MGT501 FINAL TERM SOLVED MCQS

MGT501- Human Resource Management

(VISIT VURANK FOR MORE)

Organizational Behavior is a study of investigating the impact of:

- **Employees' behavior in an organization**
- Societal behavior on an organization
- Country's culture on an organization
- Country's economy on an organization

Which of the following term is used to identify, "what the job holder does"? "how it is done"? & "why it is done"?

- Job specification
- Job evaluation
- **Job description**
- Job title

Which of the following term is used to identify the physical & mental skills, required to perform by an individual within a particular position in an organization?

- Job title
- Job specification
- **Job description**
- Job evaluation

Jobs are compensated on the basis of:

- **Job analysis**
- Job specification
- Job worth
- Job description

_____ is the main source of innovations.

- Upgraded technology
- **Human mind**
- Competitors' pressure
- Research & Development

Which of the following HR function is the basic element of recruitment?

- **Attract the job applicants for the particular post**
- Select the best one among all applicants
- Train the people as per organizational requirements
- Fire the non-performing employees

"A person is known by the company he/she keeps"; is well described by which of the term?

- Prejudice
- **Stereotype**
- Introversion
- Extroversion

Terms "Interpersonal skills" and "Human skills" are used for:

- ► Two different skills
- ► Different managerial skills
- ► Operational skills
- ► **Same managerial skills**

Which of the following abilities are categorized as the Technical skill of an individual?

- ► Judgment & creativity
- ► Analysis & communication
- ► **Knowledge & proficiency**
- ► Innovation & advancement

The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:

- ► Task
- ► People
- ► Structure
- ► **Technology**

Under which of the following authority, an HR manager took the decision to provide training to its employees regarding the operations of newly installed machine?

- ► Staff
- ► Functional
- ► **Line**
- ► Implied

Which one of the following is NOT the benefit of making teams?

- ► **Every member is mutually accountable within a team**
- ► Teams enable organizations to better utilize employees' talents
- ► Teams create trust and a collaborative culture
- ► Teams always perform better than individuals in all situations

Which one of the following is NOT the characteristic of a Virtual Team?

- ► Lack of nonverbal signals
- ► Limited social contact
- ► **Increased social relationship**
- ► Ability to overcome time and space constraints

Which of the following functions of HRM deals with 'Collective Bargaining'?

- ► Staffing
- ► Forcasting
- ► Employee-assistance management
- ► **Employee-relations management**

'There is no need to make any new appointment'; therefore, the organization has transfered Mr. Azam to another branch. This step of the organization is taken to:

- ► Increase the labor supply than demand
- ► Maintain the balance of labor supply and demand
- ► **Decrease the labor supply than demand**
- ► Devastate the balance of labor supply and demand

A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetese, heart diseases, neurological disorders etc, is termed as:

- ► Hereditary testing
- ► **Gene testing**
- ► Instinct testing
- ► Genetic testing

Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?

- ► In-basket technique
- ► **Role playing**
- ► Interview simulations
- ► Case study

• Role playing

A Training method in which participants are required to respond to specific problems they may actually encounter in their jobs.

According to which of the following interview type, several applicants are being interviewed by one or more company representatives?

- ► One-to-one interview
- ► Panel interview
- ► **Group interview**
- ► Stress interview

'Material wastage has increased to greater extent due to using outdated machinery'. This issue can be resolved by:

- ► Train machine operators regarding its operations
- ► **Replacing the existing machinery with the new one**
- ► Using new raw material in production
- ► No action is required as it is not a noticeable issue

Previous company records & customer satisfaction surveys may serve as a source for:

- ► Cultivating learning culture within the organization
- ► **Determining deficiencies that require training**
- ► Developing career development plans for employees
- ► Identifying training outcomes through evaluation

Evaluation of training program is conducted:

- ► At the initial stage while design a training
- ► Prior to need assessment phase
- ► Parallel to design a training content
- ► **At the last stage of training**

HR managers play vital role in:

- ► **Setting production targets**
- ► Formulating strategies
- ► Publishing financial statements
- ► Preparing reports for shareholders

Which of the following are the groups of social nature that are formed around friendship and common interests?

- ► Formal
- ► Structured
- ► Informal
- ► **Unstructured**

Initially the personnel department was only involved in:

- ► Recruitment & selection
- ► Compensation & benefits
- ► Training & development
- ► **Scheduling vacations**

'Career counseling' is part of which of the following functions of HRM?

- ► Compensation & benefits
- ► Planning & selection
- ► **Training & development**
- ► Maintainence of HRIS

'Fair employment legislation' is applicable to which of the following?

- ► Collective bargaining
- ► **Planning & selection**
- ► Training & development
- ► Grapevine network

Which one of the following is NOT included in 'Training and Development'?

- ► Orientation
- ► Career development
- ► Employee education
- ► **Recruitment**

Jamal Enterprises' top management refused to consider its female marketing manager for the post of Vice President. This action of the company is representing which of the following?

- ► **Gender discrimination**
- ► Legal consideration
- ► Reverse discrimination
- ► Glass ceiling effect

The process of discovering potential candidates for actual or anticipated organizational vacancies is known as:

- ► HR planning
- ► Job analysis
- ► Recruitment
- ► **Selection**

The hiring process comprises which of the following steps?

- ► Selection, Recruitment & performance appraisals
- ► **Recruitment, Selection & Socialization**
- ► Selection, Orientation & Development
- ► Job analysis, Selection & Training

Which of the following defines the process of 'Recruitment'?

- ► Forecasting the demand of human resources
- ► Forecasting the supply of human resources
- ► **Discovering potential job candidates for a particular position**
- ► Making a “hire” or “no hire” decisions

The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

- ► Application ratio

- ► Recruitment ratio
- ► **Selection ratio**
- ► Employment ratio

The extent to which an employment selection test provides consistent results is known as:

- ► **Reliability**
- ► Dependability
- ► Consistency
- ► Trustworthiness

Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

- ► **Vocational interest test**
- ► Cognitive aptitude test
- ► Personality test
- ► psychomotor abilities test

All of the following areas are covered in an employee orientation program, EXCEPT:

- ► Organizational history
- ► Employee benefits
- ► Organizational issues
- ► **Organizational politics**

Which of the following term reflects the process of preparing organizational people according to the future needs?

- ► Learning
- ► **Training**
- ► Development
- ► Need analysis

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- ► Workforce
- ► **Stakeholders**
- ► Customers
- ► Stockholders

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

- ► **Rightsizing**
- ► Affirmative action
- ► Downsizing
- ► Discrimination

"Self-motivated & result oriented individuals with sound knowledge of combined cycle gas turbine power plant operations and practical experience of mechanical, electrical and I&C maintenance of plant."
This section of job advertisement represents which of the given term?

- ► Job analysis
- ► Job description
- ► **Job specification**
- ► Job evaluation

Which of the following statement represents "effectiveness"?

- ► Achieve most output in less time
- ► Achieve mass production
- ► Achieve most output with least input
- ► **Achieve organizational goals**

How hesitation among newly hired employees can be eliminated through socialization within an organization?

Socialization: In order to reduce the anxiety that new employees may experience, attempts should be made to integrate the person into the informal organization.

HRM department can conduct the orientation in order to socialize the newly hired employees with the working environment of the organization. HRM plays a major role in new employee orientation-the role of coordination, which ensures that the appropriate components are in place. In addition HRM also serves as a participant in program. As job offers are made and accepted, HRM should instruct the new employee when to report to work. However, before the employee formally arrives, HRM must be prepared to handle some of the more routine needs of these individuals.

Organizational Behavior is a study of investigating the impact of:

- ► Employees' behavior in an organization
- ► Societal behavior on an organization
- ► Country's culture on an organization
- ► Country's economy on an organization

With the emergence of Information Technology (IT), organizations are needed to perform which of the following activity in response to this new technological trend?

- ► Job evaluation
- ► Job specification
- ► Job description
- ► **Job analysis**

Which of the following is said to be the main focus of Organization Behavior?

- ► How to become more effective in society
- ► **How to best utilize human resource**
- ► How to become environmental friendly
- ► How to become a market leader

'Job specification' is said to be an outcome of which of the given term?

- ► **Job analysis**
- ► Job title
- ► Job evaluation
- ► Job worth

Jobs are compensated on the basis of:

- ► **Job analysis**
- ► Job specification
- ► Job worth
- ► Job description

Technically HRIS is a/an:

- ► **System software**
- ► System hardware
- ► Database system
- ► Operating system

HRIS is used to facilitate the decisions related to:

- Overall organization
- **Employment planning**
- Sales forecasting
- Resource allocation

As a result of which of the following activity, HRIS is gaining popularity day by day?

- **Generating organizational reports**
- Managing resources effectively
- Retrieving timely information
- Handling bundles of data

HR department maintains _____ records.

- **Employee**
- Sales
- Prodction
- Inventory

Why organizational goals should be measurable?

- Ensure goal ambiguity
- **Ensure goal attainment**
- Put high effort
- Encourage employee participation

_____ is the main source of innovations.

- Upgraded technology
- **Human mind**
- Competitors' pressure
- Research & Development

Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?

- **Trade unions**
- Human relation movement
- Employment legislations
- None of the given options

Who is responsible to take corrective actions in response to unforeseen problems?

- Liaison
- **Disturbance-handler**
- Figurehead
- Spokesperson

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

- Interpersonal role
- **Decisional role**
- Informational role
- Supportive role

Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?

- ► **Negotiator**
- ► Spokesperson
- ► Disseminator
- ► Entrepreneur

Organization is said to be an open system, because:

- ► **It operates within an environment**
- ► It operates in isolation
- ► Its activities are random
- ► Its activities are independent

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

- ► Scientific approach
- ► Rational approach
- ► **Human relations approach**
- ► Systematic approach

How often HR planning process is implemented within an organization?

- ► **Continuously**
- ► Annually
- ► Bi-annually
- ► Quarterly

The best hiring occurs when the goals of which of the following should consistent to each other?

- ► HR managers, Finance managers
- ► Head office, Branch
- ► **Organization, Individual**
- ► Lower managers, Top managers

Why organizations provide attractive salaries, fringe benefits, career development opportunities and respect to their employees?

- ► **To retain valuable human resource**
- ► To be the market leader in the future
- ► To attract more and more people
- ► To enforce government regulations

An organization posts advertisement in the news paper as:
"Approximate Gross salary is Rs. 24,000/ per month. In addition to above salary the candidate on appointment will also be entitled for other attractive benefits/facilities like pick and drop, indoor medical facility, housing subsidy etc".
This represents:

- ► **The organization's policy for attracting more potential candidates**
- ► The organization is creating its positive image in the market
- ► The organization is clearly defining the job position
- ► The organization's policy to retain valuable employees

A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetese, heart diseases, neurological disorders etc, is termed as:

- ► Hereditary testing
- ► **Gene testing**
- ► Instinct testing
- ► Genetic testing

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than

completing it internally is termed as:

- ► Planning
- ► Decentralization
- ► Restructuring
- ► **Outsourcing**

People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

- ► Information collector roles
- ► **Task oriented roles**
- ► Relationship oriented roles
- ► Individual roles

Organizations started emphasizing on making rules and regulations during:

- ► Mechanistic period
- ► **Legalistic period**
- ► Catalytic period
- ► Strategic period

'Career counseling' is part of which of the following functions of HRM?

- ► Compensation & benefits
- ► Planning & selection
- ► **Training & development**
- ► Maintainence of HRIS

Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?

- ► Power
- ► Influence
- ► **Authority**
- ► Command

SWOT Analysis is a tool for:

- ► Determining the mission
- ► Dividing missons into goals
- ► **Scanning the environment**
- ► Monitoring frequent performances

What comes prior to environmental scanning of an organization?

- ► **Determining organizational mission**
- ► Monitoring the action plans
- ► Developing budgets for plans
- ► None of the given options

What measure should be needed to ensure effective recruitment?

- ► **Keep pool of large size to get best out of it**
- ► Address personnel needs of applicants
- ► Meet economies of scale for an organization
- ► Clearly understand organizational goals

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

► Selection
► **Recruitment**
► Staffing
► Enrollment

The extent to which an employment selection test provides consistent results is known as:

► Reliability
► Dependability
► **Consistency**
► Trustworthiness

Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?

► Cognitive aptitude test
► Job knowledge test
► Vocational interest test
► **Psychomotor abilities test**

Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

► **Vocational interest test**
► Cognitive aptitude test
► Personality test
► Psychomotor abilities test

Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

► **Reference check**
► Criminal record
► Application form
► Credit history

Background investigations and reference checks are considered to verify candidate's _____ .

► Age
► Marital status
► **Credentials**
► Gender

Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to this restriction, McDonalds made local hiring for its subsidiaries in these regions. Which hiring approach they have adopted in response to this limitation?

► Parent-country national
► **Host-country national**
► Third-country national
► Headquarter national

Decision regarding the delivery medium for training is made prior to which of the following step?

► Evaluating the training program
► **Designing the contents of training to be delivered**
► Identifying whether the training is required or not
► Conducting need assessment to identify issues

HRM is said to be effective when _____ is achieved.

- ► Minimization of wastage
- ► Cohesive work environment
- ► **Customer satisfaction**
- ► Large market share

"Effectiveness" is represented by:

- ► Doing things before time
- ► **Doing right things right**
- ► Doing things in minimum time
- ► Doing things with minimum resources

Question No: 41 (Marks: 10)

What measures can be taken by the employer to prevent negligent hiring? Explain in detail.

Which of the following defines the levels of authority to perform the assigned tasks?

- ► Labor union
- ► Competitor's threat
- ► **Organizational structure**
- ► Pressure group

The actions of people at work place are studied under which of the following discipline?

- ► Psychology
- ► **Organizational behavior**
- ► Sociology
- ► Anthropology

Job specification is a statement that represents:

- ► Required skills
- ► Specific qualification
- ► Personality traits
- ► **All of the given options**

'Job specification' is said to be an outcome of which of the given term?

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- ► Job evaluation
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Jobs are compensated on the basis of:

- ► **Job analysis**
- ► Job specification
- ► Job worth
- ► Job description

Which of the following is served as criteria for declaring a particular job as worth-full?

- ► Physical motion
- ► **Significance of task**

► Mental stress
► Long working hours

The thorough & detailed study regarding jobs within an organization is termed as:

► **Job analysis**
► Job description
► Job specification
► Job evaluation

The three most important job-related attitudes are:

► Job involvement, organizational commitment and job enrichment
► Job satisfaction, job orientation and organizational commitment
► **Job satisfaction, job involvement and organizational commitment**
► Job satisfaction, job enlargement and organizational behavior

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Which of the following term describes the unique combination of psychological traits that describes a person's behaviors?

► Perception
► **Personality**
► Attitude
► Ability

Successful managers are:

► **Efficient & effective**
► Goal achievers
► Strict to employees
► Policy makers

Which of the following is an online recruitment method engaged in by a single employer or group of employers to attract a large number of applicants?

► Job fairs
► Recent grads
► Internship programs
► **Recruiting sites**

Which of the given statement reflects the Relationship between HRM & Management?

► Both are same
► Management is one aspect of HRM
► **HRM is one aspect of Management**
► No relationship exists

Which of the following HR function is the basic element of recruitment?

► **Attract the job applicants for the particular post**
► Select the best one among all applicants
► Train the people as per organizational requirements
► Fire the non-performing employees

Entrepreneurs are said to perform the:

► Interpersonal role
► Informational role
► Supportive role
► **Decisional role**

The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:

- ► Task
- ► People
- ► Structure
- ► **Technology**

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

- ► Scientific approach
- ► Rational approach
- ► **Human relations approach**
- ► Systematic approach

Under which of the following authority, an HR manager took the decision to provide training to its employees regarding the operations of newly installed machine?

- ► Staff
- ► **Functional**
- ► Line
- ► Implied

Which one of the following is NOT the advantage of Workforce Diversity?

- ► Increased creativity and flexibility
- ► **Decreased problem-solving skills**
- ► Multiple perspectives
- ► Greater openness to new ideas

The best hiring occurs when the goals of which of the following should consistent to each other?

- ► HR managers, Finance managers
- ► Head office, Branch
- ► **Organization, Individual**
- ► Lower managers, Top managers

Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?

- ► Counseling simulations
- ► Vocational interest test
- ► Role playing
- ► **Employment interview**

The process by which people acquire skills & abilities required to perform jobs at hand, is known as:

- ► Learning
- ► **Training**
- ► Development
- ► Need analysis

Which of the following department is responsible for handling safety & health issues of employees?

- ► **HR department**
- ► Procurement department
- ► Finance department
- ► Marketing department

Organizations started giving more focus on the quality of work life (QWL) during:

- ► 1960-70

- 1970-80
- 1980-90
- **1990-2000**

Which of the following is a forecasting technique that involves experimenting a real-world situation through a mathematical model?

- **Simulation**
- Modeling
- Mock-up
- Replication

Which of the following information is NOT collected through observation method while conducting job analysis?

