MGT501 –Human Resource Management

The best hiring occurs when the goals of which of the following should consistent to each other?
Select correct option:
HR managers, Finance managers
Head office, Branch
Organization, Individual
Lower managers, Top managers

Atif's job is to recognize problem areas and implementing solutions. He is also responsible to select critical information from masses of data to direct the organization in the world of overflowing information. Which of the following skills are required to perform his job effectively?
Conceptual skills
Human skills
Technical skills
Interpersonal skills

Which one is correct sequence for conducting interviews?
Establish rapport .Ask questions. Review the interview. Close the interview.
Establish rapport .Ask questions .Close the interview. Review the interview
Ask questions. Establish rapport .Close the interview. Review the interview
Establish rapport. Ask questions. . Review the interview .Close the interview.

Which of the following is not a function of HRM?
Recruitment
Training
Procurement
None of the above

Human resource planning within human resource management is a tool for :
Matching the employee qualification with management requirements
For reporting the vacant positions within departments
Systematically reviewing human resource requirements
Focusing on developmental needs of the human resource

Which of the following is NOT included in the domain of Organizational Behavior?
Individual
Group
Teams
None of the above

Manager has authorized the worker to make his own schedule. This is the example of
Controlling
Planning
Empowerment
Planning and organizing

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?
Recruitment
Selection
Staffing
Enrollment

Which term is used to describe the process of strategy formulation, implementation, and Evaluation?
Assessment
Forecasting
Strategic planning
Valuation

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?
Reliable test
Content-valid test
Criterion-valid test
Face-valid test

Which of theses attributes can be listed in the job posting?
Qualification
Supervisor

Working schedule
All of the given options

Organization Behavior deals with:
Select correct option:
Budget of the Organization
Structure of the Organization
Individual Behavior
None of the above

Strengths & Weaknesses are _____ to an organization.
Important
Internal
External
Central

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

Which one statement is true about internal equity in compensation system?
This means that as job rates are set, they are determined on such dimensions As skills, job responsibilities, effort and accountability.
Internal equity not shows the fairness of pay structure not sure
Internal equity means comparing employees with each other by their personal characteristics
None of given options

Larger work segment, composed of several tasks that are required to perform by an individual is known as:

Duty
Responsibility
Position
Work

Asad is a Member of an accounting department. He has the authority to request the documents he needs to prepare financial reports, The authority exerted by him is known as:
Line authority
Staff authority
Functional authority
Perceived authority

Supervisors fall into the:
Top-level
Middle-level
First-line level
Executive level

Question # 8 of 20 (Start time: 07:07:10 PM) Total Marks: 1
Which of the following source can be used to ensure the authentication of the information
provided by the job applicant?
Select correct option:
Reference check
Criminal record
Application form
Credit history

Opportunities & Threats are _____ to an organization.
Select correct option:
Important
Internal
Central
External
Question # 2 of 20 (Start time: 09:01:00 PM) Total Marks: 1
The study of the firms past employment needs over periods of years to predict future
needs is known as:

Select correct option:
Trend analysis
Regression analysis
Ratio analysis
None of the given options

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?
Select correct option:
Maintaining and updating the jobs
Identify objectives of job analysis
Identify the job to be analyzed
Draft job description & job specification
Question # 8 of 20 (Start time: 09:08:21 PM) Total Marks: 1
The method which uses the organization's current level of employment as the starting
point for determining future staffing needs is called _____
Select correct option:
Zero Based Forecasting
Bottom up Approach
Simulation
None of the above

Human resource management won final acceptance in:
Select correct option:
1980
1985
1989
1979
Question # 10 of 20 (Start time: 09:10:07 PM) Total Marks: 1
For calculating the human resource requirements following areas need forecast except :
Select correct option:
Personnel needs
Supply of inside candidates
Personal needs
Supply of outside candidates

Question # 11 of 20 (Start time: 09:11:15 PM) Total Marks: 1
Rajesh, who is a Hindu, applies for a job at ABC Company. The interviewer says that
WE hire Muslims only and we do not hire Hindu. Making this distinction:
Select correct option:
Is not allowable discrimination on the basis of religion
It's not the act of discrimination
It's more likely favoritism
Discrimination is allowed at the interview stage of recruitment
Question # 12 of 20 (Start time: 09:12:39 PM) Total Marks: 1
Before; leaving the org XYZ Mr. Ahmed operation manager was asked to update his
_____ which includes his responsibilities and duties.
Select correct option:
Job identification
Job specification
Job description
None of the them
Question # 13 of 20 (Start time: 09:13:40 PM) Total Marks: 1
The Government for the first time has reserved a specific number of seats in the National
Assembly for females. This practice of the Government is an example of:
Select correct option:
Affirmative Action
Equal Employment Opportunity
Social Responsibility
None of the above
Question # 16 of 20 (Start time: 09:17:05 PM) Total Marks: 1
Which job analysis method is suitable when job consist on discernible physical activity?
Select correct option:
Questionnaire
Interview
Observation
Combinations of method
Question # 20 of 20 (Start time: 09:22:29 PM) Total Marks: 1
According to which act, pay discrimination on the basis of gender for same position &
performance is prohibited?
Select correct option:

