

Class: I M.Com
HUMAN RESOURCE MANAGEMENT

Paper Code: P16MC23

Semester: II

A
Objective Type Questions and Answer
On
HUMAN RESOURCE MANAGEMENT



By
DR.B.KAYATHIRI BAI
HEAD & ASSISTANT PROFESSOR
PG & RESEARCH DEPARTMENT OF COMMERCE
S.T.E.T.WOMEN'S COLLEGE, MANNARGUDI.

Semester: II
CORE COURSE- VII - HUMAN RESOURCE MANAGEMENT

Class: II M.Com

Paper Code: P16MC23

Objective: To impart knowledge on the concepts and principles of HRM followed in different types of organization.

UNIT I - Human Resource Management- Meaning – Nature and Scope, Objectives - Functions - Distinction between HRM and Personnel Management. Personnel Policies: Procedure and Programmes. Organization of HRM Department– Needs - Recent Trends in HRM Practices – Personnel Audit- Human Resource Information System- need and benefits.

UNIT II -Man Power Planning – Characteristics: Need, Process - Job Analysis- Job Description- Job Specification - Job Design- Job Evaluation Methods – Merits and Demerits - Job Enrichment-Job Enlargement –Re-Engineering - Recruitment – Sources - Selection- Selection Procedure, - Interviews – Placement - Induction

UNIT III -Training –Meaning, Need - Selection of Trainees- Methods of Training – Evaluation of Training - Management Development Programmes- Methods.- Promotion – Types, Merits- Demotions; Carrier Planning - Transfers

UNIT IV - Performance Appraisal – Purpose- Factors Affecting Performance Appraisal – Criteria for Performance Appraisal – Performance Appraisal Techniques – Limitation of Appraisal Methods. Quality of Work Life – Issues in Quality of Work Life- Measuring QWL – Workers Participation in Management.

UNIT V - Grievance – Meaning, Causes of Grievance- Grievance Redressal Procedure – Collective Bargaining – Meaning – levels – methods – pre --requisites – Benefits

Objective Type Questions and Answer
On
HUMAN RESOURCE MANAGEMENT

1. The meaning of the acronym HRM is
- A. Human Relations Management
 - B. Humanistic Resource Management
 - C. Human Resource Management
 - D. Human Resourceful Management

Answer: Option C

2. HRM is _____
- A. A staff functions
 - B. A line function
 - C. A staff function, line function and accounting function
 - D. All of the above

Answer: Option A

3. Finding ways to reduce _____ is a key responsibility of management.
- A. Dissatisfaction
 - B. Uncertainty
 - C. Stress
 - D. None of the above

Answer: Option B

4. The _____ and control systems should be altered to support the strategic human resource function.
- A. Appointment
 - B. Reward
 - C. Job allotment
 - D. None of the above

Answer: Option B

5. All aspects of the merger need _____.
- A. Controlling
 - B. Delegating
 - C. Staffing
 - D. Managing

Answer: Option D

6. Commitment strategy is inherently _____.
- A. Short term
 - B. Long term
 - C. Continuous
 - D. None of the above

Answer: Option B

7. HR professionals has to be skilled in the art of _____.
- A. Clarifying
 - B. Handling people
 - C. Both (A) and (B)
 - D. None of the above

Answer: Option A

8. _____ of management is likely to be another key agenda item.

- A. Performance
- B. Quality
- C. Expansion
- D. Decision

Answer: Option B

9. Strategic thinking is a _____ process.

- A. Short term
- B. Long term
- C. Continuous
- D. All of the above

Answer: Option C

10. _____ is considered as a strategic activity.