- **Who is monitoring the task?**
- What task has done?
- How task has done?
- How long a task has taken to complete?

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

- Selection
- **Recruitment**
- Staffing
- Enrollment

Which of the following method is used to inform employees about the company's job openings?

- **Job publishing**
- Job declaration
- Job posting
- Job listing

Which of the following is a test validation method that determines whether a test measures certain traits that are important in performing a job or not?

- Concept validity
- Criterion validity
- Construct validity
- Content validity

During which of the following interview, an interviewer asks probing and open-ended questions?

- Structured interview
- **Unstructured interview**
- Formal interview
- Planned interview

Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

- **Reference check**
- Criminal record
- Application form
- Credit history

All of the following areas are covered in an employee orientation program, EXCEPT:

- Organizational history
- Employee benefits
- Organizational issues
- **Organizational politics**

Which of the following department of an organization performs the managerial function of matching organizational needs with the skills & abilities of the employees?

- ► Finance department
- ► Marketing department
- ► Production department
- ► **Human Resource department**

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- ► Workforce
- ► **Stakeholders**
- ► Customers
- ► Stockholders

Which of the following component of attitude represents a person's opinions, knowledge, and information?

- ► Affective component
- ► **Cognitive component**
- ► Behavioral component
- ► Objective component

The mental process to interpret environment as per one's own understanding is known as:

- ► **Perception**
- ► Personality
- ► Attitude
- ► Ability

Which of the following act represents a situation in which employment decisions are NOT affected by illegal discrimination?

- ► **Fair employment**
- ► Legal compliance
- ► Litigation process
- ► Affirmative action

If in a country women advocates are not encouraged to be appointed as high court judges; which of the following constraint applies in this situation?

- ► Grievance practices
- ► **Equal employment opportunity**
- ► Glass ceiling effect
- ► Reverse discrimination

Read carefully the following section of job advertisement.

> **"Management, both technical & administrative affairs.**
> **Promotion of marine R&D activities for the purpose of protection/preservation of marine environment.**
> **Exploration & management of marine research & development within the marine zone of Pakistan."**

This section of job advertisement represents which of the following term?

- ► Job analysis
- ► Job description
- ► Job specification
- ► **Job summary**

'Job description'

provides which of the following information?

□□□□□□□►□Defined job activities & responsibilities
□□□□□□□►□**Set of KSA required to perform a job**
□□□□□□□►□Level of experience mandatory for a particular job
□□□□□□□►□Individual's general attitude that affects the job performance

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Which of the following statement represents "effectiveness"?

□□□□□□□►□Achieve most output in less time
□□□□□□□►□Achieve mass production
□□□□□□□►□Achieve most output with least input
□□□□□□□►□**Achieve organizational goals**

Question No: 41 (Marks: 10)

There are several sources that can identify the training needs. List & explain any five of such sources.

Q-1: Job posting is:

1. **Internal advertisement by an organization to attract candidates from the existing employees, against a vacancy.**
2. The system of transferring existing employees to comparable new jobs available in the organization.
3. An arrangement of in house training of employees for career advancement.
4. Grouping together of a family of similar jobs, under a single title to establish uniformity of standards in controls and compensations.

Q-2: Realistic job preview is a:

1. Technique for listing elements of job before selecting someone to perform it.
2. Performance appraisal technique.
3. **A selection device that enables the candidates to learn both the negative and positive information about the job and organization.**
4. None of the given options

Q-3: Job analysis can be performed in all of the following ways except:

1. Observing hourly work

1. Reviewing interviews conducted with departing employees
2. Studying diaries or daily journals that manager kept over a three-month period
3. Giving workers checklists to indicate which tasks on the list are performed during job execution

Q-4: **Considering continuous process improvement activities in organizations,**

Should "Zero defects" really be a goal?

1. Yes perfection is reasonable goal.
2. No, 0.1 percent errors can be corrected much more efficiently than they can be prevented
3. Yes most industries find this an attainable goal.
4. **Sometimes, for some mistakes, cost benefits can not be calculated**

Q-5**: Organizational efficiency is expressed as:**

1. Planning for long-run goals

2. **Making the best use of scarce resources**
3. Goal attainment
4. Meeting deadlines

Q-6: Goal setting is:

1. Top down process
2. Bottom up process
3. **A process of top down support and bottom up development**
4. A function of senior management

Q-7: When the firm changes the way it operates, the process is known as:

1. Downsizing
2. Brain drain
3. **Restructuring**
4. Outsourcing

Q-8: Which one is not included in the hiring process?

1. Recruitment
2. Socialization
3. Selection
4. **Job specification**

Q-9: Effectiveness is ----------

1. **Do right things**
2. Do things right
3. Productivity
4. All of the given options

Q-10: **Extents of individual freedom and discretion employees have in performing their jobs is Known as**

1. Capitation
2. Flextime
3. Empowerment
4. **Autonomy**

Which of the following measures are taken to assess the intensity of employees' satisfaction and their attitude toward the training program?

- **Continuous feedback**
- Profitability rate

· Market share
· Productivity levels

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

· Formal
· Informal
· Bureaucratic
· **Learning**

Under which of the following no screening of applicant pool is conducted before making final selection?

· **Walk-in applicants**
· Employee referrals
· Employment agency
· School placement

Which of the following is NOT a concern of Human Resource Development (HRD)?

· Employee training
· Employee orientation
· **Employee rights**
· Employee appraisals**)**

Employee commitment has suffered in recent years because of::
· Downsizing
· Training issues
· **Appraisals**
· Performance standards

The process through which someone becomes aware of personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals is called _____.
· Organizational development
· Career management
· **Career development**
· Career planning

Following are the stages of socialization process, EXCEPT:

· Pre-arrival stage
· Encounter stage
· Metamorphosis stage
· **Completion stage**

Which performance appraisal technique lists traits and a range of performance?

1. Alternation ranking
2. **Graphic rating scale**
3. Management By Objective
4. Paired comparison

Which of the following is part of an employee's role in his or her own career development?

1. Providing timely performance feedback
2. Participating in career development discussions

3. **Establishing goals and career plans**
4. Offering a variety of career options

_____ is achieved by combining capital, raw material & human resource by an organization.

1. Sales
2. Capital
3. Input
4. **Output**

Decision regarding the delivery medium for training is made prior to which of the following step?

1. Evaluating the training program
2. **Designing the contents of training to be delivered**
3. Identifying whether the training is required or not
4. Conducting need assessment to identify issues

Unofficial part of an organization formed on the basis of common interests is known as:

1. Formal organization
2. **Informal organization**
3. Bureaucratic organization
4. Virtual organization

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

1. Task analysis
2. **Organizational analysis**
3. Person analysis
4. Management analysis

Which of the following statement reflects the 'Age Discrimination Act' for workers?

1. **At the age of 40 to 70, workers can not be retired by force**
2. At the age below 18, workers can never be hired
3. Having 10 years of experience, workers should be promoted
4. Workers can never be rehired if retired once

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

1. Selection
2. **Recruitment**
3. Staffing
4. Enrollment

Providing training & development opportunities, and career information & programs, are all part of the _____'s role in career development.

1. Individual
2. Manager
3. **Supervisor**
4. Company

Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?

1. Counseling simulations
2. Vocational interest test
3. Role playing
4. **Employment interview**

_____ is an obligation to perform certain tasks/activities.

1. Duty
2. **Responsibility**
3. Position
4. Work

If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

1. Performance
2. Gaps
3. **Effectiveness**
4. Discrepancies

Studying organizational behavior helps managers:

1. To see the value of workforce diversity
2. To analyze the efficiency of organization
3. To analyze the efficiency of organization
4. **To become more effective in society**

If a company is employing the fresh graduates as well as the professional experts, the management is said to be enhancing _____.

1. Stereotyping
2. Variety
3. **Diversity**
4. Uniformity

The cognitive component consists of a person's:

1. Emotions
2. **Knowledge**
3. Attitude
4. Feelings

Which of the given term is used to represent the segments of jobs held by an individual throughout his/her life time?

1. Responsibility
2. **Career**
3. Occupation
4. Position

Which of the following information is NOT collected through observation method while conducting job analysis?

1. **Who is monitoring the task?**
2. What task has done?
3. How task has done?
4. How long a task has taken to complete?

The cognitive component consists of a person's:

1. Emotions
2. **Knowledge**
3. Attitude
4. Feelings

What is another term used for 360-degree feedback?

1. Feedback loop
2. **Multi-source assessment**
3. Upward reporting
4. Round communication

Which one of the following is an outcome of 'organizing' function of management?

1. Organization's strategy
2. Motivation & commitment
3. **Organization's structure**
4. Performance measurement

Which of the following is a stated outcome of 'Job Analysis'?

1. Job description
2. Job specification
3. Job evaluation
4. **All of the given options**

Which of the following is MOST important to manage workforce diversity?

1. Lower cohesiveness
2. Support group
3. **Top-level commitment**
4. Resistance to change

Training to the raters of performance appraisal is an important responsibility of:

1. Top management
2. **HR department**
3. Line managers
4. Production department

Graphic rating scales are subjected to all of the following problems, EXCEPT:

1. Halo effects
2. **Complexity**
3. Central tendency
4. Leniency

Which of the following is responsible for implementing the developed strategies?

1. **Human resource**
2. Physical resource
3. Rules & policies
4. Installed equipment

In which of the following area organizations are legally bound to maintain consistency in HR policies?

1. Compensation system
2. Training & development
3. Safety measures
4. **None of the given options**

How can companies provide career counseling, development advice, and therapy for employees seeking to grow in their careers?

1. **Provide career coaches**
2. Encourage role reversal
3. Establish a corporate campus
4. Offer online career centers

Which ONE of the following is not a part of Human Resource Development?

Select correct option:

1. Training
2. **Education**
3. Development
4. Rewards

What type of screening mode is used to reduce absenteeism and establish a baseline for future insurance claims?

1. **Physical examinations**
2. Personality tests
3. Polygraph tests
4. Substance abuse screening

Which of the following is part of the organization's role in an employee's career development?

1. **Communicating the mission, policies, and procedures**
2. Providing timely performance feedback
3. Participating in career development discussions
4. Seeking out career information

Which of the following term is said to be a part of Organizational Structure?

1. Goal attainment
2. **Hierarchy level**
3. Performance standards
4. Supporting staff

"On going process of evaluating & managing both the behavior & outcomes in the workplace" is known as;

1. Training & development
2. **Performance appraisal**
3. Compensation management
4. Job analysis

Which performance appraisal technique lists traits and a range of performance?

1. Alternation ranking
2. **Graphic rating scale**
3. Management By Objective
4. Paired comparison

HRIS helps managers to perform _____ more effectively & systematically.

1. Management functions
2. Controlling functions
3. Planning functions
4. **HR functions**

1)

Q1. Rewards offered to labors involved in production, are categorized as;

A. Salary

B. Fringe benefits

C. **Wage**

D. Commission

Q2. The goal of pre-retirement educational programs is to;

A. Improve job satisfaction

B. Increase employee commitment

C. Minimize medical claims from retirees

D. Ease the transition from working life to retirement

Q3. Organizations put maximum effort in measuring performance of organizational people because;

A. It makes procedures cost effective

B. It helps in detecting the problems

C. It leads to product innovation

D. It assists in implementing new technology

Q4. Willingness, capacity & opportunity to perform are said to be;

A. Performance outcomes

B. Determinants of performance

C. Performance appraisals

D. Types of performance standards

Q5. One of the major barriers to career advancement experiencing by working ladies is;

A. Difficulty in balancing work and family life

B. Top management is usually male oriented

C. Lack of educational opportunities

D. Common perception that woman can not be better boss

Q6. Alternative work arrangements include all of the following **EXCEPT**;

A. Part-time work

B. Flexible hours

C. On-site child care

D. Job sharing

Q7. Mr. Ahmed is a cashier and he feels dissatisfied at work. What best justifies this situation?

A. His job may not be structured to suit his preferences

B. It involves physical toughness

C. It requires mental toughness

D. It involves too much customer interaction

Q8. The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.

A. Central tendency

B. Leniency

C. Strictness

D. Halo effect

Q9. The relationship between critical incident method & BARS (behaviorally anchored rating scale) is;

A. No relationship exists

B. Different methods to evaluate performance

C. Both are similar PA methods

D. Comparison method is used for PA, while BARS is related to training evaluation

Q10. What is another term for 360-degree feedback?

A. Feedback loop

B. Multi-source assessment

C. Upward feedback

D. Circle feedback

Q11. Standards are established to;

A. Achieve desired outcomes

B. Meet legal compliance

C. Achieve competitive advantage

D. Promote goodwill in market

Q12. The point method to evaluate job is an extension of;

A. Ranking method

B. Factor comparison method

C. Classification method

D. Point factor method

Q13. Job evaluation is based on the;

A. Physical skills required by the job

B. Relative job worth for an organization

C. Complexity of the job to perform

D. Conceptual skill required by the job

Q14. Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?

A. Peers

B. Customers

C. Top management

D. Immediate supervisor

Q15. Groups are called _____ if jobs are similar.

A. Classes

B. Grades

C. Scales

D. Roles

Q16. Train the raters prior to conduct the performance appraisal is an important responsibility of;

A. Top management

B. HR department

C. Line managers

D. Production department

Q17. Currently Organizations are providing benefits to their employees;

A. To attract new blood in the organization

B. To create stronger customer relationship

C. To enhance the market share

D. All of the above

Q18. Following are all examples of direct compensation EXCEPT;

A. Pension

B. Salary

C. Bonus

D. Income

Q19. One of the main flaws of Classification method to evaluate the jobs is;

A. It is an expensive method

B. Only beneficial for small organizations

C. Maximum probability of biasness

D. Not useful when jobs are different

Q20. Which of the following measurement methods rates employee performance? relative to other employees?

A. Graphic rating scale

B. Comparative method

C. Essay method

D. Critical incident method

Q1. HRM is associated with the management of;

A. General people

B. Financial resources

C. Organizational people

D. Community members

Q2. Cost of human resources refers to;

A. Company profits

B. Employee shares

C. Salary packages

D. Earned revenues

Q3. Top level managers require _____ skills the most;

A. Technical

B. Interpersonal

C. Conceptual

D. Mechanical

Q4. Matching the job description with the individuals' qualification is an important aspect of;

A. IS

B. MIS

C. HRIS

D. DBMS

Q5. HR managers are generally the _____ managers;

A. Line

B. Middle

C. Staff

D. Top

Q6. Manufacturing was the main concern of personnel department during;

A. Mechanistic period

B. Catalytic period

C. Organist period

D. Strategic period

Q7. SWOT Analysis is a tool for;

A. Determining organization's mission

B. Developing organizational goals

C. Formulating strategies

D. Environmental scanning

Q8. Jobs are identified & grouped while;

A. Planning

B. Organizing

C. Leading

D. Controlling

Q9. According to the Hawthorne studies, the productivity of employees;

A. Increased by increasing light

B. Decreased by decreasing light

C. Increased by observing them

D. No change in their productivity

Q10. Organizational goals should be;

A. Achievable

B. Ambiguous

C. Random

D. Vague

Q11. Which one of the following is **NOT** the source of workforce diversity?

A. Age

B. Gender

C. Education

D. Resentment

Q12. To anticipate the human resource needs of the organization based on some previous data or managerial judgment is known as;

A. Demand forecasting

B. Supplies forecasting

C. Financial forecasting

D. Sales forecasting

Q13. The thorough & detailed study regarding jobs within an organization is represented by;

A. Job analysis

B. Job description

C. Job specification

D. Job evaluation

Q14. A practice used by companies to assign their costly activities to outside providers,

(for the purpose of cost saving), rather than completing it internally is called;

A. Planning

B. Decentralization

C. Restructuring

D. Outsourcing

Q15. Organizational behavior depicts the;

A. Jargons used within the organization

B. Collective behavior of an organization

C. Effect of society's common behavior on an organization

D. Culture prevails in an organization

Q16. Leaders perform;

A. Decisional roles

B. Informal roles

C. Informational roles

D. Interpersonal roles

Q17. Organizations take inputs from its;

A. Rules & Policies

B. Internal Environment

C. External Environment

D. Legislations

Q18. As organizational activities are interrelated, it is said to be;

A. A closed system

B. An isolated system

C. An open system

D. A clogged system

Q19. Management sciences department is one of the _____ of the VU;

A. System

B. Subsystem

C. Board

D. Structure

Q20. Shifting from manual to computerized system is resulted due to;

A. Workforce diversity

B. Technological advancement

C. Stake holder's involvement

D. Globalization

1. _____ is the process of acquiring, training, appraising and compensating employees, attending to their labor relations, health and safety and fairness concerns.

    a. Labor Relations

    b. Organizational Behavior

    c. Human Resource Management

    d. Organizational Health and Safety Management

2. Which of these refers to the temporary, part-time and self-employed workers?

    a. Internal labor force

    b. Contingent work force

    c. High-performance work systems

    d. Downsized employees

3. Which basic function of management includes delegating authority to subordinates and establishing channels of communication?

    a. Planning

    b. Organizing

    c. Leading

    d. Staffing

4. Over the past 25 years, all of these areas of legal environment have influenced HRM except:

a. Equal employment opportunity legislation

b. Employees pay and benefits

c. Employee competition legislation

d. Job security

5. One of the most popular methods of increasing employee responsibility and control is _____.

a. Outsourcing

b. "Military model" of management

c. HRIS

d. Work teams

6. Which of these is a major dimension of HRM practices contributing to company competitiveness?

a. Compensating human resources

b. Acquiring and preparing human resources

c. Managing the human resource environment

d. All of the given options

7. How has technology changed HRM practices?

a. Recruiting using the web generates smaller, more focused applicant pools.

b. Employee training is offered through scheduled classes rather than on demand.

c. Electronic resumes take less time to evaluate than paper resumes.

d. None of the given options.