Civil rights
Equal pay
Worker compensation
Age discrimination
Question # 1 of 20 (Start time: 09:25:40 PM) Total Marks: 1
_____ refers to a set of expected behavior patterns attributed to someone who occupies a
given position in a social unit.
Select correct option:
Norm
Perception
Role
Stereotyping
Question # 3 of 20 (Start time: 09:27:23 PM) Total Marks: 1
Which of the following HR activity is the basic element of recruitment?
Select correct option:
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
Question # 4 of 20 (Start time: 09:28:55 PM) Total Marks: 1
'Human Relation Approach' was emerged during:
Select correct option:
1930-40
1940-50
1950-60
1960-70
Question # 5 of 20 (Start time: 09:30:18 PM) Total Marks: 1
Which of them is the area covered under the study of job analysis?
Select correct option:
Employee behavior
Work activities
Performance standard
All of the given options
Question # 7 of 20 (Start time: 09:32:46 PM) Total Marks: 1
Methods of Collecting Job Analysis Information include
Select correct option:
Interview
Questionnaire
Logs

All of given option
Question # 8 of 20 (Start time: 09:33:42 PM) Total Marks: 1
Which of the following is NOT one of the methods of recruiting outside candidates?
Select correct option:
Job advertisements
Job postings
Employment agencies
Executive recruiters
Question # 9 of 20 (Start time: 09:35:13 PM) Total Marks: 1
Which of the given term is used to represent the segments of jobs held by an individual
throughout his/her life time?
Select correct option:
Responsibility
Career
Occupation
Position
Question # 11 of 20 (Start time: 09:36:55 PM) Total Marks: 1
Which one method of job analysis is universally superior?
Select correct option:
Individual interview method
Group interview method
Observation method
None of given options
Question # 12 of 20 (Start time: 09:37:56 PM) Total Marks: 1
'The process of determining the human resource needs of an organization and ensuring
that the right number of qualified people are positioned in the right jobs at the right time'
is described by which of the following term?
Select correct option:
Job planning
Resource planning
Human resource planning
Succession planning
Question # 13 of 20 (Start time: 09:38:36 PM) Total Marks: 1
The employees belonging to same gender or color or any other common attribute are

usually found to communicate with other employees from the same gender or color. This
refers to:
Select correct option:
Segmented Communication Networks
Lower Cohesiveness
Work Force Diversity
None of the above
Question # 16 of 20 (Start time: 09:43:01 PM) Total Marks: 1
Ahmed has already negative perception about two candidates who are in the list of
Candidate's pool .what will be the best way to avoid biasness in the interview?
Select correct option:
Ahmed should change his negative feelings into positive ones. .
Org should change the interviewer.
It's better to conduct board interview.
It's better to conduct written test instead of interview
Question # 17 of 20 (Start time: 09:44:02 PM) Total Marks: 1
Background investigations and reference checks are considered to verify candidate's
_____.
Select correct option:
Age
Marital status
Credentials
Gender
Question # 18 of 20 (Start time: 09:44:42 PM) Total Marks: 1
The ability to think about abstract & complex situations is refered as:
Select correct option:
Technical skill
Interpersonal skill
Conceptual skill
Mechanical skill
Question # 19 of 20 (Start time: 09:45:29 PM) Total Marks: 1
The term "People" is one of the components of an organization which refers to:
Select correct option:
Society
Customers
Human resource

General public
Question # 20 of 20 (Start time: 09:46:59 PM) Total Marks: 1
For the job of material manager _____might state that the "material manager purchases
economically, regulate deliveries of store, and distribute all necessary material on
production line."
Select correct option:
Job identification
Job specification
Job summary
None of the given options
Question # 1 of 20 (Start time: 09:50:13 PM) Total Marks: 1
How many levels of management are in a traditional organization?
Select correct option:
5
3
8
4
Question # 2 of 20 (Start time: 09:51:24 PM) Total Marks: 1
The cognitive component consists of a person's:
Select correct option:
Emotions
Knowledge
Attitude
Feelings
Question # 3 of 20 (Start time: 09:51:57 PM) Total Marks: 1
Job specification concentrates on which of the given aspects?
Select correct option:
KSA of an individual
Job with in an organization
Job duties & responsibilities
None of the given options
Question # 6 of 20 (Start time: 09:55:00 PM) Total Marks: 1
The physical examination is also one of the most important step of the selection process
because:
Select correct option:
Detect communicable disease
Reduce Insurance claim

Ensure less absenteeism
All of them
Question # 7 of 20 (Start time: 09:55:36 PM) Total Marks: 1
Redesigning of an organization's processes, from materials Acquisition, to production, to
marketing and distribution is called:
Select correct option:
Innovation
Restructuring
Reengineering
Supply chain management
Question # 8 of 20 (Start time: 09:56:36 PM) Total Marks: 1
The right to get equal pays while being in the same pay scale is supported by a:
Select correct option:
Law
Rule
Principle
None of the above
Question # 9 of 20 (Start time: 09:57:48 PM) Total Marks: 1
Opportunities & Threats are _____ to an organization.
Select correct option:
Important
Internal
Central
External
Question # 10 of 20 (Start time: 09:58:11 PM) Total Marks: 1
Which of the following best defines recruitment in an organization?
Select correct option:
Forecast the supply of outside candidates
Develop an appropriate applicant pool
Determine the importance of job applicants
All of the given options
Question # 11 of 20 (Start time: 09:58:41 PM) Total Marks: 1
The members of a group interact with each other to achieve a _____ objective
Select correct option:
Particular/Shared
Different
Question # 12 of 20 (Start time: 09:59:11 PM) Total Marks: 1
A note of appreciation for an employee is an example of __.
Select correct option:

Pay
Benefits
Non-Financial Rewards
None of the above
Question # 13 of 20 (Start time: 10:00:12 PM) Total Marks: 1
According to which of the following term jobs that have similar demands in terms of
skills, knowledge & abilities should be placed in common compensation groups?
Select correct option:
Job evaluation
Job analysis
Job description
Job specification
Question # 14 of 20 (Start time: 10:01:38 PM) Total Marks: 1
Which of following is the use of conducting cognitive aptitude test?
Select correct option:
Measures Inductive reasoning
Measures learning abilities
Measures Intelligence level
All of them
Question # 15 of 20 (Start time: 10:02:49 PM) Total Marks: 1
HRM has a _____ link with the corporate strategy of the organization.
Select correct option:
Direct
Indirect
Question # 16 of 20 (Start time: 10:03:13 PM) Total Marks: 1
There is a shared responsibility between line managers and human resource professionals
Select correct option:
Line managers and human resource professionals
Line manager and operational manager
Top executive and line manager
All of given option
Question # 17 of 20 (Start time: 10:04:21 PM) Total Marks: 1
Which of the following is NOT a goal of HRM?
Select correct option:
Integration of HRM with the corporate strategy of the organization
Producing the desired human behavior that helps to achieve the organizations goals

Creation of a flexible environment that can easily adopt change
To endure proper delivery of products
Formal organizations are _____ organizations.
Structured
unstructured
Spontaneous
None
Question # 1 of 10 (Start time: 08:20:58 PM) Total Marks: 1
Organizational commitment can be developed through promoting
Select correct option:
Shared Values
Employee incentives
Bonuses
None of the above
Question # 2 of 10 (Start time: 08:21:40 PM) Total Marks: 1
Manager whose organizational function contributes directly to the achievement of
organizational output at assembly line is called:
Select correct option:
Line manager
Staff manager
Personnel manager
CEO
Question # 3 of 10 (Start time: 08:22:06 PM) Total Marks: 1
_____ is achieved by combining capital, raw material & human resource by
an organization.
Select correct option:
Sales
Capital
Input
Output
Question # 4 of 10 (Start time: 08:22:54 PM) Total Marks: 1
The activities aimed at improving the internal work of teams is referred as
Select correct option:
Team Building
Team Forming
Team improving
None of the above
Question # 5 of 10 (Start time: 08:23:39 PM) Total Marks: 1

Following are the functions of human resource information system except?
Select correct option:
Job descriptions and job specifications
Track hazardous materials.
swot analysis
Compliance with EEO legislation
Question # 6 of 10 (Start time: 08:24:31 PM) Total Marks: 1
Formal organizations are _____ organizations.
Select correct option:
Structured
Unstructured
Irrational
Spontaneous
Question # 7 of 10 (Start time: 08:24:52 PM) Total Marks: 1
Which of the following statement more accurately defines the committed workforce?
Select correct option:
They are always on time
They are very hard working
They do their job as if they own the company
They do their jobs with out any mistake
Question # 8 of 10 (Start time: 08:25:38 PM) Total Marks: 1
How often HR planning process is implemented within an organization?
Select correct option:
Continuously
Annually
Bi-annually
Quarterly
Question # 9 of 10 (Start time: 08:26:09 PM) Total Marks: 1
Quality oriented organizations always try to match the organization's goals with the:
Select correct option:
Sales of products
Supply of raw material
Abilities of employees
Advent of new technology
Question # 10 of 10 (Start time: 08:26:50 PM) Total Marks: 1
Which of the following is not a component of the organization?
Select correct option:
Task

People
Structure
None of above

Question # 1:

The process of ensuring that a qualified person is available to assume a managerial
position once the position is vacant is called :
Succession planning
Succession Development
Human resource planning
None of the given option

Question # 2:

Which of the following is NOT a source for both Skill and Ability?
Knowledge
Learning
Experience
None of the above

Question # 3:

HR department became the main force behind all changes during:
Mechanistic period
Catalytic period
Organistic period
Strategic period

Question # 4 of 10 (Start time: 08:31:46 PM) Total Marks: 1
Which of the following is NOT a function of HRM?
Select correct option:
To Attract People
To Develop People
To Motivate People
None of these

Question # 5 of 10 (Start time: 08:32:32 PM) Total Marks: 1
Which of the following practice involves the selling off portions of the company and
making severe staff reductions?
Select correct option:
Redesigning
Restructuring
Organizational designing
Reengineering