- A. Recruitment
- B. Planning
- C. Productivity
- D. All of the above

Answer: Option A

11. Competitive edge comes from the _____ of people.

- A. Competency
- B. Efforts
- C. Quality
- D. Hard work

Answer: Option C

12. The business side of the process begins with the strategic _____ as the guiding framework.

- A. HR
- B. Plan
- C. Policy
- D. None of the above

Answer: Option B

13. Individual level where people are usually motivated to close the gap between their current and desired _____.

- A. Capabilities
- B. Skills
- C. Expectations
- D. Performance

Answer: Option A

14. HR professional should apply risk management techniques to the different aspects of _____.

- A. HR Strategies
- B. HR Competencies
- C. Both (A) and (B)
- D. None of the above

Answer: Option A

15. Developing characteristics of people needed to run business in _____

- A. Short term
- B. Medium term
- C. Long term
- D. Any of the above

Answer: Option C

16. _____ Issues tend to be well disguised.
- A. Political
 - B. Territorial
 - C. Social
 - D. Economical

Answer: Option B

17. _____ suggests Human Resource Strategy in itself may not be effective.
- A. Peter Drucker
 - B. Tony Groundy
 - C. John Zimmerman
 - D. Anonymous

Answer: Option B

18. Pettigrew & Whip identified _____ central factors for managing change successfully.
- A. Three
 - B. Four
 - C. Five
 - D. Six

Answer: Option C

19. _____ executives take a full part in the strategic planning process.
- A. Training & Development
 - B. Human Resource
 - C. Quality Control
 - D. Production

Answer: Option A

20. _____ aims to put a financial measure on an organisation's intellectual capital.
- A. Knowledge exchange
 - B. The consortium
 - C. Financial planning
 - D. None of the above

Answer: Option A

21. _____ is defined as the record of outcomes produced on a specific job function or activity during a specific time period.
- A. Performance
 - B. Work function
 - C. Evaluation
 - D. None of the above

Answer: Option A

22. _____ is the personnel activity by means of which the enterprise determines the extent to which the employee is performing the job effectively.
- A. Job evaluation
 - B. Work evaluation
 - C. Performance evaluation
 - D. None of the above

Answer: Option C

23. A/an _____ is a plan or programmes to motivate individual or group performance.
- A. Incentive scheme
 - B. Promotion scheme
 - C. Reward
 - D. None of the above

Answer: Option A

24. A/An _____ is a vertical move in rank and responsibility.
- A. Increment
 - B. Appraisal
 - C. Promotion
 - D. None of the above

Answer: Option C

25. The _____ provides the essential information on which each job is evaluated.
- A. Job ranking
 - B. Job enrichment
 - C. Job description
 - D. Job enlargement

Answer: Option C

26. For closure, every worker is to be compensated with _____ average pay for every year of service completed
- A. 15 days
 - B. 20 days
 - C. 25 days
 - D. 30 days

Answer: Option A

27. Section _____ of the Industrial Disputes Act 1947, states that an employer should only retrench employees who have been most recently hired
- A. 24-F
 - B. 24-G
 - C. 25-F
 - D. 25-G

Answer: Option D

28. The _____ programme once installed must be continued on a permanent basis.
- A. Job evaluation
 - B. Training & Development
 - C. Recruitment
 - D. All of the above

Answer: Option A

29. The whole process of conducting a 360 - Degree Feedback process in any Organisation could last about _____.
- A. 1.5 to 3 months
 - B. 3 to 6 months
 - C. 6 to 9 months
 - D. 9 to 12 months

Answer: Option A

30. _____ is the simple act of comparison & learning for organisational improvement
- A. Benchmarking
 - B. Feedback
 - C. Ranking
 - D. Job evaluation

Answer: Option A

31. The characteristics of human resources are _____ in nature
- A. Homogeneous
 - B. Heterogeneous
 - C. Ductility

D. Stable

Answer: Option B

32. _____ can be defined as a written record of the duties, responsibilities and conditions of job.

- A. Job description
- B. Job specification
- C. Job profile
- D. None of the above

Answer: Option A

33. The process of analysing jobs from which job descriptions are developed are called _____.

- A. Job analysis
- B. Job evaluation
- C. Job enrichment
- D. Job enlargement

Answer: Option A

34. _____ involves a one to one discussion between the participant and administrator.