8. How do companies facilitate workforce diversity?

a. Rely on external support systems for minority workers.

b. Encourage employees to challenge the beliefs and values of other employees.

c. Build in accountability through surveys and audits.

d. Reinforce traditional values.

9. Employee involvement requires extensive additional HRM activity in which of these areas?

a. Training

b. Benefits

c. Labor negotiation

d. Marketing

10. Managers who meet designated goals are _____.

a. Assertive

b. Efficient

c. Effective

d. Entitled

11. David conducts new employee orientation for a large organization. His work is within which basic HRM function?

a. Management

b. Motivation

c. Career planning

d. Training and development

12. Employee relations specialists are involved in which of these activities?

a. Handling employee complaints

b. Working with position control specialists in compensation

c. Negotiating benefits packages

d. Coordinating interview schedules

13. The father of scientific management is _____.

a. Deming

b. Burns

c. Taylor

d. Hawthorne

14. A large organization is an EEO employer with an affirmative action plan. Which of these activities is performed as part of the plan?

a. All job applicants must have a recommendation from current or past employee

b. Insurance premiums from former employers of all applicants are analyzed

c. Job requirements are determined based on skills, knowledge and abilities

d. Job announcements are posted on the company bulletin board

15. Which of these items would be in the highest security category of a typical HRIS?

a. Employee name

b. Former employers

c. Salary

d. Work location

16. Which of these decreases in the labor supply is the easiest to predict?

a. Transfers-in

b. Retirements

c. Voluntary quits

d. Prolonged illnesses

17. Wal-Mart differentiates its business by offering the lowest prices. Offering the lowest prices is Wal-Mart's _____.

a. Functional strategy

b. Competitive advantage

c. Distinctive competence

d. Corporate strategy

18. _____ is the process of assessing progress toward strategic goals and taking corrective action as needed.

a. Strategic management

b. Strategic planning

c. Strategic control

d. Diversification

19. _____ is the right to make decisions, to direct the work of others and to give orders.

a. Leadership

b. Authority

c. Delegation

d. Management

20. Which of the following is considered a qualitative approach to job analysis?

a. Position analysis questionnaire

b. Interviews

c. Department of Labor approach

d. Functional job analysis

1. Which of the following personality characteristics are associated with people who are likely to exhibit violent behavior on the job?

a. Neurotic

b. Optimistic

c. Extraverted

d. Type A

2. Which of these suggestions is an effective way to deal with stress?

a. Meditation

b. Exercise

c. Talking with others

d. All of the given options

3. In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?

a. Chief executive officer

b. Chief safety officer

c. Occupational safety and health officer

d. Chief operations officer

4. Who distinguished between intrinsic motivation and extrinsic motivation?

a. Frederick Taylor

b. Frederick Herzberg

c. David McClelland

d. Edward Deci

5. Which of the following is categorized as an indirect payment portion of employee compensation?

a. Wages

b. Salaries

c. Employer-paid insurance

d. Commissions

6. Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?

a. Family relationships

b. Work performance

c. Your attention to safety

d. All of the given options

7. Unemployment benefits are typically about _____ percent of a person's earnings and last for_____.

a. 50; 26 weeks

b. 75; 1 year

c. 100; 2 years

d. 25; 4 weeks

8. Unsafe acts can be reduced through all of the following methods <u>except:</u>

a. Job rotation

b. Screening

c. Training

d. Incentive programs

9. Which of these is the most common type of retirement plan?

a. Defined benefit

b. ERISA

c. Defined contribution

d. Money purchase plan

10. Which one of the following statements is correct in relation to monetary rewards in accordance with Herzberg's Two-Factor theory?

a. Pay increases are a powerful long-term motivator

b. Inadequate monetary rewards are a powerful dissatisfier

c. Monetary rewards are more important than non-monetary rewards

d. Pay can never be used as a motivator

11. Which pattern of communication is the quickest way to send a message?

a. The circle

b. The chain

c. The Y

d. The wheel

12. Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress?

a. An unhappy marriage

b. Ongoing money problems

c. Dissatisfaction with a job

d. All of the given options

13. The relative position of an organization's pay incentives compared to other companies in the same industry is known as:

a. Pay structure

b. Pay appraisal

c. Pay level

d. Pay feedback

14. Poor quality lateral communication will result in which of the following?

a. Lack of direction

b. Lack of coordination

c. Lack of delegation

d. Lack of control

15. Which of the following is a health hazard in the work place?

a. Uncollected waste paper

b. Heavy object

c. Frayed crypt

d. All of the given options

16. Managers can motivate people to avoid performing dysfunctional behaviors by using:
I. Extinction
II. Punishment
III. Negative reinforcement

a. I, II, III

b. I and III

c. II and III

d. I and II

17. Workers' compensation benefits fall into all of these major categories <u>except:</u>

a. Medical care

b. Retirement benefits

c. Disability income

d. Death benefits

18. Expectancy theory focuses on the relationships between which three factors?

a. Needs, effort and persistence

b. Needs, performance and inputs

c. Inputs, performance and outcomes

d. Needs, performance and outcomes

19. A horizontal extension of the object to increase task variety is called:

a. Job evaluation

b. Job enrichment

c. Job enlargement

d. Job rotation

20. Communication between two members of a project team from different function, but the same level of authority is _____ communication.

a. UP ward

b. Downward

c. Lateral

d. Diagonal

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

Interpersonal role

Decisional role

Informational role

Supportive role

The emigration of trained and talented individuals to other nations due to lack of opportunity or other reasons is known as _____.

Job Insecurity

Outsourcing

Workforce diversity

Brain Drain

Staffing is a process of hiring qualified employees at the right place and at the right time, to achieve _____.

Targeted sales goals

Individual career goals

Return on investment

Organizational objectives

Manufacturing was the main concern of personnel department during:

Mechanistic period

Catalytic period

Organistic period

Strategic period

_____ is achieved by combining capital, raw material & human resource by an organization.

Sales

Capital

Input

Output

Supervisors fall into the:

Top-level

Middle-level

First-line level

Executive level

HRM is associated with the management of:

General people

Labors only

Organizational people

Employers only

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

Planning

Decentralization

Restructuring

Outsourcing

The cognitive component consists of a person's:

Emotions

Knowledge

Attitude

Feelings

Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:

Equal employment opportunity

Affirmative action

HR planning

Litigation process

Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?

Affirmative action

Legal compliance

Equal employment opportunity

Stereotype

An organization operates in:

An isolated system

A closed system

A clogged system

An open system

_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

Norm

Perception

Role

Stereotyping

People can be more productive while working in:

Isolation

Groups

Crowd

None of the given options

Which of the following component consists of a person’s beliefs, opinions, knowledge, and information?

Affective component

Cognitive component

Behavioral component

Objective component

Which of the following involves holding beliefs about people that place them in categories for recognizing and accepting differences?

Backlash

Mistrust

Cohesiveness

Stereotyping

All of the following are External Environmental Factors except ?

a) Legal Considerations
b) The Labor Force
c) Customers
d) Corporate Culture

Correct!

2) The people who perform tasks in a wide variety of human resource-related areas are called?

a) HR Executives
b) HR Generalists
c) HR Specialist
d) All of the given options

3) A strategy intended to achieve fair employment by urging employers to hire certain groups of people who were discriminated against in the past is known as?

a) Fair employment
b) Equal Employment Opportunity (EEO)
c) Affirmative action
d) Employment discrimination

4) Generally, the goal setting is a ?

a) Top down process
b) Bottom up process
c) Process of top down support and bottom up development
d) Function of senior management

5) Following are the reasons for conducting job analysis except?

a) Staffing workers
b) Observing workers
c) Training and Development
d) Legal Considerations

6) The method that uses the organization?s current level of employment as the starting point for determining future staffing needs is ?

a) Zero Based Forecasting
b) Bottom-Up Approach
c) Forecasting Human Resource Availability

d) None of the given options

7) job analysis can be performed in all of the following ways except?
a) Interviews conducted with departing employees
b) Analyzing log books
c) Observing hourly workers
d) Giving workers checklist to indicate which tasks on the list are performed during job.

8) What specific activities listed below are part of the organizing function?
a) Giving each subordinate a specific task
b) Recruiting prospective employees
c) Training and developing employees
d) Developing rules and procedures

9) _____ are authorized to direct the work of subordinates?
a) Staff managers
b) Line managers
c) Leaders
d) Advisory board members

10) What tactic will employers likely have to take to fill openings left by retiring employees?
a) Instituting flexible work hours
b) Providing elder care
c) Hiring more women
d) Rehiring retirees

11) Following are the basic principles or conditions that facilitate learning except?
a) Participation
b) Relevance
c) Feedback
d) Education

12) Career Development is:?
a) A formal approach taken by an organization to help its people acquire the skills and experiences needed to perform current and future jobs.
b) An employee?s progresses vertically upward in the organization from one specific job to the next.
c) Both a vertical sequence of jobs and a series of horizontal opportunities.
d) Self-understanding for future jobs. Then, the person is in a position to establish realistic goals and determine how to achieve these goals.

15) Training instruction for a small group, which employs such techniques as role-playing or simulation etc. and encounters give and take sessions and problem-solving techniques is called:?
a) Career counseling
b) Workshop
c) Development Plan
d) On the job training

16) Barriers to career advancement include:?
a) Lack of time
b) Rigid job specifications
c) Short-term focus
d) All of the given options

17) The basic skills possessed by the individual that are required to give certain performance are termed as:?
a) Ability
b) Motivation

c) Experience
d) Performance

18) Using the _____ approach, managers evaluate organizational effectiveness?
a) External resource
b) Internal systems
c) Technical
d) Systems

20) Without proper feedback about an employee?s effort and its effect on performance, we run the risk of decreasing his/ her _____?
a) Salary
b) Experience
c) Motivation
d) Performance appraisal

22) _____ is the process whereby union members vote out their union as their representative?
a) Authorization card
b) Representation certification
c) Representation decertification
d) Trade union election

23) We can define ____ as activities people perform to acquire, enhance, and use power and other resources to obtain their preferred outcomes in a situation of uncertainty or disagreement?
a) Organizational politics
b) Executing authority
c) Collective bargaining
d) Position power

24) Protection from discrimination, safe working conditions and union formulation are _____ rights, provided to employees?
a) Contractual
b) Individual
c) Statutory
d) Organizational

25) A situation in labor ? management negotiation whereby management prevents union members from returning to work is called _____?
a) Grievance
b) Strike
c) Arbitration
d) Lockout

26) The first formal stage of the disciplinary procedure is?
a) Written Verbal Warning
b) Written Warning
c) Suspension
d) Dismissal

28) The _____ leadership is a set of abilities that allows the leader to recognize the need for change, to create a vision to guide that change, and to execute that change effectively?
a) Transformational
b) Charismatic
c) Autocratic
d) Transactional

30) Following the ____, discipline should be immediate, provide ample warning, be consistent, and be impersonal?
a) Disciplinary rules
b) Corrective action
c) Punitive action
d) Hot-stove rule

34) Over the past 25 years, all of these areas of legal environment have influenced HRM except: ?
a) Equal employment opportunity legislation
b) Employees pay and benefits
c) Employee competition legislation
d) Job security

37) How has technology changed HRM practices?
a) Recruiting using the web generates smaller, more focused applicant pools.
b) Employee training is offered through scheduled classes rather than on demand.
c) Electronic resumes take less time to evaluate than paper resumes.
d) None of the given options.

38) How do companies facilitate workforce diversity?
a) Rely on external support systems for minority workers.
b) Encourage employees to challenge the beliefs and values of other employees.
c) Build in accountability through surveys and audits.
d) Reinforce traditional values.

39) Employee involvement requires extensive additional HRM activity in which of these areas?
a) Training
b) Benefits
c) Labor negotiation
d) Marketing

40) Managers who meet designated goals are _____?
a) Assertive
b) Efficient
c) Effective
d) Entitled

41) David conducts new employee orientation for a large organization. His work is within which basic HRM function?
a) Management
b) Motivation
c) Career planning
d) Training and development

42) Employee relations specialists are involved in which of these activities?
a) Handling employee complaints
b) Working with position control specialists in compensation
c) Negotiating benefits packages
d) Coordinating interview schedules

48) _____ is the process of assessing progress toward strategic goals and taking corrective action as needed?
a) Strategic management
b) Strategic planning
c) Strategic control
d) Diversification

49) _____ is the right to make decisions, to direct the work of others and to give orders?
a) Leadership
b) Authority
c) Delegation
d) Management

50) Which of the following is considered a qualitative approach to job analysis?
a) Position analysis questionnaire
b) Interviews
c) Department of Labor approach
d) Functional job analysis

A psychological condition in which a person is put into a deep sleep-like state, while still remaining awake. It can be used to relieve pain & stress is called:

► **Hypnosis**
► Biofeedback
► Transcendental mediation
► Burnout

Employees quit the organizations at their own choice through:

► Outplacement, restructuring
► Discharging, layoff
► Transfer, demotion
► **Resigning, retirement**

According to which of the following it is better to convince the employees to abide by the company's rules, rather than promptly responding with written or oral warnings to employees?

► Hot stove rule
► **Positive discipline**
► Progressive discipline
► Implied discipline

General practice carried out by Mr. Aslam is to encourage the participation of his subordinates while making departmental decisions. He is therefore said to be:

► Involved in practicing his referent power
► Involved in practicing legitimate power
► **Involved in a leadership process**
► Involved in making efforts to get favors from employees

The CEO has appointed Amjad to lead the current project as he has the talent to handle critical situations with an ease which enhances the followers' morale as well. He is said to be a successful leader as per:

► **Leadership Theory**
► Trait Theory
► Behavioral Theory
► Motivational Theory

Creating conditions for a team to be effective is the responsibility of a(n):

► **Leader**
► Employee
► Organization
► HR department

United Nations sent a rescue team in the supervision of Mr. Kim from Geneva to the northern areas of Pakistan affected by the

destructive earthquake of 2005. Mr. Kim is a/an:

- ► **Parent-country national**
- ► Host-country national
- ► Third-country national
- ► Local-country national

Employee handbook is a tool used for:

- ► **Communicating rules & policies within an organization**
- ► Providing information to stakeholders outside the organization
- ► Manipulating the competitors with false information
- ► Providing information about salary scale only

Organizational guarantee about the job security is a functional form of:

- ► **Statutory law**
- ► Contractual law
- ► Public policy
- ► Management rights

Ahmed has provided the personal contact numbers of his subordinates to one of his friend who is working as an insurance agent in a private insurance firm, to help him in achieving his monthly sales target. This practice is:

- ► Clear violation of labor laws
- ► Implementation of discrimination law
- ► **Prohibited by the privacy rights**
- ► Violation of employment at will

Organizations are bound to pay its employees at least the defined minimum wage as per government decision. This obligation resulted because:

- ► It is necessary to build goodwill
- ► **It is the statutory right of an employee**
- ► It enhances the market share of a company's product
- ► It provides benefits to all of its stakeholders

The BEST indicator of an effective safety and health program of an organization is:

- ► Employees do not feel hesitant while sharing their problems
- ► Employees feel motivated to perform well and show loyalty
- ► Employees feel honor that organization is concerned about their problems
- ► **Employees do not face injuries and illnesses on regular basis**

The physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:

- ► Exhaustion
- ► **Burnout**
- ► Collapse
- ► Fatigue

For which of the following reason, union-membership in organizations losses it's importance during recent years?

- ► **Legislation protects workers in a better way**
- ► Unions give advantage to union leaders
- ► Union membership is quite expensive
- ► Companies do not hire union members

All of the following are reasons of conflicts in an organization, EXCEPT:

- ► Everyone competing for scarce resources

► **Interactionist view about employees**
► Poor coordination among employees
► Stereotypical views about employees

Which of the following is an incentive plan that rewards employees for exceeding a predetermined goal by sharing the extra profits?

► Scanlon plan
► Piece-work plan
► **Gainsharing plan**
► Variable pay plan

Which one of the following does NOT categorized as 'pay-for-performance' program?

► **Piecework plan**
► Scanlon plan
► Gainsharing plan
► Profit sharing plan

Which of the given expression is termed as 'equity'?