Question # 6 of 10 (Start time: 08:33:38 PM) Total Marks: 1

HRM has a _____ link with the corporate strategy of the organization.
Select correct option:
Direct
Indirect
Question # 7 of 10 (Start time: 08:34:07 PM) Total Marks: 1
Redesigning of an organization's processes, from materials Acquisition, to production, to
marketing and distribution is called:
Select correct option:
Innovation
Restructuring
Reengineering
Supply chain management
Question # 8 of 10 (Start time: 08:34:53 PM) Total Marks: 1
Groups and Teams are _____
Select correct option:
One and the same things
Different things
Question # 9 of 10 (Start time: 08:35:21 PM) Total Marks: 1
Which of the following is the main focus of Organizational Behavior?
Select correct option:
Society
Stockholders
People at work
Union
Question # 10 of 10 (Start time: 08:35:52 PM) Total Marks: 1
The basic OB model suggests the study of the organization at
_____levels
Select correct option:
Organization ,group and individual
group ,individual and hierarchical l
Organization , group and departmental
None of given option
Question # 1 of 10 (Start time: 08:41:29 PM) Total Marks: 1
Many studies have shown that people are more committed to their jobs if:
Select correct option:
They work in isolation
Their participation is valued
They have high rank in the hierarchy
They become the part of union

Question # 5 of 10 (Start time: 08:41:40 PM) Total Marks: 1
Org abs is facing unforeseen problems. Management has assigned the responsibility to
AHMED for taking corrective measures to confiscate the problems. He is playing the role
of:
Select correct option:
Monitor
Spokesperson
Disseminator
Disturbance handler
Question # 2 of 10 (Start time: 08:41:44 PM) Total Marks: 1
The term "Cost of human resource" is used in spite of which of the following option?
Select correct option:
Cost of production
Rate of absenteeism
complicated technology
outdated equipment
Question # 6 of 10 (Start time: 08:42:43 PM) Total Marks: 1
Which of the following is true?
Select correct option:
All the Teams are Groups but every group is not a Team
All the Teams are not Groups but every group is a Teams
Question # 3 of 10 (Start time: 08:42:47 PM) Total Marks: 1
Which of the following reflects the relationship between MIS & HRIS?
Select correct option:
Both are same
MIS is one aspect of HRIS
HRIS is one aspect of MIS
No relationship exists
Question # 7 of 10 (Start time: 08:43:08 PM) Total Marks: 1
The process which is used o fulfill any or all firms future positions from maintenance
clerk to CEO is called :
Select correct option:
Human resource planning
Planning
Employment forecasting
Strategic planning

Question # 8 of 10 (Start time: 08:43:43 PM) Total Marks: 1
Which one is the quality of informal group?
Select correct option:
They are social in nature. page # 22
They have designated work assignments.
They established by the organizations.
They have predefined norms.
Question # 4 of 10 (Start time: 08:43:47 PM) Total Marks: 1
Which of following area is not covered under the study of OB?
Select correct option:
Perception
Learning
Compensation
Motivation
Question # 9 of 10 (Start time: 08:44:49 PM) Total Marks: 1
HR Specialist May be a
Select correct option:
human resource executive
manager
non-manager
all given option page
Question # 10 of 10 (Start time: 08:45:21 PM) Total Marks: 1
Which one is the correct statement?
Select correct option:
A group is not always a team.
A group is always a team
The term Group and teams are interchangeable
Teams and groups are synonyms
Question # 7 of 10 (Start time: 08:46:43 PM) Total Marks: 1
Brain Drain is term that refers to:
Select correct option:
The lose of intellectual capital from the organization
The decline in the mental capacity of the work force
The decline in the skills of the work force
None of the above
Question # 8 of 10 (Start time: 08:47:15 PM) Total Marks: 1
which of them are known as simple work teams, consist of eight to ten volunteers from a
common work area who meet to find solutions to specific problems.
Select correct option:

virtual teams
Cross Departmental Team
Process teams
Quality circles page
Question # 9 of 10 (Start time: 08:47:56 PM) Total Marks: 1
Which of the following is a term that concerns with the development of the employees so
that they may take immediate decision without resorting or waiting for the orders of the
superiors?
Select correct option:
Empowerment
Centralization
Fringe Benefits
None of the above
Question # 1 of 10 (Start time: 08:50:39 PM) Total Marks: 1
Which one is true statement about groups?
Select correct option:
A group in itself does not necessarily constitute a team.
A group is always a team.
A group is like a team.
Team and groups are same.
Question # 2 of 10 (Start time: 08:51:13 PM) Total Marks: 1
I think my friend is kind, charismatic, and funny. This statement shows
the ___ component of attitude:
Select correct option:
Affective
Behavioral
Cognitive thinking is just cognitive ,feeling is affective,
Affective and cognitive
Question # 3 of 10 (Start time: 08:52:14 PM) Total Marks: 1
Strategic human resource management play its role in following areas except :
Select correct option:
Environmental scanning
Strategy formulation
Competitive intelligence
Advertisement planning
Question # 4 of 10 (Start time: 08:53:26 PM) Total Marks: 1
In which function the manager distributes authority among the workers .
Select correct option:

Planning
Leading
controlling
none of given option
Question # 5 of 10 (Start time: 08:54:08 PM) Total Marks: 1
An Affirmative action is:
Select correct option:
An attempt to eliminate the effects of past discrimination
An attempt to sort out those who violate the code of conduct
Question # 7 of 10 (Start time: 08:55:05 PM) Total Marks: 1
Personnel Management and Human Resource Management are:
Select correct option:
Different things
One and the same things
Question # 8 of 10 (Start time: 08:55:53 PM) Total Marks: 1
Organizations should set the _ goals:
Select correct option:
Attainable
Ambiguous
Uncertain
Random
Question # 9 of 10 (Start time: 08:56:50 PM) Total Marks: 1
Staffing is a process of hiring qualified employees at the right place and at the right time,
to achieve_____.
Select correct option:
Targeted sales goals
Individual career goals
Return on investment
Organizational objectives
Question # 10 of 10 (Start time: 08:57:34 PM) Total Marks: 1
Which of the following is NOT an Environmental Challenge for HRM?
Select correct option:
Work Force Diversity
Technology
Globalization
Improving Quality
Question # 1 of 10 (Start time: 08:59:45 PM) Total Marks: 1
Which of the following terms correctly represents different types of managers?
Select correct option:

Executive, CEO, director
Dimensional, functional, strategic
Tactical, operational, functional
Tactical. Operational, strategic
Question # 2 of 10 (Start time: 09:00:45 PM) Total Marks: 1
Which of them is not the reason of restructuring?
Select correct option:
Market dominance
Economies of scale
Technological advances
Earning per share
Question # 3 of 10 (Start time: 09:01:53 PM) Total Marks: 1
A system that prohibits interaction with the world outside is termed as _____
Select correct option:
Closed System
Open System
Question # 4 of 10 (Start time: 09:02:26 PM) Total Marks: 1
Negative reaction of men for the career development of women is an Example of
Select correct option:
Biasness
Backlash
Resentment
Backlash and discrimination
Question # 6 of 10 (Start time: 09:03:56 PM) Total Marks: 1
All the activities performed within an organization are:
Select correct option:
Independent
Arbitrary
Random
Interdependent
Question # 7 of 10 (Start time: 09:04:29 PM) Total Marks: 1
Which of the following is not a function of HRM?
Select correct option:
Recruitment
Training
Procurement
None of the above
Question # 8 of 10 (Start time: 09:05:14 PM) Total Marks: 1
Within an Organizations people work:

Select correct option:
Individually
In hierarchy
Separately
Independently
Question # 9 of 10 (Start time: 09:06:06 PM) Total Marks: 1
Organizational Citizenship is related with the:
Select correct option:
Performance of the employee
Performance of the Organization
Nationality of the employees in the organization
None of the above
Question # 10 of 10 (Start time: 09:06:40 PM) Total Marks: 1
A staff handbook is a reference tool for managers and staff. . The handbook contains the
information
Select correct option:
Personal conduct
Terms and conditions
Briefing and induction
all of given options
Who is responsible to take corrective actions in response to unforeseen problems?
Select correct option:
Liaison
Disturbance-handler
Figurehead
Decisions are made at the management level with _____ authority.
Select correct option:
Functional
Line
Staff
Operational
For calculating future staffing needs Ahmed the human resource manager at ABC is
computing the number of employees in his firm at the end of each of last five years.
Which of following forecasting method is being used by him?
Select correct option:
Trend analysis

Regression analysis
Ratio analysis
None of them
Authority is classified among _____ levels of categories.
Select correct option:
2
4
6
3
Which of the following are the 3 basic sets of skills, managers should possess?
Select correct option:
Technical, interpersonal, conceptual
Human, conceptual, interpersonal
Interpersonal, technical, human
Technical, professional, mechanical
Which one of the following is not a benefit of workforce diversity?
Select correct option:
More innovation
Better Problem solving
Diversity Training
Greater system flexibility
For minorities or the affected classes, _____ is much fruitful than equal
opportunity employment.
Select correct option:
Affirmative Action
Workforce Diversity
Merit based Selection
None of the above
Unofficial part of an organization formed on the basis of common interests is known as:
Select correct option:
Formal organization
Informal organization
Bureaucratic organization
Virtual organization
Which of the following discipline deals with the impact of individual's behavior in an
organization?
Select correct option:

Organizational culture
Organizational norms
Organizational behavior
Organizational rules
Question # 1 of 10 (Start time: 09:16:39 PM) Total Marks: 1
A manager's function is classified as line or staff based on the organization's:
Select correct option:
Objectives
Vision
Services
Product
Question # 2 of 10 (Start time: 09:17:27 PM) Total Marks: 1
The basic unit of an organization is _____
Select correct option:
Individual
Group
Team
All of the above
Question # 4 of 10 (Start time: 09:19:03 PM) Total Marks: 1
Which of the following areas are affected by the reengineering?
Select correct option:
Cost
Quality
Speed
All of the above
Question # 5 of 10 (Start time: 09:19:29 PM) Total Marks: 1
An organization that carries out welfare projects in the locality where its business exists
other than its core business activity is:
Select correct option:
Socially Responsible organization
NGO
Question # 7 of 10 (Start time: 09:21:14 PM) Total Marks: 1
_____ is termed as the "right arm of the top executive."
Select correct option:
staff manager
line manager
personnel manager
Secretary
Question # 8 of 10 (Start time: 09:21:51 PM) Total Marks: 1