- A. Counselling
- B. Training
- C. Motivation
- D. All of the above

Answer: Option A

35. _____ appraisal done separately will provide feedback on the potential of these managers.

- A. Potential
- B. Managerial
- C. General
- D. Administrative

Answer: Option A

36. _____ system stresses on discipline and there is simplicity in the form.

- A. Merit rating
- B. Point rating
- C. Both a and b

Answer: Option A

37. Under _____ method, common factors to all the jobs are identified.

- A. Point
- B. Merit
- C. Factor comparison
- D. Ranking

Answer: Option A

38. The _____ role is to ensure the deserving managers should get appropriate opportunities for job Rotation.

- A. Reviewer
- B. Assessor
- C. Administrator
- D. Employer

Answer: Option A

39. The role of the organisation in career planning is to introduce & strengthen systems to ensure _____ of employees

- A. Career progression

- B. Self-development
- C. Self-development
- D. Economic Development

Answer: Option A

40. The Job Characteristics Model is one of the most influential attempts to _____

- A. Design jobs with increased motivational properties
- B. Assign jobs with proper motivational properties
- C. Analyse jobs with increase and proper motivation
- D. Describe jobs with increase motivation for proper jobs

Answer: Option D

41. A broad statement of the purpose, scope, duties and responsibilities of a particular job is _____

- A. Job specification
- B. Job description
- C. Job analysis
- D. Job design

Answer: Option C

42. Strategic management process usually consists of _____ steps.

- A. Four
- B. Five
- C. Six
- D. Seven

Answer: Option B

43. Treating employees as precious human resources is the basis of the _____ approach

- A. Hard HRM
- B. Soft HRM
- C. Medium HRM
- D. Utilitarian approach

Answer: Option B

44. The best medium to reach a 'large audience for the process of recruitment is _____

- A. Casual applicants
- B. Advertising
- C. Employee referrals
- D. Employment agencies

Answer: Option B

45. Using a structured interviewing technique would likely achieve all of the following except _____

- A. Increased consistency across candidates
- B. Reduced subjectivity on the part of the interviewer
- C. Enhanced job relatedness
- D. More opportunity to explore areas as they arise during the interview

Answer: Option D

46. Recruiting is necessary to _____

- A. forecast the supply of outside candidates
- B. developing an applicant pool
- C. determine whether to use inside or outside candidates
- D. develop qualifications inventories

Answer: Option B

47. The characteristics of human resources are _____ in nature

- A.Homogeneous
- B.Heterogeneous
- C.Ductility
- D.Stable

Answer: Option B

48. _____ best defines how well a test or selection procedure measures a person's attributes.

- A.Reliability
- B.Testing
- C.Validity
- D.Organizational constraint

Answer: Option C

49. Job Enrichment involves_____

- A. Increases the amount of money employees are paid for completing an unit of work
- B. Is a programme through which management seeks greater productivity from workers
- C. my answer: (that staff is moved periodically from task to task in order to increase variety and interest
- D. Involves giving employees work with a greater degree of responsibility and autonomy

Answer: Option D

50. Moving employees from one job to another in a predetermined way is called _____

- A.Job rotation
- B. Job reengineering
- C. Work mapping
- D. Job enrichment

Answer: Option A

51. _____ tests have proven to be particularly good predictors for jobs that require

- A. Intelligence
- B.Integrity
- C. Work sampling
- D. Aptitude

Answer: Option A

52. HRM is more _____ whereas Personnel Management is slightly narrow

- A. Complex
- B. Detailed
- C. Mechanical
- D. Growth-oriented

Answer: Option D

53. The term used before the language of modern HRM was

- A. Labour Relations
- B. Personnel Management
- C. Industrial Management
- D. All of the above

Answer: Option D

54. Which of the following is not a function normally performed by HR department?

- A. Accounting
- B.Recruitment and Selection
- C. Pay and Reward

D.Employee Relations

Answer: Option A

55. Which of the following statements is false?

- A. Organizations are now less hierarchical in nature
- B. Organizations are now generally focusing upon domestic rather than international matters
- C. Organizations have adopted more flexible norms
- D. Organizations have been subject to a raft of organizational change programs

