizations have adopted more flexible norms
(C) Organizations are now less hierarchical in nature
68. SHRM stands for?
(A) Strategic Human Resource Management
(B) Strategic Health Resource Management
(C) Short-term Human Resource Management
69. Human capital includes
(A) skills and expertise of firm's workers
(B) training of firm's workers
(C) education of firm's workers
(D) All of the above
70. Which of the following programme once installed must be continued on a permanent basis?
(A) Job evaluation
(B) Recruitment
(C) Training & Development
71. Recruitment is widely viewed as a _____?
(A) negative process
(B) positive process
(C) positive as well as negative process
72. Recruitment policy usually highlights the need for establishing _____?
(A) job description
(B) job analysis
(C) job specification

73. _____ is a process of developing skills, competencies and knowledge of employees.
 (A) Human Relations Management
(B) Human Resource Development
 (C) Human Resource Planning
74. ----- is a method of training wherein employees are transferred from one job to another.
 (A) Counselling
 (B) Simulation
(C) Job Rotation
75. Conferences and Seminars are -----method of training and development.
 (A) On the Job
(B). Off the Job
 (C.) Personal
76. ____is a process of identifying and developing new leaders to replace old leaders when they leave or retire
 (A). Leadership planning
(B). Succession Planning
 (C). Career Planning
77. In the process of mentoring, the experienced and senior person is known as
 (A). Mentee
 (B). Trainer
(C). Mentor
78. is discussion with an employee of a problem that usually has emotional content in order to help the employee cope with it better
 (A). Motivation
 (B). Leadership
(C) Counselling
79. is the process of coaching or guiding the subordinate
(A). Mentoring
 (B). Appraising
 (C). Selection
80. occurs when the rater evaluates the employee on the basis of one negative quality
 (A). Employment Test
 (B). Succession Planning
(C). Horn Effect
81. means reducing the size of manpower in the organization.
 (A). Degrading
(B.) Downsizing
 (C). Outsourcing
82. _____ is the gradual reduction in the workforce through resignation, retirement and death.
 (A). Absenteeism
(B). Attrition
 (C). Outsourcing

83. Employee ----- refers to giving employees autonomy and responsibility for decision making
 (A) **Empowerment**
 (B) Absenteeism
 (C) Enthusiasm
84.is an integrated system used to gather, store and analyse information regarding employees.
 (A) Financial Resource Accounting
 (B) Marketing Information System
 (C) **Human Resource Information System**
85. Employee.....is the extent to which employees feel passionate about their jobs and are committed to their work.
 (A) Frustration
 (B) **Engagement**
 (C) recognition
86.competencies refer to specific skills related to a job
 (A) **Technical**
 (B) Behavioural
 (C) functional
87. Competencyis a process of identifying key competencies required for undertaking organisational tasks.
 (A) **Mapping**
 (B) Scaling
 (C) Learning
88. The fundamental objective of every organisation is
 (A) **Survival**
 (B) Achieving targets
 (C) compete in competition
89.popularized the concept of learning organisation through his book ‘The Fifth Discipline.
 (A) **Peter Senge**
 (B) Peter Drucker
 (C) F.W. Taylor
90. Innovative culture is the work.....that managers encourage to nurture and develop to generate innovative ideas.
 (A) problem
 (B) **environment**
 (C) issues
91.refers to planned elimination of positions or jobs.
 (A) Termination
 (B) **Downsizing**
 (C) Upsizing

92. ____ organisation provides autonomy to the employees.
 (A) Line
(B) Matrix
 (C) Autocratic
93. Which are the three types of equities mentioned in the equity theory?
 (A) internal
 (B) external
 (C) individual
(D) all of the above
94. ____ involves the perceived fairness of pay differentials.
 (A) external equity
 (B) individual equity
(C) internal equity
95. Who are the two main stakeholders in an organisation?
 (A) ceo and top management
(B) employers and employees
 (C) executives and owners
96. Under which conditions does skill - based pay system work well?
(A) employee turnover is relatively high
 (B) to set minimum wages for workers whose bargaining position is weak
 (C) to abolish malpractices and abuses in wage and salary payments
97. Off the Job Training Method consists
 (A) role playing method
 (B) case study method
 (C) programmed training
(D) all of the above
98. Which is the Human Relation Policy?
 (A) open communication
 (B) common interest
 (C) mutual acceptance
(D) all of the above
99. In job-evaluation the Key Jobs are designated as ones
 (A) which are more in number in the organisation.
(B) which are most important for the survival of the organisation
 (C) which are most secure
100. 'A behaviour which has rewarding experience is likely to be repeated' is postulated by
(A) reinforcement and expectancy theory
 (B) equity theory
 (C) agency theory