Reactive approach to overcome the influence of discriminatory practices occurred in the
past is referred as:
Select correct option:
Equal employment opportunity
Affirmative action
HR planning
Litigation process
Question # 9 of 10 (Start time: 09:22:17 PM) Total Marks: 1
Which of the following is the function performed by the line managers?
Select correct option:
Line functions
Coordinative functions
Some staff functions
All of the given
Employment of which resource is a competitive factor for organizations.
Select correct option:
Land
Money
Workforce
Technology
Question # 2 of 10 (Start time: 09:26:02 PM) Total Marks: 1
Deciding whether Mom and Pop's superstore will compete with enormous markets headto-
head by building similar superstores is an example of
Select correct option:
Strategic planning
Tactical planning
Operational planning
All of the given options
Question # 3 of 10 (Start time: 09:27:11 PM) Total Marks: 1
Manager has authorized the worker to make his own schedule. This is the example of
Select correct option:
Controlling
Planning
Empowerment
Planning and organizing
Question # 6 of 10 (Start time: 09:30:21 PM) Total Marks: 1
Studying organizational behavior helps managers:

Select correct option:
To see the value of workforce diversity
To analyze the efficiency of organization
To analyze the efficiency of organization
To become more effective in society
Question # 8 of 10 (Start time: 09:32:24 PM) Total Marks: 1
HR responsibilities of staff managers include
Select correct option:
assistance in hiring
rewarding, counseling
assistance in promotion
all given option
Question # 10 of 10 (Start time: 09:33:26 PM) Total Marks: 1
Large organizations often have development programs with an aim to:
Select correct option:
Prepare employees for higher level responsibilities within the organization
Give employees the skills and knowledge to perform their current jobs
Monitor employee performance to ensure that it is at acceptable levels
Help a new employee adjust himself to the new job and the employer
Question # 2 of 10 (Start time: 09:50:20 PM) Total Marks: 1
The mass movement of technically skilled people from one country to another is known
as:
Select correct option:
Immigration
Brain drain
Transfer
Shifting
Question # 3 of 10 (Start time: 09:50:49 PM) Total Marks: 1
HRIS helps managers to perform _____ more effectively & systematically.
Select correct option:
Management functions
Controlling functions
Planning functions
HR functions
Question # 4 of 10 (Start time: 09:51:19 PM) Total Marks: 1
Which of the following is mandatory for the formation of an organization?
Select correct option:
An individual

Two or more individuals
A proprietor
An employee
Question # 6 of 10 (Start time: 09:52:11 PM) Total Marks: 1
Human Resource Management starts with _____
Select correct option:
HR Planning
Recruitment
Selection
None of the above
Question # 7 of 10 (Start time: 09:52:39 PM) Total Marks: 1
_____ managers develop organizational wide goals.
Select correct option:
Middle-level
First-line level
Low-level
Top-level
Question # 8 of 10 (Start time: 09:53:03 PM) Total Marks: 1
Main source of creating difference among organizations is:
Select correct option:
Human resource
Physical resources
Modren technology
Heavy budgets
Question # 9 of 10 (Start time: 09:53:30 PM) Total Marks: 1
How do companies facilitate workforce diversity?
Select correct option:
By relying on external support systems for minority workers
By encouraging employees to challenge beliefs and values of other employees
By organizing social activities
By reinforcing traditional values
Question # 2 of 10 (Start time: 09:55:29 PM) Total Marks: 1
Which of these is not a technique used to manage the surplus of the workforce?
Select correct option:
Early retirements
Creative Recruiting
Restricted hiring
Reduced hours
Question # 3 of 10 (Start time: 09:56:32 PM) Total Marks: 1
Rules & policies are designed to protect:

Select correct option:
Employees
Employers
Managers
All of the above mentioned
Question # 4 of 10 (Start time: 09:57:05 PM) Total Marks: 1
Staffing is a process of hiring qualified employees at the right place and at the right time,
to achieve_____.
Select correct option:
Targeted sales goals
Individual career goals
Return on investment
Organizational objectives
Question # 5 of 10 (Start time: 09:57:28 PM) Total Marks: 1
When Personal manager exerted the authority as a coordinator of personal activities he
is acting like:
Select correct option:
Right arm of top executive
Top executive
Staff manager
Right arm of staff manager
Question # 6 of 10 (Start time: 09:58:38 PM) Total Marks: 1
Which of the following is NOT a goal of HRM?
Select correct option:
Integration of HRM with the corporate strategy of the organization
Producing the desired human behavior that helps to achieve the organizations goals
Creation of a flexible environment that can easily adopt change
To endure proper delivery of products
Question # 7 of 10 (Start time: 09:59:01 PM) Total Marks: 1
Within an Organizations people work:
Select correct option:
Individually
In hierarchy
Separately
Independently
Question # 9 of 10 (Start time: 10:00:23 PM) Total Marks: 1

Which one of the following is an outcome of 'organizing' function of management?
Select correct option:
Organization's strategy
Motivation & commitment
Organization's structure
Performance measurement
Question # 10 of 10 (Start time: 10:01:50 PM) Total Marks: 1
Organizational basic components are:
Select correct option:
Machinery, people, office building
People, purpose, structure
People, structure, finances
People, strategies, resources
Question # 1 of 10 (Start time: 10:02:27 PM) Total Marks: 1
A manager who approves the training program for employees is:
Select correct option:
Line Manager
Staff Manager
General Manager
None of the above
Question # 3 of 10 (Start time: 10:03:39 PM) Total Marks: 1
Human resource management considers organization as:
Select correct option:
Entity
Process
Person
Staffing
Question # 4 of 10 (Start time: 10:04:08 PM) Total Marks: 1
Authority is a/an _____ force to control others' behavior.
Select correct option:
Legal
Illegal
Implied
Applied
Question # 5 of 10 (Start time: 10:04:34 PM) Total Marks: 1
Which of the following is a micro-level challenge faced by an organization?
Select correct option:
Work force diversity
Restructuring