Answer: Option B

56. HRM is

- A. Employee oriented
- B. Employer oriented
- C. Legally oriented
- D. None of the above

Answer: Option A

57. Scope of the HRM includes

- A. Retirement and separation of employees
- B. HR training and development
- C. Industrial relations
- D. All of the above

Answer: Option D

58. The objectives of HRM are categorized as

- A. Personal objectives
- B. Functional objectives
- C. Organisational and social objectives
- D. All of the above

Answer: Option D

59. The scope of HRM does not include

- A. Retirement of employees
- B. Manpower planning
- C. Training of employees
- D. Maintenance of accounts

Answer: Option D

60. The organization's ____ must be conducive to productivity and quality improvement.

- A. Culture
- B. Development
- C. Policy
- D. Environment

Answer: Option A

61. The following system combines the superior and self-evaluation systems?

- A. Graphic rating scale
- B. Forced choice
- C. Essay evaluation
- D. Management by Objective

Answer: Option D

62. Paired comparison method can be used by

- A. Superiors
- B. Peers
- C. Subordinates
- D. All of the above

Answer: Option D

63. An incentive plan may consist of

- A. Monetary
- B. Nonmonetary
- C. Both monetary and nonmonetary
- D. None of the above

Answer: Option C

64. The following technique is used to evaluate an employee individually.

- A. Graphic scale rating
- B. Ranking
- C. Paired comparison
- D. All of the above

Answer: Option A

65. The technique that have been used to evaluate an employee in comparison with other employees

- A. Ranking
- B. Forced choice
- C. Essay evaluation
- D. Critical incident technique

Answer: Option A

66. The purpose of Job Evaluation is to determine

- A. Worth of a job in relation to other jobs
- B. Time duration of a job
- C. Expenses incurred to make a job
- D. None of the above

Answer: Option A

67. Job Evaluation tries to make a systematic comparison between

- A. Workers
- B. Jobs
- C. Machines
- D. Departments

Answer: Option B

68. Basis of Job Evaluation is

- A. Job design
- B. Job ranking
- C. Job analysis
- D. Any of the above

Answer: Option C

69. The important objectives of a job evaluation programme

- A. Establishment of sound wage differentials between jobs.
- B. Maintenance of a consistent wage policy.
- C. Installation of an effective means of wage control.
- D. All of the above

Answer: Option D

70. The following is not a job evaluation method.

- A. Factor comparison method
- B. Point Method
- C. Ranking method
- D. Assessment method

Answer: Option D

71. Job Evaluation is carried on by

- A. Groups
- B. Individuals
- C. Both (A) and (B)
- D. None of the above

Answer: Option A

72. The actual achievements compared with the objectives of the job is
- A. Job performance
 - B. Job evaluation
 - C. Job description
 - D. None of the above

Answer: Option A

73. Majority of the disputes in industries is (are) related to the problem of
- A. Wages
 - B. Salaries
 - C. Benefits
 - D. All of the above

Answer: Option D

74. Performance development plan is set for the employee by his
- A. Employer
 - B. Department Head
 - C. Immediate boss
 - D. All of the above

Answer: Option C

75. The following type of recruitment process is said to be a costly affair.
- A. Internal recruitment
 - B. External recruitment
 - C. Cost remains same for both types
 - D. All of the above

Answer: Option B

76. The basic managerial skill(s) is (are)
- A. To supervise
 - B. To stimulate
 - C. To motivate
 - D. All of the above

Answer: Option D

77. The process which is continuous and stops only when the organisation ceases to exist
- A. Training
 - B. Job evaluation
 - C. Hiring
 - D. All of the above

Answer: Option C

78. The following are the factors which come under? Work planning? That is component systems of HRD
- A. Contextual analysis
 - B. Role analysis
 - C. Performance appraisal
 - D. All of the above

Answer: Option D

79. The three types of forecasts are

- A.**Economic, employee market, company's sales expansion
- B.** Long, Short, Medium
- C.** Production, economic, company's sales expansion
- D.**Production, labour, economic