► $\frac{\text{Output 1}}{\text{Input}} < \frac{\text{Output 2}}{\text{Input}}$

► **$\frac{\text{Output 1}}{\text{Input}} = \frac{\text{Output 2}}{\text{Input}}$**

► $\frac{\text{Output 1}}{\text{Input}} \leq \frac{\text{Output 2}}{\text{Input}}$

► $\frac{\text{Output 1}}{\text{Input}} > \frac{\text{Output 2}}{\text{Input}}$

An employee's compensation usually comprises of:

► High monetary rewards
► Quality rewards requested by employees
► Benefits like medical & transport allowances
► **Financial & non-financial rewards**

To make the 'Ranking Method' of job evaluation more effective:

► Perform performance appraisals on regular basis
► Train employees prior to appraisals
► Develop high compensation packages
► **Clearly define job description initially**

Which of the following is most popular technique for appraising employee performance?

► Alternation ranking
► Graphic rating scale
► **Management by objective**
► Paired comparison

Which is the best time or occasion to discuss career-related issues with an employee?

► Weekly staff meeting
► Social lunch
► **Employee's annual appraisal**
► Career success team meeting

The basis for promotion will typically be competence rather than seniority when:

► Team cohesiveness is important

► **Company is promoting competition**
► Union agreements are involved
► Organization is Legaly bound by government

Which of the following is a part of organization's role in the career development of an employee?
► Communicating the mission, policies and procedures
► Providing timely performance feedback
► **Participating in career development discussions**
► Seeking out career information

Amjad has reached the age of full retirement, but he still wants to continue his job. Moreover, organization has not yet found any replacement to him. In such situation Amjad should pursue:
► Counseling to utilize his leisure time
► Search careers outside the company
► Psychological counseling to prepare for retirement
► **Extension of current job within company**

Question No: 26 -

Which of the following is the utmost preference of an organization while selecting a training and development program?
► **Ensure the cost effectiveness of the training session**
► Expert & professional trainers should be hired
► Training should be provided to all the employees
► Maximum training mediums should be used

Which of the following is the greatest contributor towards the success of an organization?
► Prevailed grapevine network of employees
► Conduct frequent trainings to employees
► **Set goals to define the direction to pursue**
► Implementation of the newest technology

The re-arrangement of organizational structure & change in organizational culture is accomplished during:
► Task analysis
► Organizational analysis
► Person analysis
► **Management analysis**

Which of the following term reflects the process of preparing organizational people according to the future needs?
► Learning
► Training
► **Development**
► Need analysis

Which of the following is a test validation method that determines whether a test measures certain traits that are important in performing a job or not?
► Concept validity
► Criterion validity
► **Construct validity**
► Content validity

Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?
► **Curriculum vitae**
► Educational record

► Career goal
► Interview questioning

Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?

► Power
► Influence
► **Authority**
► Command

Previous company records & customer satisfaction surveys may serve as a source for:

► Cultivating learning culture within the organization
► **Determining deficiencies that require training**
► Developing career development plans for employees
► Identifying training outcomes through evaluation

Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?

► Counseling simulations
► Vocational interest test
► Role playing
► **Employment interview**

Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?

► In-basket technique
► **Role playing**
► Interview simulations
► Case study

As an HR manager, what should be your main focus while recruitment?

► The potential candidate must posses interpersonal and analytical skills
► The potential candidate should be very confident and sharp
► The potential candidate must be attractive enough to fit in the position
► **The potential candidate should match the requirements of the job**

What could be the main consideration of an HR manager during recruitment?

► Outsource the employee selection to recruiting agencies
► Screen the pool of appropriate applicants
► **Attract a large number of applicants**
► Only hire the experienced candidates

'There is no need to make any new appointment'; therefore, the organization has transfered Mr. Azam to another branch. This step of the organization is taken to:

► Increase the labor supply than demand
► **Maintain the balance of labor supply and demand**
► Decrease the labor supply than demand
► Devastate the balance of labor supply and demand

Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:

► **Labor market**

► Employment market
► Employee market
► Job market

The best way of reducing the problems of leniency or strictness in performance appraisals is to:
► Rank employees
► **Train supervisors to avoid it**
► Impose a distribution for performance
► Consider the purpose of the appraisal

Which of the following problem occurs when supervisors tend to rate all their subordinates consistently low?
► Central tendency
► Leniency
► **Strictness**
► Halo effect

Rating a person high or low on all items because of one characteristic during performance appraisal, is known as:
► **Halo effect**
► Central tendency
► Stereotyping
► Biasness

Which of the following performance appraisal method is usually adopted for evaluating performance at managerial positions?
► Management by objective
► Critical incident
► **Paired comparison**
► Essay method

In which method supervisor keeps a log of positive and negative examples of a subordinate's work-related behavior?
► Management by objective
► Comparison method
► Essay method
► **Critical incident method**

When supervisors are indulged in identifying the subordinates' performance deficiencies & provide suggestions for improvements , the process is said to be:
► **Strategic performance appraisal**
► Organizational development
► Upward feedback
► Downward feedback

Grouping of different jobs having similar job responsibilities & duties is called:
► Classes
► **Grades**
► Scales
► Roles

According to which of the following method, each job is assigned to a particular grade/category depending on the type of jobs, the organizations required?
► Ranking method
► **Classification method**
► Factor comparison method

► Point factor method

Which of the following step is MOST important in creating job-fit?

► **An effective selection process**

► Promotion and transfer of existing employees
► Training of employees

► Competitive compensation packages

Question No: 49 -

Organization has legitimacy and rationale configuration that is why it is said to be a/an:

► **Formal organization**
► Informal organization
► Virtual organization
► Learning organization

According to the 'Hawthorne Studies' productivity of employees:

► Increased by increasing light intensity
► Decreased by decreasing light intensity
► **Increased by observing them**
► None of the given options

Question No: 51 (Marks: 5)

Company consults its legal advisor for some legal assistance, what sort of power that legal advisor will practice?

ANS: The legal advisor will practice the following power:

Expertise: It is a type of power which is possessed by a person due to personal expertise and knowledge. Using his expertise and knowledge advisor will provide legal assistance to the company and help them to get rid of their problems.

Question No: 52 (Marks: 10)

Identify the measures that should be taken to make the performance appraisal system of an organization more effective.

ANS: Effective Performance Appraisal: In order to make performance appraisal more effective the following measures should be taken:

1. **Providing training to appraiser:** Before starting the appraisal it is important that the appraiser must be trained well so that he/she does not commit the common mistakes of performance appraisal.
2. **Ensuring mistakes are not made during appraisal:** An effective appraisal system is free of errors and appraiser carries appraisal well.
3. **Proper methods are used:** A proper method to carry performance appraisal should be adopted to make it effective.
4. **Clear objectives:** It should be clear in appraiser's mind that what should be evaluated and for what reason he/she is being evaluated.

Being a manager how can you make the performance appraisal system of your organization legally defensible?

Identify the methods that can be adopted to maximize the effectiveness of learning.

ANS: Maximize Effectiveness of Learning:

To maximize the effectiveness of learning the following methods (learning principles) should be adopted:

1. **Participation:** Learning is only effective when the learners participate in the learning process. So such conditions should be provided to learners so that they participate in the learning process.
2. **Repetition:** An important aspect to enhance learning is repetition that is given the learner the opportunity to practice what he is being taught.
3. **Relevance:** Learning must be problem centered rather than content centered. People should be trained when there is some deficiency in them and the learning is solving that problem.
4. **Transference:** Learning is no effective if it is not transferred to actual workplace so that trainees should apply what they have learned the skills and knowledge to workplace to increase their productivity. So it should be ensured that transfer of learning takes place.
5. **Feedback:** Feedback of performance is necessary for learning. Feedback helps employees to improve their performance.

While downsizing, organizations sometimes reduce the number of its employees by offering early retirements because:

- ► HR requirement is less than existing number of employees
- ► HR requirement is greater than the existing number of employees
- ► Company's cost in terms of employee compensation can be saved
- ► **Organizations can be more efficient by this action of management (correct)**

Which of the following can be an alternative decision to employee termination?

- ► Demotion
- ► Retirement
- ► Resignation
- ► **Lay-off (Correct)**

If the time between violation & the respective penalty implementation lengthens, the impact of the disciplinary action will:

- ► **Be exceeded (Correct)**
- ► Remain the same
- ► Become invisible
- ► Be reduced

Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

- ► **Manager only (Correct)**
- ► Charismatic leader
- ► Leader only
- ► Leader & manager at the same time

What sort of relationship exists between 'negative-reinforcement' & 'punishment'?

- ► Both are similar concepts
- ► **Punishment leads to negative-reinforcement (Correct)**
- ► Negative-reinforcement leads to punishment
- ► Both leads to similar consequences

'Federal law' requiring employers to give 60 days notice prior to plant closing or major layoff, as stated by:

- ► **Statutory right of employees (Correct)**
- ► Employer itself
- ► Due process by an employer
- ► Union recommendations

Which of the following facilitates the employer to hire, fire, demote or promote anyone, in the absence of any legal obligation?

- ► Discrimination law

► **Employment at will (Correct)**
► Affirmative action
► Equal employment opportunity

'Honda Pakistan', implemented a safety & health program for its employees after consulting experts and management in the organization. But, no reduction in the accidents or injuries is observed. Identify a reason which is <u>least</u> possible to the failure of this Safety & Health program?

► Company is not considering inputs of employees regarding safety decisions
► Safety & health program is not communicated properly to all employees
► **Proper safety & health training has not been provided to the employees (Correct)**
► Proper budget is not allocated to safety and health program as required

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Which one of the following is NOT included in the content of 'Employee Handbook'?

► Fringe benefits
► Safety procedures
► **Financial statements (Correct)**
► Job duties

"Accounting staff of a EFU General Insurance ltd, share information of different departments to assist in preparing the annual budget on a consistent basis". Which type of communication it is?

► Diagonal communication
► **Horizontal communication (Correct)**
► Upward communication
► Downward communication

Under a strong union influence, the union members demanded the salary increment as per the rate of increase in inflation. As an HR manager what will be your initial step?

► Rejecting the request as it is unnecessary
► Approving the demand immediately
► Asking union to make a contract
► **Arranging negotiation to discuss the issue**

According to which of the following view, "conflict is bad and should be avoided"?

► **Behavioral view (Correct)**
► Traditional View
► Human Relations View
► Interactionist View

If the political behavior is motivated by self-serving interests without taking into account the goals of the organization, the move would be considered as:

► Ethical
► Neutral
► **Unethical (Correct)**
► Intense

Legitimate power includes which of the following?

► **Acceptance of authority by organizational members (Correct)**
► Limited ability to reward employees
► Ability to only punish employees
► Limited control of company's physical resources

A power base that depends on fear comes under which of the following category of power?

► Reward power

▶ **Coercive power (Correct)**
▶ Referent power
▶ Legitimate power

Which of the following is NOT included in time-off benefits?

▶ On-the-job breaks
▶ Annual holidays
▶ **Flexi time (Correct)**
▶ Paid leaves

Ali was working as MTO in ABL & getting the package of Rs.20.000, few weeks ago he resigned from ABL & joined HBL which is offering him Rs.30,000 at the same post of MTO. In this situation HBL is adopting the _____ pay strategy.
▶ **Above market rate (Correct)**
▶ Below market rate
▶ At market rate
▶ All of the given options

What type of pay plan is being used when workers are paid a sum for each unit they produce?
- ▶ Base pay
- ▶ **Competency-based pay (Correct)**
- ▶ Bonus pay
- ▶ Piecework pay

To make the 'Ranking Method' of job evaluation more effective:
- ▶ Perform performance appraisals on regular basis
- ▶ Train employees prior to appraisals
- ▶ Develop high compensation packages
- ▶ **Clearly define job description initially**

Miss. Fouzia wants to excel herself in the banking field by clearing the IBP Superior Qualification (ISQ) examination. But her current job's strict timings do not allow her to fulfill her plans. To address this problem, the bank could help her by:
- ▶ Providing her with a career coach
- ▶ Encouraging her to join a career success team
- ▶ **Facilitating her with flexible working hours**
- ▶ Suggesting her a better occupation to adopt

Which of the following is part of a manager's role in the career development of an employee?
- ▶ Communicating the mission, policies and procedures
- ▶ Utilizing career development opportunities
- ▶ Participating in career development discussions
- ▶ **Establishing goals and career plans**

Which of the following plays a role in assessing interests, seeking out career information and utilizing development opportunities in career development?
- ▶ Individual
- ▶ **Manager (Correct)**
- ▶ Supervisor
- ▶ Company

The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:

- ► Organizational development
- ► **Career management (Correct)**
- ► Career development
- ► Career planning

How do compensation and benefits with a career development focus differ from compensation and benefits with a traditional focus?

- ► Employee's productivity is rewarded
- ► Employee's efficiency is rewarded
- ► Enhancement in abilities is rewarded
- ► **All of the given options (Correct)**

Amjad has reached the age of full retirement, but he still wants to continue his job. Moreover, organization has not yet found any replacement to him. In such situation Amjad should pursue:

- ► Counseling to utilize his leisure time
- ► Search careers outside the company
- ► Psychological counseling to prepare for retirement
- ► **Extension of current job within company**

Which of the given objective is mainly focused during pre-retirement educational programs?

- ► Improve job satisfaction among senior staff
- ► Enhance employee performances through such concerns
- ► **Prepare employees for their upcoming retired life (Correct)**
- ► Minimize medical claims from retirees

During which stage of socialization, employees successfully internalize the organizational norms & beliefs?

- ► Pre-arrival stage
- ► Encounter stage
- ► **Metamorphosis stage (Correct)**
- ► Post-retirement stage

During which of the following interview, an interviewer asks probing and open-ended questions?

- ► Structured interview
- ► **Unstructured interview (Correct)**
- ► Formal interview
- ► Planned interview

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

- ► Selection
- ► **Recruitment (Correct)**
- ► Staffing
- ► Enrollment

Which of the following is a force by which personality traits (expertise) affects others' behavior?

- ► Power
- ► **Influence (Correct)**
- ► Authority
- ► Command

Which of the following practice involves the selling off portions of the company and making severe staff reductions?

- Redesigning
- **Restructuring (Correct)**
- Organizational designing
- Reengineering

People can be more productive while working in:

- Isolation
- **Groups (Correct)**
- Crowd
- None of the given options

The MOST common reason that an expatriate fails at an international assignment is _____.

- Incompetency
- Technical demands of the job
- Expense
- **Family pressures (Correct)**

Previous company records & customer satisfaction surveys may serve as a source for:

- **Cultivating learning culture within the organization (Correct)**
- Determining deficiencies that require training
- Developing career development plans for employees
- Identifying training outcomes through evaluation

The best hiring occurs when the goals of which of the following should consistent to each other?

- HR managers, Finance managers
- Head office, Branch
- **Organization, Individual (Correct)**
- Lower managers, Top managers

Which one of the following is NOT the advantage of Workforce Diversity?

- Multiple perspectives
- Greater openness to new ideas
- Increased creativity and flexibility
- **Decreased problem-solving skills (Correct)**

Due to which of the following reason, subordinates may feel dissatisfied with their appraisal interviews?

- **They feel threatened during the interview**
- They can influence the course of the interview
- Constructive interviewer is conducting the interview
- Their poor performance is being highlighted

Which of the given solution served as the best one for reducing the problem of central tendency in performance appraisals?

- Rank employees
- **Train supervisors to avoid it (Correct)**
- Impose a distribution for performance
- Consider the purpose of the appraisal

Some supervisors, when filling in rating scales, tend to avoid the highs and lows on the scale and rate most people in the middle. This type of evaluation is said to be effected by:

- Stereotyping
- **Central tendency (Correct)**

► Strictness
► Leniency

"Ongoing process of managing & evaluating both the behavior & outcomes in the workplace" is known as:
► Training & development
► **Performance appraisal (Correct)**
► Compensation management
► Job analysis

Employees' routine working is now being monitored through computers electronically; this trend has affected the Performance Appraisal (PA) system in which of the following manner?
► Development of PA on more frequent basis
► Enhanced importance of PA for employees
► PA have became more accurate & efficient one
► **Human involvement is completely removed**

By what means, organizations show concerns for their employees and earn their commitment?
► Solely ensuring job security of employees
► **Provide career development opportunities** ► Promise after retirement incentives only
► Offer stock options limited to senior employees

The frequency of conducting the performance appraisal depends on:
► Environmental challenges
► Training sessions
► Job analysis
► **Organizational policies (Correct)**

Evaluation method generally adopted by most of the educational institutes to evaluate the students' academic performance is:
► **Project based method (Correct)**
► Focal point method
► Anniversary method
► Base timings method

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?
► Scientific approach
► Rational approach
► Human relations approach
► **Systematic approach (Correct)**

In Hawthorne studies which decisive factor was used in the variation of the workers' performance?
► Safety measures
► Health condition
► Light variation
► Salary bonuses

Which of the following signifies a term "Task" as a component of an organization?
► Organizational HR
► Organizational hierarchy
► **Mechanical process (Correct)**
► Existence purpose

Which of the following abilities are categorized as the Technical skill of an individual?