Legislation
Technology
Question # 6 of 10 (Start time: 10:05:15 PM) Total Marks: 1
Women can not do important or heavy jobs. This is an example of:
Select correct option:
Stereotyping
Halo effect
Question # Several factors had played their role in shaping the attitudes towards human
resource management during
Select correct option:
the 1970s and 1980
the 1950s and 1960s,
the 1960s and 1965s
the 1940s and 1950s
Which of them can be a possible reason of the layoff?
Select correct option:
Lack of cash
Lack of new projects
Lack of material
All of the given options
Question # 3 Which of the following statement best defines “Recruitment”?
Select correct option:
It is a process of attracting a number of suitable applicants
It is selecting the best candidate for the vacancy
It is a process of enhancing employees’ knowledge and skills
It is used to determine the best performers in organization
Question # 5 Human resource management is not an end in itself;
Select correct option:
It is a self disciplinary and explanatory in nature
It is only a means to assist the organization with its primary objectives
It provides direction to the corporate-level business policy
It is a mean to keep an eye on production and distribution operations
Question # 6 System used to collect, record, store, analyze, & retrieve data related to an
organization, is termed as:
Select correct option:
IS (Information System)
MIS (Management Information System)
HRIS (Human Resource Information System)

DBMS (Data Base Management System)
Question # 8 To make an employment decision not on the basis of legitimate job related
factors is known as
Select correct option:
Gender discrimination
Employment discrimination
Stereotyping
Backlash
Question # 9 Ahmed is supervising the maneuver of whole organization, which one role
is being played by him?
Select correct option:
Tactical manager
Operations manager
Chief Executive
Line manger
Question # 1 of 20 (Start time: 06:59:21 PM) Total Marks: 1
In order to promote unbiased management, organizations should develop:
Select correct option:
Powerful union
Legal compliance
Strategic alliances
Stakeholder influence
Question # 2 of 20 (Start time: 07:00:52 PM) Total Marks: 1
Which of the following is not a characteristic of an effective goal?
Select correct option:
Specific
Measurable
Challengeable
None of the above
Question # 4 of 20 (Start time: 07:03:47 PM) Total Marks: 1
Which of the following term is used as the indicator of missing information by the
applicant while making selection decision?
Select correct option:
Red flag
Red alert
High alert
Alarming situation

Question # 5 of 20 (Start time: 07:04:36 PM) Total Marks: 1
Which of the following is the most correct statement?
Select correct option:
Job identification is helpful in distinguishing among jobs.
Job identification is not the part of job description.
Job identification does not necessarily include the job title
Job identification only includes job title.
Question # 6 of 20 (Start time: 07:05:43 PM) Total Marks: 1
Which of the following defines the process of 'Recruitment'?
Select correct option:
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
Question # 7 of 20 (Start time: 07:06:27 PM) Total Marks: 1
Which system is used to collect, record, store, analyze, and retrieve data concerning
organization's workforce?
Select correct option:
MIS
AIS
HRIS
FMIS
Question # 8 of 20 (Start time: 07:07:10 PM) Total Marks: 1
Which of the following source can be used to ensure the authentication of the information
provided by the job applicant?
Select correct option:
Reference check
Criminal record
Application form
Credit history
Question # 9 of 20 (Start time: 07:08:02 PM) Total Marks: 1
Which one is the quality of informal group?
Select correct option:
They are social in nature.
They have designated work assignments.
They established by the organizations.
They have predefined norms.
Question # 10 of 20 (Start time: 07:09:21 PM) Total Marks: 1

Which one is not the component of the staffing function?
Select correct option:
Recruitment
Strategic human resource planning
Staffing
Training and development
Question # 11 of 20 (Start time: 07:10:02 PM) Total Marks: 1
The management wants to choose best out of candidate's pool but it is difficult to choose
best among them due to their good eye contact and better communication skills. What
kind of interview technique will be best in this situation?
Select correct option:
Informal interview with structured rating forms
Unstructured interview with rating forms
Structured interview with structured rating form
None of them
Question # 12 of 20 (Start time: 07:11:29 PM) Total Marks: 1
Org Abs wants to higher computer operators. They have designed a test to check their
knowledge about different applications software's .This test is an example of:
Select correct option:
Personality Tests
Polygraph test
Job knowledge test
Simulations
Question # 13 of 20 (Start time: 07:12:38 PM) Total Marks: 1
Which one is not the function of human resource management?
Select correct option:
Employee and labor relation
Safety and health
HR research
None of given options
Question # 14 of 20 (Start time: 07:13:54 PM) Total Marks: 1
Atif's job is to recognize problem areas and implementing solutions. He is also responsible to select critical information from masses of data to direct the organization in
the world of overflowing information. Which of the following skills are required to
perform his job effectively?