Answer: Option A

80. HRD process variable include
- A.**Role clarity
 - B.**Work planning
 - C.**Better communication
 - D.**All of the above

Answer: Option D

81. A key HR role in the firm will be multidisciplinary consulting around
- A.**Individual
 - B.** Individual
 - C.**Team
 - D.**Business unit

Answer: Option D

82. During which of the following stage, the firm plans the proposed changes into practice.
- A.**Clarification
 - B.** Monitoring
 - C.** Assessment
 - D.**Design

Answer: Option D

83. The three phases of recruitment process are
- A.**Planning, Implementing, Evaluating
 - B.** Planning, Implementing, Screening
 - C.** Planning, Implementing, Enrichment
 - D.**Planning, Screening, Evaluating

Answer: Option A

84. Recruitment is widely viewed as a
- A.**Positive process
 - B.** Negative process
 - C.** Positive as well as negative process
 - D.**None of the above processes

Answer: Option A

85. Recruitment policy usually highlights need for establishing
- A.**Job specification
 - B.**Job analysis
 - C.**Job description
 - D.**None of the above

Answer: Option A

86. The process of developing the applicant's pool for job openings in an organization is called

- A.Hiring
- B. Recruitment
- C. Selection
- D.Retention

Answer: Option B

87. A brief write-up of what the job is all about is

- A.Job finding
- B. Job summary
- C. Job analysis
- DJob specification

Answer: Option B

88. A job specification is one of the areas of

- A.Job analysis
- B.Job design
- C.Job description
- D.Job summary

Answer: Option A

89. For forecasting the demand for manpower, the important techniques used are

- A.Delphi Techniques
- B.Statistical Techniques
- C.Work Study Techniques
- D.All of the above

Answer: Option D

90. HRM is considered as

- A.A reactive function
- B.A proactive function
- C.An auxiliary function
- D.An auto-reactive function

Answer: Option B

91. Which of the following role a manager performs as a Resource allocator?

- A.Interpersonal role
- B. Decisional role
- C. Informational role
- D.Supportive role

Answer: Option B

92. Is the main source of innovations?

- A.Upgraded technology
- B. Human mind
- C. Competitors' pressure
- D.Research & Development

Answer: Option B

93. The unstructured interview

- A.Infrequently conducted
- B. Typically is unbiased
- C. Typically is related to future
- D.Typically biased job performance

Answer: Option D

94. Which of the following is NOT a goal of HRM?

- A.Integration of HRM with the corporate strategy of the Organization
- B.Producing the desired human behaviour that helps to achieve Organisations goals
- C.Creation of a flexible environment that can easily adopt change
- D.To endure proper delivery of products

Answer: Option D

95. Which one of the following responsibilities is specifically associated with the HR function of employee relations?

- A.Conducting attitude surveys
- B.Work analysis
- C.HR information systems
- D.Job design

Answer: Option A

96. The human resource management functions aims at

- A.ensuring that the 'human resources possess, adequate capital, tool equipment and material to perform the job successful
- B. helping the Organisation deal with its employees in different stages of employment
- C. improving an Organisation's creditworthiness among financial institutions
- D.Ensuring financial & Marketing Stability

Answer: Option B

97. Strategic human resource management involves

- A.Financing project marketing related programming
- B. setting employment standards and policies
- C. linking human resources with strategic objectives to improve performance
- D.Project planning

Answer: Option C

98. The system of ranking jobs in a firm on the basis of the relevant characteristics, duties, and responsibilities is known as

- A.Job evaluation
- B.Job design
- C.Job specification
- D.Job description

Answer: Option A

99. Motivating the employees is classified as

- A.Informational role
- B.Interpersonal role
- C.Decisional role
- D.Conceptual role

Answer: Option B

100. When planning for employment requirements, what must be forecasted?

- A.Sales desired
- B.Production Scheduled
- C.Inventory
- D.Personnel needs

Answer: Option D