- ► Judgment & creativity
- ► Analysis & communication
- ► **Knowledge & proficiency (Correct)**
- ► Innovation & advancement

Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:

- ► Equal employment opportunity
- ► **Affirmative action (Correct)**
- ► HR planning
- ► Litigation process

The cognitive component consists of a person's:

- ► Emotions
- ► **Knowledge (Correct)**
- ► Attitude
- ► Feelings

Yousaf has beaten his fellow employee for which his manager has dismissed him. Evaluate manager's response in terms of ethical application of power.

Answer:
No employee is supposed to get physical with any of the colleagues. Manager's decision was the extreme as he could have brought both employees together and tried to know the problem between them. I see this move as an unethical act by the manager.

What measures should be taken to limitize the union membership by employees? Explain each in detail.
Answer:

When do organizational people indulged themselves in organizational politics? Discuss any five factors in detail.

Answer:

Organizational politics are actions that allow people in organizations to attain goals without going through ceremonial channels. Whether political activities help or hurt the organization depends on whether the person's goals are steady with the organization's goals. In the impartial model of organizations, people are assumed to manage sensibly, based on clear information and well-defined goals.

There are few factors that result in political activities in an organization and are explained as under.

1. **Changes in Leadership** which changes conventional associations and processes can create an opportunity for increased political behavior.

2. **Changes in Coordination and integration** of organizational activities used to achieve common goals can also lead to an increase in political behavior.

3. **Changes in any of the five contextual forces, i.e.** environment, technology, strategy, culture, and structure, can generate uncertainty over resource allocation, leading to an increase in political behavior.

4. **Blame & Integration.** Blaming and attacking others to deflect attention from one's mistakes and using ingratiating behavior to gain favor are unethical and negative types of political actions.

5. **Building Relationship**. People develop relationships through coalitions, grouping, networks, and accommodating managerial linkages. Coalitions are relationships formed over specific issues. Alliances are general agreements of support among different individuals and groups; and networks are broad, loose support systems. Relationship building can either help or harm the organization.

In order to get advantage of each method, will it be a sensible decision to simultaneously apply all the four methods of job evaluation?

Answer:

Four methods of Job evaluation

1. **Ranking Method:** Raters examine the description of each job being evaluated and assemble the jobs according to their value to the corporation. This technique requires a team characteristically composed of both management and employee delegate to arrange job in a simple rank order from uppermost to lowest. The most noticeable restraint to the ranking method is its utter lack of ability to be managed when there are a large number of jobs.
2. **Classification Method:** A job evaluation method by which a number of classes or ratings are defined to explain a group of jobs is known as categorization method. The classifications are created by identifying some common denominator skills, knowledge, and responsibilities with the desired goal being the criterion of a number of distinctive classes or grades of jobs.
3. **Factor Comparison Method** Raters need not keep the entire job in mind as they evaluate instead, they make decisions on separate phases, or issues, of the job. A basic fundamental hypothesis is that there are five universal job factors: (1) Mental Requirements (2) Skills (3) Physical Requirements (4) Responsibilities 5) Working Conditions.
4. **Point Method:** Raters assign numerical values to specific job components, and the sum of these values provides a quantitative appraisal of a job's relative significance. The point method requires selection of job factors according to the nature of the specific group of jobs being evaluated. After determining the group of jobs to be studied, analysts conduct job analysis and write job descriptions. Next, the analysts select and define the factors to be used in measuring job value and which become the standards used for the evaluation of jobs. Education, experience, job knowledge, mental effort, physical effort, responsibility, and working conditions are examples of factors typically used.

Which of the following employee benefits are legally imposed on organizations?

- ► **Social security**
- ► Stock options
- ► Care centers
- ► Flexible hours

Question No: 2 -

Leadership will mostly be considered failed if:

- ► Leaders are appointed by top management
- ► Leader established high goals to be achieved
- ► Leader also plays the role of a manager in an organization
- ► **Followers stop sharing their issues with a leader**

Usually it is observed that after becoming the team's captain the player's own performance declines. What could be the reason behind it?

- ► **Unable to handle extra pressure**
- ► Absence of task related knowledge
- ► Lack of high energy level
- ► Imposed on a team by management

'Unilever' comes under which of the following categories while conducting its business globally?

- Domestic
- International
- Multinational
- **Transnational**

Which group of employees may also be known as expatriate?

- **Parent-country nationals**
- Host-country nationals
- Third-country nationals
- Local-country nationals

_____ are citizens of the country in which the multinational company has its headquarters.

- **Expatriates**
- Third-country nationals
- Home-country nationals
- Host-country nationals

Neither an organization nor any organizational member can provide the employee database information to any person/organization without the permission of the concerned employee. This restriction is supported by:

- Employment at will
- Discrimination law
- **Rights to privacy**
- Labor law

Communication in which information flows from the top of the organizational management hierarchy to the employees telling them what is the mission and what are the policies of the organization is known as:

- Diagonal communication
- Horizontal communication
- Upward communication
- **Downward communication**

All of the following would be considered as sources of conflicts, EXCEPT:

- Goal incompatibility
- Different values and beliefs
- Lack of resources and finances
- **Strengthened team dynamics**

The labor union of 'SAGA Trading Pvt Ltd' is demanding company to buy resources from their settled place. Company didn't bother about raising such issue by the union, as the issue comes under:

- Labor issues
- Mandatory issues
- Permissive issues
- **Prohibited issues**

According to which of the following view, "conflict should be encouraged and managed"?

- Traditional View
- **Human Relations View**
- Interactionist View
- Behavioral view

Asif has punished his subordinate for the reason that he had refused to drop Asif's children at school. What type of

power Asif practiced over his subordinate?

- ► Referent power
- ► Social power
- ► **Personal power**
- ► Charismatic power

If being a manager you have the power to dismiss, suspend or demote your subordinates, you are said to have which of the following power?

- ► Charismatic power
- ► Referent power
- ► Coercive power
- ► **Legitimate power**

Question No: 14 -

Performance measures include all of the following, EXCEPT:

- ► Individual's productivity
- ► Team's productivity
- ► Departmental productivity
- ► **Market productivity**

Which of the following is NOT included in time-off benefits?

- ► **On-the-job breaks**
- ► Annual holidays
- ► Flexi time
- ► Paid leaves

For which of the following reason, organizations consider employee benefits important?

- ► To attract new blood in the organizations
- ► To retain the valuable employees
- ► To create good reputation in the market
- ► **All of the given options**

Question No: 17 -

Which of the following is NOT included in direct financial payments?

- ► Wages
- ► Insurance
- ► Commissions
- ► **Incentive**

When an employee's performance is so poor that a written warning is required, that warning should:

- ► Identify the standards by which the employee is judged
- ► Contain examples of employees who met the standards
- ► Provide previous examples when employee met the standards
- ► **Be sent to the employee in question and to the superior manager**

If a supervisor wants to criticize his subordinate in an appraisal interview, it is best to:

- ► **Hold meeting with other people to diffuse the negative situation**
- ► Provide examples of critical incidents by that employee
- ► Acknowledge personal biases with the employee
- ► Scold the employee on excuses for poor performance

Which of the following depicts today's major barrier to career advancement of the working ladies?

□□□□□□□▶□Top management is usually male oriented
□□□□□□□▶□Lack of educational opportunities for women
□□□□□□□▶□Common perception that woman can never be a better boss
□□□□□□□▶□Difficulty in balancing the work and family life

_____ **Which of the following is part of a manager's role in the career development of an employee?**
□□□□□□□▶□Communicating the mission, policies and procedures
□□□□□□□▶□Utilizing career development opportunities
□□□□□□□▶□Participating in career development discussions
□□□□□□□▶□Establishing goals and career plans

_____ **Which of the following is a part of organization's role in the career development of an employee?**
□□□□□□□▶□Communicating the mission, policies and procedures
□□□□□□□▶□Providing timely performance feedback
□□□□□□□▶□Participating in career development discussions
□□□□□□□▶□Seeking out career information

_____ **Which of the following term is used to represent the shift in job position without any change in salary or grade?**
□□□□□□□▶□Promotion
□□□□□□□▶□Transfer
□□□□□□□▶□Demotion
□□□□□□□▶□Resignation

_____ **Employee commitment had suffered a lot in recent years due to which of the following reasons?**
□□□□□□□▶□Structural downsizing
□□□□□□□▶□Skill inadequacy
□□□□□□□▶□Rational appraisals
□□□□□□□▶□Organizational expansion

_____ **Shehzad planed to retire from his company because he would get a better package after 30 years of service. However, according to him without a job it would be difficult for him to spend time so he may consider other options. What do you suggest for him?**
□□□□□□□▶□Explanation of social security benefits
□□□□□□□▶□Pursue career outside the company
□□□□□□□▶□Counseling to utilize leisure time
□□□□□□□▶□All of the given options

_____ **How organizations prepare their employees for retirement?**
□□□□□□□▶□Provide leisure time counseling
□□□□□□□▶□Search careers outside the company
□□□□□□□▶□Explanation of social security benefits
□□□□□□□▶□Psychological counseling to accept retirement

_____ **Which of the following measures are taken to assess the intensity of employees' satisfaction and their attitude toward the training program?**

□□□□□□□▶□Continuous feedback
□□□□□□□▶□Profitability rate
□□□□□□□▶□Market share
□□□□□□□▶□Productivity levels

_____ **Which of the following is the <u>greatest</u> contributor towards the success of an organization?**
□□□□□□□▶□Prevailed grapevine network of employees

□□□□□□□►□**Conduct frequent trainings to employees**
□□□□□□□►□Set goals to define the direction to pursue
□□□□□□□►□Implementation of the newest technology

Which of the following test is used to measure a candidate's knowledge regarding job duties he/she is supposed to perform in a particular job position?
□□□□□□□►□Work knowledge test
□□□□□□□►□Trade knowledge test
□□□□□□□►□**Job knowledge test**
□□□□□□□►□Position knowledge test

The extent to which an employment selection test provides consistent results is known as:
► Reliability
► Dependability
► **Consistency**
► Trustworthiness

Which of the following term is used as the indicator of missing information by the applicant while making selection decision?
► **Red flag**
► Red alert
► High alert
► Alarming situation

Which of the following method is used to inform employees about the company's job openings?
► Job publishing
► **Job declaration**
► Job posting
► Job listing

Organizations started focusing on quality, productivity and efficiency during:
► Mechanistic period
► Legalistic period
► Organistic period
► **Strategic period**

Which of the following aspect should be considered during task analysis, before conducting the training in an organization?
► **Individuals who require training**
► Shortcomings in existing technology
► Ineffective feedback system of organization
► Areas where training is required

'Due to lack of knowledge among employees, they are unable to operate the computerized MIS', which of the following addresses this problem?
► Provision of new computers
► **Conduct relevant training**
► Supply input devices
► Supply output devices

The process by which people acquire skills & abilities required to perform jobs at hand, is known as:
► Learning
► **Training**
► Development

► Need analysis

According to which of the following interview type, several applicants are being interviewed by one or more company representatives?

► One-to-one interview
► **Panel interview**
► Group interview
► Stress interview

Which of the following represents the basic goal of the recruitment?

► Communicate job opening positions clearly
► Attract maximum number of applicants
► Self select out the candidates to save time and money
► **Attract the qualified candidates & not the unqualified ones**

Which of the given solution served as the best one for reducing the problem of central tendency in performance appraisals?

► **Rank employees**
► Train supervisors to avoid it
► Impose a distribution for performance
► Consider the purpose of the appraisal

Rating a person high or low on all items because of one characteristic during performance appraisal, is known as:

► **Halo effect**
► Central tendency
► Stereotyping
► Biasness

Management by objectives (MBO) refers to an appraisal method, which:

► Evaluates progress made toward the accomplishment of measurable goals
► **Assigning scale points with specific examples of good or poor performance**
► A log of positive and negative examples of a subordinate's work-related behavior
► Assigning predetermined percentages for different performance categories

If a performance appraisal focuses on an employee's quality and quantity of wok, then the performance appraisal is focused on measuring _____.

► Generic dimensions of performance
► Performance of actual duties
► **Employee competency**
► Achievement of objectives

Which of the following is NOT one of the guidelines for effective goal setting?

► Allocate specific goals
► Set challenging but achievable goals
► **Assign consequences for performance**
► Encourage employee participation

All of the following could be the reasons of an employee stress, EXCEPT:

► Supervisor's rude attitude
► No recognition of efforts
► Job insecurity and safety
► **Missing out the thanking notes**

Management

has pointed out Mr. Haseeb as a low performer & shows their dissatisfaction with his performance, Mr. Haseeb had tried a lot to put more & more efforts but still unable to satisfy the management, after some time he started overlooked the appraisal reports as he perceived that management is habitual of criticizing the employees' performance. This reaction by Haseeb is resulted due to:

- ► Lack of trained raters
- ► Unserious attitude towards appraisal
- ► Lack of proper feedback
- ► **Management is biased**

Which one of the following is NOT the characteristic of a Virtual Team?

- ► Lack of nonverbal signals
- ► **Limited social contact**
- ► Increased social relationship
- ► Ability to overcome time and space constraints

Jobs are identified & grouped during which of the following managerial function?

- ► Planning
- ► **Organizing**
- ► Leading
- ► Controlling

As a result of which of the following activity, HRIS is gaining popularity day by day?

- ► Generating organizational reports
- ► Managing resources effectively
- ► **Retrieving timely information**
- ► Handling bundles of data

HRIS provides information that supports organizations in:

- ► **Designing compensation packages**
- ► Launching new equipments
- ► Forecasting financial budgets
- ► Anticipating customers' trend

'Job description' provides which of the following information?

- ► Working conditions prevailing in an organization
- ► **Set of KSA required to perform a job**
- ► Level of experience mandatory for a particular job
- ► Individual's general attitude that affects the job performance

Question No: 51 (Marks: 5)

What are the criteria that make the leaders & managers similar to each other?

There are some points by which leaders and managers become similar to each others.
1. Both leader and manager interact and motivate their subordinates.
2. Both leader and manager have power over their subordinates.
3. Leaders work for achieving the desire strategic goals while managers also work for getting their goals.
4. Both works in organizations. Both are responsible for their subordinates and people.

Question No: 52 (Marks: 10)

Leaders should be selected by the respective followers or must be imposed by the policy makers? In your opinion which could be the better option? Elaborate in detail by explaining the pros & cons of both the situations.

Leaders are selected by the respective followers because as we know that best leaders are selected by the people who want him. The good leader is that who leads his followers. So his people will follow him. But if a leader is selected by

policy makers, may be this leader will not be able to motivate and guide his people. Because there is no opinion taken from people in selection of this leader. We will take a real example from today's life.
For example, if we select a leader in elections on high majority, we will be happy from that leader. But if some party has select a leader without the knowledge of people. That will be not a good opinion. I think that the first sentence will be correct in my view.

Question No: 53 (Marks: 10)

A warehouse of a company caught fire, a labor named Iftikhar had voluntarily took steps to extinguish the fire. For this act of bravery, company's management awarded him with the 'medal of bravery'. In the light of Maslow's Need Theory, how will you evaluate this reward offered by company to appreciate & keep Iftikhar motivated?

According to Maslow's Need Theory, money can motivate an employee. But here the company awarded Mr iftikhar a Medal. So iftikhar will try to work more hard for getting cash award to fulfill his lower needs. If for example iftikhar gets money awards on his performance, he will try to fulfill his higher needs. For this he will do some special work to inspire its managers.

Question No: 54 (Marks: 10)

How can managers reinforce positive behaviors among their employees through non-monetary incentive? Support your answer by providing any practical example of such practices adopted in various organizations.

In organizations, managers can motivate positive behaviors among their employee through some non-monetary incentives. By which all employees will be neutrally work and motivated.
Manager should provide non-monetary rewards to their employees. For example,
Employee must have a pleasant working environment, so they will enjoy their work with good performance. Also their behavior will be positive.
They should be trained in a good way.
Social security is also a right of employees. Managers should provide disability insurance, medical, and security for employees.

Which of the following is a part of non-financial compensation?

- ► Monthly commission
- ► Employee autonomy
- ► Stock option
- ► Medical allowance

Which of the following employee benefits are legally imposed on organizations?

- ► Social security
- ► Stock options
- ► Care centers
- ► Flexible hours

Background and reference checks are made by HR department while hiring employees to:

- ► Evaluate employee's capability
- ► Meet requirements of federal law
- ► Check employee's communication network
- ► **Check authenticity of provided information**

Hamid immediately left the organization for personal reasons during the office hours without informing his manager. Manager should take notice of it because:

- ► It is his responsibility to remain informed about employees' problems
- ► It is a disciplinary problem that requires immediate action
- ► It is about assigning Hamid's work to some other employee before leaving
- ► **It is his responsibility to keep record of enter & exit of employees during office hours**

'Unilever' comes under which of the following categories while conducting its business globally?

- ► Domestic
- ► International

► Multinational
► Transnational

Mehmood, a Pakistani national is working in the HSBC, Pakistan branch of a China based multinational bank. Mehmood is therefore be classified as a/an:

► Expatriate
► Third-country national
► Home-country national
► Host-country national

Which group of employees may also be known as expatriates?

► Parent-country nationals
► Host-country nationals
► Third-country nationals
► Local-country nationals

Amjad is a Pakistani born national who is working in Saudi Arabia as a HR manager for an American company. So, Amjad is a/an:

► Expatriate
► Third-country national
► Home-country national
► Host-country national

Assessing an employee's probable success in handling a foreign transfer and the best predictor of future success is proved to be:

► Job competence
► Past international travel
► Language skills
► Extraversion

Ali often gets aggressive on minute things, the counselor indicate his responses as:

► Short-term physical symptom of stress
► Long-term physical symptom of stress
► Behavioral symptom of stress
► Internal symptom of stress

The 2 factors used by Hertzberg in 'Two factor theory' are:

► Expectancy & relatedness
► Hygiene & motivators
► People X & people Y
► Self-esteem & security

Organizational guarantee about the job security is a functional form of:

► Statutory law
► Contractual law
► Public policy
► Management rights

Occupational health & safety refers to which of the following dimensions of a workforce that result from the work environment provided by the organization?

► Physical & physiological
► Physiological & Mycological
► Chronological & psychological

► **Physiological & psychological**

Which one of the following is NOT included in the content of 'Employee Handbook'?

► Fringe benefits
► Safety procedures
► **Financial statements**
► Job duties

The physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:

► Exhaustion
► **Burnout**
► Collapse
► Fatigue

The labor union of 'SAGA Trading Pvt Ltd' is demanding company to buy resources from their settled place. Company didn't bother about raising such issue by the union, as the issue comes under:

► Labor issues
► Mandatory issues
► Permissive issues
► Prohibited issues

According to which of the following view, "conflict is bad and should be avoided"?

► Behavioral view
► Traditional View
► Human Relations View
► Interactionist View

Activities that people perform to acquire and enhance their power & other resources, to obtain their preferred outcomes, are represented as:

► Authorities
► Influences
► Politics
► Principles

Asif has punished his subordinate for the reason that he had refused to drop Asif's children at school. What type of power Asif practiced over his subordinate?

► Referent power
► Social power
► **Personal power**
► Charismatic power

A power base that depends on fear comes under which of the following category of power?

► Reward power
► Coercive power
► Referent power
► Legitimate power

For which of the following reason, organizations consider employee benefits important?

► To attract new blood in the organizations
► To retain the valuable employees
► To create good reputation in the market
► **All of the given options**

Which of the following pay category depicts the increase in salary, the firm awards to an individual employee based on his or her individual performance?

- ► Merit pay
- ► Variable pay
- ► **Piecework pay**
- ► Job-based pay

Rewards offered to individuals serving at the managerial positions on monthly basis are termed as:

- ► Commission
- ► **Salary**
- ► Wage
- ► Bonus

When an employee's performance is so poor that a written warning is required, that warning should:

- ► Identify the standards by which the employee is judged
- ► Contain examples of employees who met the standards
- ► Provide previous examples when employee met the standards
- ► Be sent to the employee in question and to the superior manager

Which of the following methods of performance appraisal includes evaluating performance by assigning predetermined percentages of rates into performance categories?

- ► Alternation ranking
- ► Paired comparison
- ► Forced distribution
- ► Graphic ranking scale

Which of the following is MOST essential for sustainable performance of an employee?

- ► Clearly defined job description
- ► Career development opportunities
- ► Commitment from top management
- ► Feedback in term of appropriate rewards

Which of the following is a part of organization's role in the career development of an employee?

- ► Communicating the mission, policies and procedures
- ► Providing timely performance feedback
- ► Participating in career development discussions
- ► Seeking out career information

Which of the following plays a role in assessing interests, seeking out career information and utilizing development opportunities in career development?

- ► Individual
- ► Manager
- ► Supervisor
- ► Company

Employee commitment had suffered a lot in recent years due to which of the following reasons?

- ► Structural downsizing
- ► Skill inadequacy
- ► Rational appraisals
- ► Organizational expansion

How

organizations prepare their employees for retirement?

- ► Provide leisure time counseling
- ► Search careers outside the company
- ► Explanation of social security benefits
- ► Psychological counseling to accept retirement

Which of the following phase includes the content development of training program?

- ► Training evaluation
- ► Training design
- ► Training need analysis
- ► Defining training objectives

Who is responsible for hiring the wrong person for the particular job?

- ► **HR manager**
- ► Regional manager
- ► Regional head
- ► CEO

Which of the following strategy is said to be more effective to motivate contingent workers?

- ► Facilitate with job security
- ► Make jobs more appealing
- ► Develop interest through job rotation
- ► Provide challenging projects

The inner drive that directs a person's behavior towards goal attainment is known as:

- ► Attitude
- ► Performance
- ► Motivation
- ► Need

Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?

- ► In-basket technique
- ► Role playing
- ► Interview simulations
- ► Case study

Ahmed, the supervisor of the manufacturing department, is in the process of evaluating his staff's performance. He has determined that 15% of the group will be identified as high performers, 20% as above average performers, 30% as average performers, 20% as below average performers, and 15% as poor performers. He is using a _____ method.

- ► Graphic rating scale
- ► Constant sum ranking scale
- ► Forced distribution
- ► Alternation ranking

According to which of the following method, each job is assigned to a particular grade/category depending on the type of jobs, the organizations required?

- ► Ranking method
- ► Classification method
- ► Factor comparison method
- ► Point factor method

Management

has pointed out Mr. Haseeb as a low performer & shows their dissatisfaction with his performance, Mr. Haseeb had tried a lot to put more & more efforts but still unable to satisfy the management, after some time he started overlooked the appraisal reports as he perceived that management is habitual of criticizing the employees' performance. This reaction by Haseeb is resulted due to:

- ► Lack of trained raters
- ► Unserious attitude towards appraisal
- ► Lack of proper feedback
- ► Management is biased

Question No: 39 -

HR generalist is involved in:

- ► Performing all or few (more than one) HR functions
- ► Performing a single focused HR function
- ► Providing orientation to employees only
- ► Designing special compensation packages for female employees

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Managers who are indulged in establishing policies & procedures are fall under which category?

- ► Staff
- ► Line
- ► Functional
- ► Operational

In Hawthorne studies which decisive factor was used in the variation of the workers' performance?

- ► Safety measures
- ► Health condition
- ► Light variation
- ► Salary bonuses

Which of the following term defined Management Sciences Department of the Virtual University (VU)?

- ► System
- ► Subsystem
- ► **Board**
- ► Arrangement

Strategic managers are responsible for overall:

- ► Production
- ► Planning
- ►Controling
- ► Changes

Which of the following terms correctly represents different types of managers?

- ► Tactical, operational, functional
- ► Tactical. operational, strategic
- ► Executive, CEO, director
- ► Dimensional, functional, strategic

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

- ► Civil rights
- ► Equal pay
- ► Worker compensation
- ► Age discrimination

Which of the following Management functions are applicable w.r.t HRM?

► Planning, organizing, leading & controlling
► Planning & organizing only
► Leading & controlling only
► None of the management functions applied

While developing laws, management should be able to:

► Implement laws by force
► Modify as per requirement
► Defend their decisions
► Easily convey among employees

The specific means used to attract potential candidates is refered as:

► Selection
► Recruitment
► HR planning
► Staffing

Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?

► Trade unions
► Human relation movement
► Employment legislations
► None of the given options

Matching job description with the individual's qualification, is one of the important aspects of:

► DBMS (Data Base Management System)
► IS (Information System)

► MIS (Management Information System)
► HRIS (Human Resource Information System)

Question No: 51 (Marks: 5)

Parveez was asked for the explanation of his frequent leaves in a month. The justification he made was his illness but he was unable to provide any medical prescription to prove his illness. Does management accept his excuse? Justify.

Question No: 52 (Marks: 10)

What are the advantages and disadvantages of using home country nationals in international assignments?

Question No: 53 (Marks: 10)

What are the different dimensions of stress? List & discuss them in detail.

1) Appraisal of a worker's performance can be described as:

a) Planning Activity
b) Organizing Activity
c) Controlling Activity
d) Leading Activity

2) Hawthorne studies depict the effects of work environment on:

a) Human Behavior
b) Human Performance
c) Human Satisfaction
d) All the given options

3) Process of working with different resources to accomplish organizational goals is known as:
a) Strategic management
b) Human Resource management
c) Management
d) Team work

4) The concept of how a person behaves in a group can be attributed to:

a) Thermodynamics
b) Group Dynamics
c) MBO (Management by objectives)
d) Group Behavior

5) The study of Organizational Behavior is closely related to:

a) Human Psychology
b) Human Behavior in general
c) Human Behavior at work
d) Human-Machine Interaction

6) Essential component of an organization is:

a) Team
b) Structure
c) Individual
d) None of the given options

7) The whole is greater than the sum of its parts is known as:

a) Efficiency
b) Effectiveness
c) Productivity
d) Synergy

8) Virtual teams can contribute to better coordination among the team members because:

a) Technology brings them together on a forum.
b) Team members meet physically with each other
c) Team members share views among themselves via communication links.
d) Team members have the real time environment for interaction.

9) Setting standards should be left to the employee rather than organization leads to self controlling because:

a) It follows the management by objective approach.
b) It increases the productivity of the worker
c) It increases the confidence of workers
d) Workers come up to the high standard since they have no pressure from his superiors.

10) Which one is not basic component of OB (Organizational Behavior) Model?

a) Organization
b) Group
c) Team
d) Individual

Organizations started giving more focus on the quality of work life (QWL) during:

1960-70
1970-80
1980-90
1990-2000

Which of the following is MOST important to manage workforce diversity?

- a) Lower cohesiveness
- b) Support group
- **c) Top-level commitment**
- d) Resistance to change

Performance measures include all of the following, EXCEPT:

- a) Individual's productivity
- b) Team's productivity
- c) Departmental productivity
- **d) Market productivity**

While conducting job analysis the 'Observation Method' is useful when:

- a) Job requires more intellectual skills to complete
- b) Job is repetitive in nature
- c) Job is market oriented and requires more data
- **d) Job consists of physical activity like machine operations**

For the selection of pilot, PIA's management took the written test based on the understanding & application of aeronautical engineering; under which category this test will fall?

- a) Reliable test
- **b) Content-valid test**
- c) Criterion-valid test
- d) Face-valid test

The communication flowing from subordinates to superiors, is known as:

- a) Diagonal communication
- b) Horizontal communication
- **c) Upward communication**
- d) Downward communication

Leadership is a _____ not a _____.

- a) Position; process
- b) System; phase
- **c) Process; position**
- d) Phase; system

Rewards that employees receive as a result of their employment and position rather than performance in the organization are refered to:

- a) Variable pay
- b) Benefits
- **c) Salary**
- d) Bonuses

Which of the following term is used for choosing the individual that is best suited to a particular position and to the organization from a group of potential applicants?

- a) Recruitment
- **b) Selection**
- c) Staffing
- d) Enrollment

Question # 11 of 20 (Start time: 11:18:20 PM) Total Marks: 1

Which of the following is NOT one of the methods of recruiting outside candidates?

Select correct option:

- a) Job advertisements
- **b) Job postings**
- c) Employment agencies
- d) Executive recruiters

Employee's inability to complete the assigned tasks within the deadline may leads to:

- a) Decline in his salary only
- b) Increased work burden
- c) Employee demotion only
- **d) Disciplinary action against him**

The inner drive that directs a person's behavior towards goal attainment is known as:

- a) Performance
- **b) Motivation**
- c) Need
- d) Attitude

Which performance appraisal technique lists traits and a range of performance?

- a) Alternation ranking
- **b) Graphic rating scale**
- c) Management By Objective
- d) Paired comparison

The cognitive component consists of a person's:

- a) Emotions
- **b) Knowledge**
- c) Attitude
- d) Feelings

Which of the following criteria is said to be essential for an effective communication?

- a) Sender and receiver are using the same code\language
- b) At least two people are involved & willing to communicate
- c) A channel to communicate should be present
- **d) All of the given options**

Employees quit the organizations at their own choice through

- a) Outplacement, restructuring
- b) Discharging, layoff
- c) Transfer, demotion
- **d) Resigning, retirement**

The supervisor keeps a log of positive and negative examples of a subordinate's work-related behavior in:

- a) Management By Objective
- b) Comparison method
- c) Essay method
- **d) Critical incident**

HRIS helps managers to perform _____ more effectively & systematically.

- a) Management functions
- b) Controlling functions
- c) Planning functions
- **d) HR functions**

In which of the following area organizations are legally bound to maintain consistency in HR policies?

- a) Compensation system
- b) Training & development
- c) Safety measures
- **d) None of the given options**

-- HR-related guidelines for building effective self-directed teams include:

a. designating a strong leader as manager of the team.

b. eliminating cross training so that workers can concentrate on their jobs.

c. **providing extensive training so that team members have the skills needed to do their jobs.**

d. assigning employees who dislike teams to work together as a team to overcome their resistance

Which of the following component of attitude represents a person's opinions, knowledge, and information?

► Affective component

► **Cognitive component**

► Behavioral component

► Objective component

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

► Workforce

► **Stakeholders**

► Customers

► Stockholders

Decision regarding the delivery medium for training is made prior to which of the following step?

► Evaluating the training program

► **Designing the contents of training to be delivered**

► Identifying whether the training is required or not

► Conducting need assessment to identify issues

The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:

► **Physical examination**

► Personality test

► Polygraph test

► Substance abuse

Which of the following test is used to measure a candidate's knowledge regarding job duties he/she is supposed to perform in a particular job position?

► Work knowledge test

► Trade knowledge test

► **Job knowledge test**

► Position knowledge test

Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?

► **Curriculum vitae**

► Educational record

► Career goal

► Interview questioning

Which of the following information is NOT collected through observation method while conducting job analysis?

► **Who is monitoring the task?**

► What task has done?

► How task has done?

► How long a task has taken to complete?

'Fair employment legislation' is applicable to which of the following?

► Collective bargaining

► **Planning & selection**

► Training & development

► Grapevine network

'Career counseling' is part of which of the following functions of HRM?

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► Planning & selection

► **Training & development**

► Maintainence of HRIS

The emigration of trained and talented individuals to other nations mostly due to lack of opportunities is known as:

► Job insecurity

► Outsourcing

► Workforce diversity

► **Brain drain**

_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

► Norm

► Perception

► **Role**

► Stereotyping

Which of the following skills are required most by the Top-level managers?

► Technical skills

► Interpersonal skills

► **Conceptual skills**

► All of the given options

Which of the following involves channeling the behavior of all personnel to accomplish the organization's mission and objectives while simultaneously helping them accomplish their own career objectives?

► Planning

► Organizing

► **Leading**

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Which of the following stage of training module identifies the mediums of training?

► **Designing phase of training**

► Training Need Analysis

► Determining training objectives

► Training evaluation

Previous company records & customer satisfaction surveys may serve as a source for:

► Cultivating learning culture within the organization

► **Determining deficiencies that require training**

► Developing career development plans for employees

► Identifying training outcomes through evaluation

'Due to lack of knowledge among employees, they are unable to operate the computerized MIS', which of the following addresses this problem?

► Provision of new computers

► **Conduct relevant training**

► Supply input devices

► Supply output devices

What could be the main consideration of an HR manager during recruitment?

► Outsource the employee selection to recruiting agencies

► **Screen the pool of appropriate applicants**

► Attract a large number of applicants

► Only hire the experienced candidates

Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:

► **Labor market**

► Employment market

► Employee market

► Job market

Ufone, appointed Mr. Ali just to develop training modules for its employees. In such a case Mr. Ali is said to be a/an:

► HR executive

► HR generalist

► **HR specialist**

► None of the given options

HR managers who are close & answerable to top management/CEO, and perform one or more HR functions are titled as;

► HR specialists

► Functional managers

► HR generalists

► **HR executives**

Unilever is serving all around the world with its diversified products, it is said to be practicing:

► Technological advancements

► Rapid changes

► Stakeholders' management

► **Business globalization**

Entrepreneurs are said to perform the:

► Interpersonal role

► Informational role

► Supportive role

► **Decisional role**

Good judgment, creativity, and the ability to see the big picture are the abilities of managers having:

► Technical skills

► Interpersonal skills

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► Practical skills

Which of the following abilities are categorized as the Technical skill of an individual?

► Judgment & creativity

► Analysis & communication

► **Knowledge & proficiency**

► Innovation & advancement

Resources are allocated & assigned while:

► **Planning & Organizing**

► Leading & Controlling

► Organizing & Controlling

► Controlling & Planning

Which of the following statement represents "effectiveness"?

► Achieve most output with less time

► Achieve mass production

► Achieve most output with least input

► **Achieve organizational goals**

“A person is known by the company he/she keeps”; is well described by which of the term?

► Prejudice

► **Stereotype**

► Introversion

► Extroversion

A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

► Cooperative work

► Student placement

► **Internship program**

► Student leasing

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

► Civil rights

► **Equal pay**

► Worker compensation

► Age discrimination

Which of the following had gained importance during 1970s to save the organizations from courts?

► Trade unions

► Human relation movement

► Employment legislations

► **None of the given options**

HR department became the main force behind all changes during:

► **Mechanistic period**

► Catalytic period

► Organistic period

► Strategic period

For which of the following employees' participation plays a vital role?

► Enhance goals' complexity

► Develop tools for measurable goals

► Redefine goals frequently

► **Ensure goals attainment**

HR department maintains _____ records.

► **Employee**

► Sales

► Production

► Inventory

By retrieving required information timely, organizations are in the position to:

► Take critical decisions

► Support organizational activities

► Facilitate organizational people

► **Implement strategies more efficiently**

The thorough & detailed study regarding jobs within an organization is termed as:

► **Job analysis**

► Job description

► Job specification

► Job evaluation

Which of the following condition stimulates the need of Job analysis within an organization?

► Creation of New jobs

► Prior to job specification

► While modifying existing jobs

► **All of the given options**

The set of tasks & duties assigned to a particular person is said to be his/her:

► Position

► **Duty**

► Responsibility

► Work

In order to ensure better compensation & salary packages for employees, organization should develop:

► Job description

► Job specification

► Job evaluation

► **All of the given options**

Which of the following defines the levels of authority to perform the assigned tasks?

► Labor union

► Competitor's threat

► **Organizational structure**

► Pressure group

Question No: 41 (Marks: 10)

Your company is going to launch a new product. For this purpose you have formed a team within an organization. The performance of team is decreasing day by day.

1. **State reasons why team is not performing well?**

2. **What steps you should take to resolve this problem?**

)

Organizational Behavior is a study of investigating the impact of:

- ► **Employees' behavior in an organization**
- ► Societal behavior on an organization
- ► Country's culture on an organization
- ► Country's economy on an organization

Which of the following term is used to identify, "what the job holder does"? "how it is done"? & "why it is done"?

- ► Job specification
- ► Job evaluation
- ► **Job description**
- ► Job title

Which of the following term is used to identify the physical & mental skills, required to perform by an individual within a particular position in an organization?

- ► Job title
- ► Job specification
- ► **Job description**
- ► Job evaluation

Jobs are compensated on the basis of:

- ► Job analysis
- ► Job specification
- ► **Job worth**
- ► Job description

_____ is the main source of innovations.

- ► Upgraded technology
- ► **Human mind**
- ► Competitors' pressure
- ► Research & Development

Which of the following HR function is the basic element of recruitment?

- ► **Attract the job applicants for the particular post**
- ► Select the best one among all applicants
- ► Train the people as per organizational requirements
- ► Fire the non-performing employees

"A person is known by the company he/she keeps"; is well described by which of the term?

- ► Prejudice
- ► **Stereotype**
- ► Introversion
- ► Extroversion

Terms "Interpersonal skills" and "Human skills" are used for:

► Two different skills

► Different managerial skills

► Operational skills

► **Same managerial skills**

Which of the following abilities are categorized as the Technical skill of an individual?

► Judgment & creativity

► Analysis & communication

► **Knowledge & proficiency**

► Innovation & advancement

The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:

► Task
► People
► Structure
► **Technology**

Under which of the following authority, an HR manager took the decision to provide training to its employees regarding the operations of newly installed machine?

► **Staff**
► Functional
► Line
► Implied

Which one of the following is NOT the benefit of making teams?

► **Every member is mutually accountable within a team**
► Teams enable organizations to better utilize employees' talents
► Teams create trust and a collaborative culture
► Teams always perform better than individuals in all situations

Which one of the following is NOT the characteristic of a Virtual Team?

► Lack of nonverbal signals
► Limited social contact
► **Increased social relationship**
► Ability to overcome time and space constraints

Which of the following functions of HRM deals with 'Collective Bargaining'?

► Staffing
► Forcasting
► Employee-assistance management
► **Employee-relations management**

'There is no need to make any new appointment'; therefore, the organization has transfered Mr. Azam to another branch.

This step of the organization is taken to:

- ► Increase the labor supply than demand
- ► Maintain the balance of labor supply and demand
- ► **Decrease the labor supply than demand**
- ► Devastate the balance of labor supply and demand

A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetese, heart diseases, neurological disorders etc, is termed as:

- ► Hereditary testing
- ► **Gene testing**
- ► Instinct testing
- ► Genetic testing

Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?

- ► In-basket technique
- ► **Role playing**
- ► Interview simulations
- ► Case study

According to which of the following interview type, several applicants are being interviewed by one or more company representatives?

- ► One-to-one interview
- ► Panel interview
- ► **Group interview**
- ► Stress interview

'Material wastage has increased to greater extent due to using outdated machinery'. This issue can be resolved by:

- ► Train machine operators regarding its operations
- ► **Replacing the existing machinery with the new one**
- ► Using new raw material in production
- ► No action is required as it is not a noticeable issue

Previous company records & customer satisfaction surveys may serve as a source for:

- ► Cultivating learning culture within the organization
- ► **Determining deficiencies that require training**
- ► Developing career development plans for employees
- ► Identifying training outcomes through evaluation

Question No: 21 -

Evaluation of training program is conducted:

- ► At the initial stage while design a training
- ► Prior to need assessment phase
- ► Parallel to design a training content
- ► **At the last stage of training**

HR managers play vital role in:

- ► Setting production targets
- ► **Formulating strategies**
- ► Publishing financial statements
- ► Preparing reports for shareholders

Which of the following are the groups of social nature that are formed around friendship and common interests?

- ► Formal
- ► Structured
- ► **Informal**
- ► Unstructured

Initially the personnel department was only involved in:

- ► Recruitment & selection
- ► Compensation & benefits
- ► Training & development
- ► **Scheduling vacations**

'Career counseling' is part of which of the following functions of HRM?

- ► Compensation & benefits
- ► Planning & selection
- ► **Training & development**
- ► Maintainence of HRIS

'Fair employment legislation' is applicable to which of the following?

- ► Collective bargaining
- ► **Planning & selection**
- ► Training & development
- ► Grapevine network

Which one of the following is NOT included in 'Training and Development'?

- ► Orientation
- ► Career development
- ► Employee education
- ► **Recruitment**

Jamal Enterprises' top management refused to consider its female marketing manager for the post of Vice President. This action of the company is representing which of the following?

- ► Gender discrimination
- ► Legal consideration
- ► Reverse discrimination
- ► **Glass ceiling effect**

The process of discovering potential candidates for actual or anticipated organizational vacancies is known as:

- ► HR planning
- ► Job analysis
- ► Recruitment
- ► **Selection**

The hiring process comprises which of the following steps?

- ► Selection, Recruitment & performance appraisals
- ► **Recruitment, Selection & Socialization**
- ► Selection, Orientation & Development
- ► Job analysis, Selection & Training

Which of the following defines the process of 'Recruitment'?

- ► Forecasting the demand of human resources
- ► Forecasting the supply of human resources

► **Discovering potential job candidates for a particular position**
► Making a "hire" or "no hire" decisions

The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

► Application ratio
► Recruitment ratio
► **Selection ratio**
► Employment ratio

The extent to which an employment selection test provides consistent results is known as:

► **Reliability**
► Dependability
► Consistency
► Trustworthiness

Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

► **Vocational interest test**
► Cognitive aptitude test
► Personality test
► Psychomotor abilities test

Question No: 35 -

All of the following areas are covered in an employee orientation program, EXCEPT:

► Organizational history
► Employee benefits
► Organizational issues
► **Organizational politics**

Which of the following term reflects the process of preparing organizational people according to the future needs?

► Learning
► **Training**
► Development
► Need analysis

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

► Workforce
► **Stakeholders**
► Customers
► Stockholders

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

► **Rightsizing**
► Affirmative action
► Downsizing
► Discrimination

"Self-motivated & result oriented individuals with sound knowledge of combined cycle gas turbine power plant operations and practical experience of mechanical, electrical and I&C maintenance of plant."

This section of job advertisement represents which of the given term?

► Job analysis
► **Job description**
► Job specification
► Job evaluation

Which of the following statement represents "effectiveness"?

► Achieve most output in less time
► Achieve mass production
► Achieve most output with least input
► **Achieve organizational goals**

Question No: 41 (Marks: 10)

How hesitation among newly hired employees can be eliminated through socialization within an organization?

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Which of the following component of attitude represents a person's opinions, knowledge, and information?

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► **Cognitive component**
► Behavioral component
► Objective component

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Which of the following skills are required most by the Top-level managers?

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► Organizing
► **Leading**
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Which of the following stage of training module identifies the mediums of training?

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Resources are allocated & assigned while:

- ► **Planning & Organizing**
- ► Leading & Controlling
- ► Organizing & Controlling
- ► Controlling & Planning

Which of the following statement represents "effectiveness"?

- ► Achieve most output with less time
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“A person is known by the company he/she keeps”; is well described by which of the term?

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- ► **Stereotype**
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HR department became the main force behind all changes during:

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► Organistic period
► Strategic period

For which of the following employees' participation plays a vital role?

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► Enhance goals' complexity
► Develop tools for measurable goals
► Redefine goals frequently
► Ensure goals attainment

HR department maintains _____ records.

► **Employee**
► Sale
► Production
► Inventory

By retrieving required information timely, organizations are in the position to:

► Implement strategies more efficiently

► Take critical decisions
► Support organizational activities
► Facilitate organizational people
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The thorough & detailed study regarding jobs within an organization is termed as:

► **Job analysis**
► Job description
► Job specification
► Job evaluation

Which of the following condition stimulates the need of Job analysis within an organization?

► Creation of New jobs
► Prior to job specification
► While modifying existing jobs
► **All of the given options**

The set of tasks & duties assigned to a particular person is said to be his/her:

► Position
► **Duty**
► Responsibility
► Work

In order to ensure better compensation & salary packages for employees, organization should develop:

► Job description
► Job specification

► Job evaluation
► **All of the given options**

Which of the following defines the levels of authority to perform the assigned tasks?

► Labor union
► Competitor's threat
► **Organizational structure**
► Pressure group

Question No: 41 (Marks: 10)

Your company is going t launch a new product. For this purpose you have formed a team within an organization. The performance of team is decreasing day by day.

1. **State reasons why team is not performing well?**
2. **What steps you should take to resolve this problem?**

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

► Task analysis
► Organizational analysis
► Person analysis
► **Management analysis**

Decision regarding the delivery medium for training is made prior to which of the following step?

► Evaluating the training program
► **Designing the contents of training to be delivered**
► Identifying whether the training is required or not
► Conducting need assessment to identify issues

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

► Formal
► Informal
► Bureaucratic
► **Learning**

Which of the following statement defines 'Socialization'?

► **The formation of an attachment bond between an infant and its career**
► The tendency of social theorists to explain everything in terms of social causes
► The process of becoming part of a society by learning its norms and values
► The historical process by which societies change from traditional to modern ones

The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:

► **Physical examination**
► Personality test
► Polygraph test
► Substance abuse

In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali?

► Reliable test

► Content-valid test
► Face-valid test
► **Construct-valid test**

What measure should be needed to ensure effective recruitment?

► **Keep pool of large size to get best out of it**
► Address personnel needs of applicants
► Meet economies of scale for an organization
► Clearly understand organizational goals

Which of the following identifies the minimum acceptable qualification that the incumbent must possess to perform a particular job successfully?

► Job analysis
► **Job specification**
► Job description
► Job evaluation

SWOT Analysis is a tool for:

► Determining the mission
► Dividing missions into goals
► **Scanning the environment**
► Monitoring frequent performances

People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

► Information collector roles
► **Task oriented roles**
► Relationship oriented roles
► Individual roles

Individual's behavior comprises of:

► Heritage
► Perception
► Emotions
► **All of the given options**

Which of the following term is used to study the collective behavior of individuals within an organization?

► Organizational culture
► Organizational norms
► **Organizational behavior**
► Organizational rules

Which of the following skills are required most by the Top-level managers?

► Technical skills
► Interpersonal skills
► **Conceptual skills**
► All of the given options

Which of the following department of an organization perform the managerial function of matching organizational needs with the skills & abilities of the employees?

► Finance department
► Marketing department
► Production department
► **Human Resource department**

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

► Planning
► Decentralization
► Restructuring
► **Outsourcing**

Which of the following aspect should be considered during task analysis, before conducting the training in an organization?

► Individuals who require training
► Shortcomings in existing technology
► Ineffective feedback system of organization
► **Areas where training is required**

As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?

► Maintaining and updating the jobs
► Identify objectives of job analysis
► Identify the job to be analyzed
► **Draft job description & job specification**

Which of the following step is MOST important in creating job-fit?

► **An effective selection process**
► Promotion and transfer of existing employees
► Training of employees
► Competitive compensation packages

Members of an effective team should be more:

► Extrovert
► **Homogeneous**
► Inflexible
► Introvert

_____ team allows groups to meet without concern for space or time and enables organizations to link workers together.

► Process
► Self-managed
► **Virtual**
► Cross-functional

Which one of the following is NOT the characteristic of a Virtual Team?

► Lack of nonverbal signals
► Limited social contact
► **Increased social relationship**
► Ability to overcome time and space constraints

is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.

- ► **Synergy**
- ► Enthusiasm
- ► Energy
- ► Initiative

Which is NOT a weakness of group decision-making?

- ► Group decisions are time-consuming
- ► **Groups enhance creativity through diverse views**
- ► Group members suffer from ambiguous responsibilities
- ► Groups can be dominated by one or a few members

Managers who are indulged in establishing policies & procedures are fall under which category?

- ► Staff
- ► **Line**
- ► Functional
- ► Operational

Which of the following term best represents the individuals who have interests in an organization and influenced by it?

- ►Workforce
- ► **Stakeholders**
- ► Customers
- ► Stockholders

Who collects information from institutions & organizations outside their own, and facilitate the organizational personnels with that gathered information?

- ► Monitor
- ► Liaison
- ► **Disseminator**
- ► Figurehead

Being a Figurehead, manager has to perform which of the following role?

- ► Informational roles
- ► Decisional roles
- ► **Interpersonal roles**
- ► Sequential roles

How many levels of management are in a traditional organization?

- ► 5
- ► **3**
- ► 8
- ► 4

The ability to think about abstract & complex situations is refered to as:

- ► Mechanical skill
- ► Technical skill
- ► Interpersonal skill
- ► **Conceptual skill**

Controlling is mandatory to:

- ► Large organizations
- ► Small & medium enterprises
- ► **All of the given options**
- ► Private organizations

"Management" is concerned with the administration of:

- ► Human resource
- ► Financial resource
- ► Physical resource
- ► **All of the given options**

A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

- ► Cooperative work
- ► Student placement
- ► **Internship program**
- ► Student leasing

Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?

- ► Affirmative action
- ► Legal compliance
- ► **Equal employment opportunity**
- ► Stereotype

If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

- ► Performance
- ► Gaps
- ► **Effectiveness**
- ► Discrepancies

Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?

- ► **Trade unions**
- ► Human relation movement
- ► Employment legislations
- ► None of the given options

HR department became the main force behind all changes during:

- ► Mechanistic period
- ► **Catalytic period**
- ► Organistic period
- ► Strategic period

As a result of which of the following activity, HRIS is gaining popularity day by day?

- ► Generating organizational reports

► **Managing resources effectively**
► Retrieving timely information
► Handling bundles of data

Achievable & quality performance standards can be set with the help of accurate:

► **Job analysis**
► Job description
► Job specification
► Job evaluation

Organizational Behavior is a study of investigating the impact of:

► **Employees' behavior in an organization**
► Societal behavior on an organization
► Country's culture on an organization
► Country's economy on an organization

Which of the following is the main focus of Organizational Behavior?

► Society
► Stockholders
► **People at work**
► Union

estion1: Which of the following personality characteristics are associated with people who are likely to exhibit violent behavior on the job?

A: Neurotic
B: Optimistic
C: Extraverted
D: Type A

Question2: Which of these suggestions is an effective way to deal with stress?

A: Meditation
B: Exercise
C: Talking with others
D: All of the given options

Question3: In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?

A: Chief executive officer
B: Chief safety officer
C: Occupational safety and health officer
D: Chief operations officer

Question:4 Who distinguished between intrinsic motivation and extrinsic motivation?

A: Frederick Taylor
B: Frederick Herzberg
C: David McClelland
D: Edward Deci

Question5: Which of the following is categorized as an indirect payment portion of employee compensation?

A: Wages
B: Salaries
C: Employer-paid insurance
D: Commissions

Question6: Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?

A: Family relationships
B: Work performance
C: Your attention to safety
D: All of the given options

Question7: Unemployment benefits are typically about _____ percent of a person's earnings and last for_____.

A: 50; 26 weeks
B: 75; 1 year
C: 100; 2 years
D: 25; 4 weeks

Question8: Unsafe acts can be reduced through all of the following methods except:

A: Job rotation
B: Screening
C: Training
D: Incentive programs

Question9: Which of these is the most common type of retirement plan?

A: Defined benefit
B: ERISA
C: Defined contribution
D: Money purchase plan

tion10: Which one of the following statements is correct in relation to monetary rewards in accordance with Herzberg’s Two-Factor theory?

A: Pay increases are a powerful long-term motivator
B: Inadequate monetary rewards are a powerful dissatisfier
C: Monetary rewards are more important than non-monetary rewards
D: Pay can never be used as a motivator

Question11: Which pattern of communication is the quickest way to send a message?
A: The circle
B: The chain
C: The Y
D: The wheel

Question12: Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress?
A: An unhappy marriage
B: Ongoing money problems
C: Dissatisfaction with a job
D: All of the given options

Question13: The relative position of an organization's pay incentives compared to other companies in the same industry is known as:
A: Pay structure
B: Pay appraisal
C: Pay level
D: Pay feedback

Question14: Poor quality lateral communication will result in which of the following?
A: Lack of direction
B: Lack of coordination
C: Lack of delegation
D: Lack of control

Question15: 1Which of the following is a health hazard in the work place?
A: Uncollected waste paper
B: Heavy object
C: Frayed crypt
D: All of the given options

Question16: Managers can motivate people to avoid performing dysfunctional behaviors by using: I. Extinction. II. Punishment. III. Negative reinforcement.
A: I, II, III
B: I and III
C: II and III
D: I and II

Question17: Workers' compensation benefits fall into all of these major categories except:
A: Medical care
B: Retirement benefits
C: Disability income
D: Death benefits

Question18: Expectancy theory focuses on the relationships between which three factors?
A: Needs, effort and persistence
B: Needs, performance and inputs
C: Inputs, performance and outcomes
D: Needs, performance and outcomes

Question19: A horizontal extension of the object to increase task variety is called:
A: Job evaluation
B: Job enrichment
C: Job enlargement
D: Job rotation

uestion20: Communication between two members of a project team from different function, but the same level of authority is _____ communication.
A: UP ward
B: Downward
C: Lateral
D: Diagonal

Question21: McClelland believes the needs for _____ are most important.
A: expectancy, instrumentality, and valance
B: existence, relatedness, and growth
C: positive reinforcement, negative reinforcement, and punishment
D: affiliation, power, and achievement

Question22: _____are programs designed to help employees whose job performance is suffering because of physical, mental, or emotional problems.
A: Employee Assistance Programs
B: Wellness Programs
C: Safety Programs
D: Managed health

Question23: The 360 degree appraisal
A: works best in large organizations.
B: provides feedback from a verity of individuals.
C: aids in developing competitive intelligence.
D: diminishes the effect of development in the appraisal process.

Question24: Following are the phases of the Motivational Process except
A: Need Identification
B: Selecting Goals
C: Extinction
D: Consequences of performance Reward/punishments

Question25: Placing a dollar value on the worth of a job is known as
A: Job Pricing
B: Pay Grades
C: Pay Ranges
D: Single-Rate System

Question26: Total compensation constitutes of
A: direct rewards
B: indirect rewards
C: both of the given options
D: none of the given options

Question27: Following ways can be used to avoid the high turnover of employees except
A: Use Recognition
B: Use money
C: Use Positive Reinforcement
D: Empower Employees

Question28: A system of retirement benefits that provides benefits like disability insurance, survivor's benefits, and Medicare is called _____.
A: Social Security
B: Unemployment Compensation
C: Workers' Compensation
D: Security benefit

Question29: Upward appraisal is done by
A: Immediate Supervisor
B: Peers

C: Subordinates
D: None of the given options

Question30: _____ exists when individuals performing similar jobs for the same firm are paid according to factors unique to the employee
A: Employee Equity
B: Team Equity
C: Internal Equity
D: All of the given options

Question31: A process that significantly affects organizational success by having managers and employees work together to set expectations, review results, and reward performance.
A: Management by Objectives
B: Performance Appraisal
C: Performance Management
D: Organizational Planning
Question32: _____ is solely responsible for managing individual's career.
A: Individual
B: Team
C: Organization
D: HR Manager

Question33: The evaluator uses a list of behavioral descriptions and checks off those behaviors that apply to the employee. This method of appraisal is called
A: Forced-Choice Appraisal
B: Forced Distribution Appraisal
C: Checklist Appraisal
D: Behaviorally Anchored Rating Scales

Question34 Any compensation method that ties pay to the quantity or quality of work the person produces is called
A: Gain-sharing Plan
B: Incentive Plan
C: Compensation Plan
D: Pay for performance Plan

Question35: Employee evaluations are directly affected by a "supervisor's perceptions of who is believed to be in control of the employee's performance – the employer or the manager." This theory is known as
A: Attribution Theory
B: Stereotype
C: Halo Effect
D: None of above options

Question36: The ____ trust is based on the behavioral predictability that comes from a history of interaction
A: Deterrence-based
B: Knowledge-based
C: Identification-based
D: None of the given options

Question37 _____ is the process whereby union members vote out their union as their representative.
A: Authorization card
B: Representation certification
C: Representation decertification
D: Trade union election

Question38: We can define ____ as activities people perform to acquire, enhance, and use power and other resources to obtain their preferred outcomes in a situation of uncertainty or disagreement.
A: Organizational politics
B: Executing authority
C: Collective bargaining

D: Position power

Question39: Protection from discrimination, safe working conditions and union formulation are _____ rights, provided to employees.
A: Contractual
B: Individual
C: Statutory
D: Organizational

Question40: A situation in labor – management negotiation whereby management prevents union members from returning to work is called _____.
A: Grievance
B: Strike
C: Arbitration
D: Lockout

Question41: The _____ leadership is a set of abilities that allows the leader to recognize the need for change, to create a vision to guide that change, and to execute that change effectively.
A: Transformational
B: Charismatic
C: Autocratic
D: Transactional

Question42: The first formal stage of the disciplinary procedure is
A: Written Verbal Warning
B: Written Warning
C: Suspension
D: Dismissal

Question43: The cost associated with employee separations and turnover includes:
A: Recruitment & Selection costs
B: Training cost
C: Separation cost
D: All of the given options

Question44: According to _____, leaders may use different styles with different members of the same work group.
A: Path-goal leadership
B: Vroom-Jago-Yetton model
C: Leader-member exchange theory
D: The situational leadership theory

Question45: Following the ____, discipline should be immediate, provide ample warning, be consistent, and be impersonal.
A: Disciplinary rules
B: Corrective action
C: Punitive action
D: Hot-stove rule

Question46: Which has an impact on job pricing and the ultimate determination of an individual's financial compensation?
A: The Organization
B: The Job
C: The Employee
D: All of the above options

Question47: Office environment that contain harmful airborne chemicals, asbestos, or indoor pollution is referred to
A: Homicide
B: Sick Building
C: Green Environment

D: Environment pollution

Question48: Benefits offered to employees reflect many of the trends existing in our
A: Country
B: Environment
C: Organization
D: Labor Force

Question49: Recognition, positive reinforcement and employees' empowerment can be used to avoid the
A: Turnover
B: Conflict
C: Accident
D: Frustration

Question50 Not giving a compliment for a job done very well can cause
A: Punishment
B: Extinction
C: Negative Reinforcement
D: De-motivation

Question51 Which is a common law doctrine stating that employers have the right to hire, fire, demote, or promote whomever they choose, unless there is a law or contract to the contrary .
A: Management Rights
B: Employment at Will
C: Statutory Rights
D: Contractual Rights

Question52: The ability of one person to influence another is
A: Power
B: Responsibility
C: Authority
D: All given options

Question53: The first formal stage of the disciplinary procedure is
A: Written Verbal Warning
B: Written Warning
C: Employee Separation
D: Show-Cause Notice

Question54: A worker surplus forecasted results in
A: Creative Recruiting
B: Special Training Programs
C: Reduced Hours
D: Succession Planning

Question55: Which theory suggests that a leader should adapt his/her leadership style to the task?
A: Path-Goal Leadership Theory
B: Vroom-Jago-Yetton Model
C: LMX Theory
D: The Situational Leadership Model

Question56: To be effective, leaders must provide a _____that is a general statement of the organization's intended direction that evokes positive emotional feelings in organization members.
A: Vision
B: Mission
C: Goal
D: Declaration

Question57 These rights Protect employees from discrimination, Safe working conditions, Right to form unions
A: Statutory Rights

B: Contractual Rights
C: Employment policies
D: Civil Rights

Question58: For simplicity's sake, we can classify the most frequent violations of discipline into _____ categories.
A: Two
B: Three
C: Four
D: Six

Question59: To Becoming a Leader do all except
A: Build Your Power
B: Develop Your Judgmentase
C: Use Your Management Skills
D: Do Not Trust Anyone

Question60: A forecasting tool that uses mathematical equations to predict the behavior of one variable on the basis of other known variable/s is known as
A: Managerial judgment
B: Regression analysis
C: Trend analysis
D: Ratio analysis

Question61: One reason for falling union membership in recent years is that _____
A: Legislation protects workers in a way that was once only offered by the unions
B: Unions have been seen as largely ineffectual
C: Union membership is too expensive
D: Manufacturers will not hire union members

Question62: All of the following types of organizations are covered by the Occupational Safety and Health Act except _____
A: Federal agencies
B: Hospitals
C: Schools
D: Self-employed persons

Question63: There is fairly strong evidence that traits can predict _____ more accurately than leadership effectiveness
A: Leadership emergence
B: Extraversion in leaders
C: Leadership awareness
D: Leadership competence

Question64: Which one of the following is not implied in the definition of power?
A: Influence
B: Potential
C: Dependency
D: Actualization

Question65: The conflict-handling intention of accommodating is _____
A: assertive and uncooperative
B: assertive and cooperative
C: unassertive and uncooperative
D: unassertive and cooperative

Question66: Which department enforces the standards set out in the Occupational Safety and Health Act?
A: Department of Health Services
B: Department of Labor
C: Department of Defense

D: Department of Financial Services

Question67: Family issues, economic problems, and personality characteristics are examples of the _____ factor of potential stress
A: Social
B: Environmental
C: Personnel
D: Personal

Question68: The _____ form of union security means that it is up to the workers whether or not they join the union and only those who join must pay dues.
A: Closed shop
B: Union shop
C: Agency shop
D: Open shop

Question69: The dimension of assertiveness refers to situations _____
A: in which one party attempts to satisfy his/her own concerns
B: in which there is an expression of competition
C: involving a major behavior change
D: that lead to conflict

Question70: Which of the following benefits could be awarded as workers' compensation?
A: Cash benefit
B: Medical services
C: Time off with pay
D: a and b

Question71: Rewards offered to labors involved in production, are categorized as;
A: Salary
B: Fringe benefits
C: Wage
D: Commission

Question72: The goal of pre-retirement educational programs is to;
A: Improve job satisfaction
B: Increase employee commitment
C: Minimize medical claims from retirees
D: Ease the transition from working life to retirement

Question73: Organizations put maximum effort in measuring performance of organizational people because;
A: It makes procedures cost effective
B: It helps in detecting the problems
C: It leads to product innovation
D: It assists in implementing new technology

Question74: Willingness, capacity & opportunity to perform are said to be;
A: Performance outcomes
B: Determinants of performance
C: Performance appraisals
D: Types of performance standards

Question75: One of the major barriers to career advancement experiencing by working ladies is:
A: Difficulty in balancing work and family life
B: Top management is usually male oriented
C: Lack of educational opportunities
D: Common perception that woman can not be better boss

Question76: Alternative work arrangements include all of the following EXCEPT;
A: Part-time work

B: Flexible hours
C: On-site child care
D: Job sharing

Question77: Mr. Ahmed is a cashier and he feels dissatisfied at work. What best justifies this situation?
A: His job may not be structured to suit his preferences
B: It involves physical toughness
C: It requires mental toughness
D: It involves too much customer interaction

Question78: The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.
A: Central tendency
B: Leniency
C: Strictness
D: Halo effect

Question79: The relationship between critical incident method & BARS (behaviorally anchored rating scale) is;
A: No relationship exists
B: Different methods to evaluate performance
C: Both are similar PA methods
D: Comparison method is used for PA, while BARS is related to training evaluation

Question80: What is another term for 360-degree feedback?
A: Feedback loop
B: Multi-source assessment
C: Upward feedback
D: Circle feedback

Question81: Standards are established to;
A: Achieve desired outcomes
B: Meet legal compliance
C: Achieve competitive advantage
D: Promote goodwill in market

Question82: The point method to evaluate job is an extension of;
A: Ranking method
B: Factor comparison method
C: Classification method
D: Point factor method

Question83: Job evaluation is based on the;
A: Physical skills required by the job
B: Relative job worth for an organization
C: Complexity of the job to perform
D: Conceptual skill required by the job

Question84: Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?
A: Peers
B: Customers
C: Top management
D: Immediate supervisor

Question85: Groups are called _____ if jobs are similar.
A: Classes
B: Grades
C: Scales
D: Roles

Question86: Train the raters prior to conduct the performance appraisal is an important responsibility of;
A: Top management
B: HR department
C: Line managers
D: Production department

Question87: Currently Organizations are providing benefits to their employees;
A: To attract new blood in the organization
B: To create stronger customer relationship
C: To enhance the market share
D: All of the above

Question88: Following are all examples of direct compensation EXCEPT;
A: Pension
B: Salary
C: Bonus
D: Income

Question89: One of the main flaws of Classification method to evaluate the jobs is;
A: It is an expensive method
B: Only beneficial for small organizations
C: Maximum probability of biasness
D: Not useful when jobs are different

Question90: Which of the following measurement methods rates employee performance relative to other employees?
A: Graphic rating scale
B: Comparative method
C: Essay method
D: Critical incident method

Question91: Which of the following statement reflects the 'Age Discrimination Act' for workers?
A: At the age of 40 to 70, workers can not be retired by force
B: At the age below 18, workers can never be hired
C: Having 10 years of experience, workers should be promoted
D: Workers can never be rehired if retired once

Question92: Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:
A: Equal employment opportunity
B: Affirmative action
C: HR planning
D: Litigation process

Question93: Organizations put maximum effort in measuring performance of organizational people because:
A: It makes procedures cost effective
B: It helps in detecting the problems
C: It leads to product innovation
D: It assists in implementing new technology

Question94: In order to promote unbiased management, organizations should develop:
A: Powerful union
B: Strategic alliance
C: Legal compliance
D: Stakeholder influence

Question95: Following are all included in 'Statistical Approach' of forecasting, EXCEPT:
A: Trend analysis
B: Sensitivity analysis
C: Ratio analysis

D: Regression analysis

Question96: Alternative work arrangements include all of the following, EXCEPT:
A: Part-time work
B: Flexible hours
C: On-site child care
D: Job sharing

Question97: How often HR planning process is implemented within an organization?
A: Continuously
B: Annually
C: Bi-annually
D: Quarterly

Question98: Which of the following reflects the relationship between MIS & HRIS?
A: Both are same
B: MIS is one aspect of HRIS
C: HRIS is one aspect of MIS
D: No relationship exists

Question99: 'Strengths' & 'Weaknesses' are _____ to an organization.
A: Important
B: Internal
C: External
D: Central

Question100: Which of the following statement best reflects the Job analysis?
A: Conceptual process
B: Written statement
C: Recruitment method
D: Legal clause

Question101: Standards are established to:
A: Achieve desired outcomes
B: Meet legal compliance
C: Achieve competitive advantage
D: Promote goodwill in market

Question102: Which of the following constraint does NOT affect the recruiting efforts?
A: Compensation of the job
B: Image of the organization
C: Internal organizational policies
D: None of the given options

Question103: Job evaluation is based on the:
A: Physical skills required by the job
B: Relative job worth for an organization
C: Complexity of the job to perform
D: Conceptual skill required by the job

Question104: Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?
A: Peers
B: Customers
C: Top management
D: Immediate supervisor

Question105: Which of the following is a stated outcome of 'Job Analysis'?
A: Job description
B: Job specification
C: Job evaluation

D: All of the given options

Question106: Which of the following term is used as an indicator of missing information by the applicant while making selection decision?

A: Red flag
B: Red alert
C: High alert
D: Alarming situation

Question107: Which of the following best defines recruitment in an organization?

A: Forecast the supply of outside candidates
B: Develop an appropriate applicant pool
C: Determine the importance of job applicants
D: All of the given options

Question108: Which of the following term is used for choosing the individual who is best suited to a particular position and to the organization from a group of potential applicants?

A: Recruitment
B: Staffing
C: Enrollment
D: Selection

Question109: Followings are included in contingent workers, EXCEPT:

A: Part-timers
B: Contractors
C: Directors
D: Temporaries

Question110: Which of the following term contains information regarding machines & equipments used at workplace?

A: Job analysis
B: Job specification
C: Job description
D: Job evaluation

(THANKS FOR VISITING VURANK)