Select correct option:
Conceptual skills
Human skills
Technical skills
Interpersonal skills
Question # 15 of 20 (Start time: 07:14:36 PM) Total Marks: 1
Decisions are made at the management level with _____ authority.
Select correct option:
Functional
Line
Staff
Operational
Question # 16 of 20 (Start time: 07:15:26 PM) Total Marks: 1
Which one is the recruitment method that may create glass ceiling effect?
Select correct option:
Job posting
Recruitment agencies
Word of mouth
Internship
Question # 17 of 20 (Start time: 07:16:46 PM) Total Marks: 1
Which of them are known as simple work teams, consist of eight to ten volunteers from a
common work area who meet to find solutions to specific problems.
Select correct option:
Virtual teams
Cross Departmental Team
Process teams
Quality circles
Question # 18 of 20 (Start time: 07:17:30 PM) Total Marks: 1
Which one is the correct statement?
Select correct option:
A group is not always a team.
A group is always a team
The terms Group and teams are interchangeable
None of given option
Question # 19 of 20 (Start time: 07:18:57 PM) Total Marks: 1
Ahmed who is an adequate candidate for the job of general manager is preceded by
Aslam who is a poor candidate and management mistakenly considered him much better

for the available position at that time when there are many outstanding candidates in the
applicant pool. This error is known as:
Select correct option:
Contrast error
Negative emphasis
Hallo effect
Snap judgment
Question # 20 of 20 (Start time: 07:20:16 PM) Total Marks: 1
Under which of the following no screening of applicant pool is conducted before making
final selection?
Select correct option:
Walk-in applicants
Employee referrals
Employment agency
School placement
Question # 1 of 20 (Start time: 07:27:04 PM) Total Marks: 1
The authority exerted by a personnel manager is
Select correct option:
Line Authority
Staff Authority
Functional Authority
Authority given by Organization
Question # 2 of 20 (Start time: 07:27:55 PM) Total Marks: 1
A manager's function is classified as line or staff based on the organization's:
Select correct option:
Objectives
Vision
Services
Product
Question # 3 of 20 (Start time: 07:29:22 PM) Total Marks: 1
_____ is termed as the "right arm of the top executive."
Select correct option:
Staff manager
Line manager
Personnel manager
Secretary
Question # 4 of 20 (Start time: 07:30:25 PM) Total Marks: 1
Human resource management won final acceptance in :

Select correct option:
1980
1985
1989
1979
Question # 5 of 20 (Start time: 07:31:33 PM) Total Marks: 1
Quality oriented organizations always try to match the organization's goals with the:
Select correct option:
Sales of products
Supply of raw material
Abilities of employees
Advent of new technology
Question # 6 of 20 (Start time: 07:32:07 PM) Total Marks: 1
The test used to measure the cognitive abilities of person is also known as
Select correct option:
Aptitude test
Personality Tests
Intelligence test
Psychomotor Abilities Tests
Question # 11 of 20 (Start time: 07:36:08 PM) Total Marks: 1
Which of the following skills are required most by the Top-level managers?
Select correct option:
Technical skills
Interpersonal skills
Conceptual skills
All of the given options
Question # 12 of 20 (Start time: 07:36:46 PM) Total Marks: 1
The basic unit of an organization is _____
Select correct option:
Individual
Group
Team
All of the above
Question # 13 of 20 (Start time: 07:37:11 PM) Total Marks: 1
Which one of the following is Not included in 'Training and Development'?
Select correct option:
Employee orientation
Career development
Employee education

HRIS maintenance
Question # 14 of 20 (Start time: 07:37:51 PM) Total Marks: 1
An attempt to sense and solve a problem before it takes place may be termed as __.
Select correct option:
Proactive Response
Reactive Response
Question # 15 of 20 (Start time: 07:38:30 PM) Total Marks: 1
PIA fully sponsors Al-Shifa Trust, which offers aid and rehabilitation services to special
children .At the same time PIA is providing help to non profit organizations. This is:
Select correct option:
Liability of PIA
Duty OF PIA
Social responsibility of PIA
LEGAL responsibility OF PIA
Question # 16 of 20 (Start time: 07:39:39 PM) Total Marks: 1
The procedure of initiating a document that specifies job title, department, the date the
employee is needed for work, and other details, is known as:
Select correct option:
Employee request
Employee appropriation
Employee requisition
Employee demand
Question # 17 of 20 (Start time: 07:40:54 PM) Total Marks: 1
Which of the following employment agency is best known for recruiting white-collar
employees?
Select correct option:
Employee hunters
People locators
People seekers
Head hunters
Question # 18 of 20 (Start time: 07:41:57 PM) Total Marks: 1
Aslam is working in the ABC Company. He is performing the tasks in a wide variety of
human resource related areas. He is performing the role of:
Select correct option:

HR Generalists
Coordinator
Line manager
HR Specialist
Question # 19 of 20 (Start time: 07:42:43 PM) Total Marks: 1
Anyone, regardless of race, color, sex, religion, national origin, or age, has an equal
chance for a job . This is known as
Select correct option:
Affirmative Action
Equal Employment Opportunity
Diversity
None of given option
Question # 20 of 20 (Start time: 07:43:25 PM) Total Marks: 1
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?
Select correct option:
Reliable test
Content-valid test
Criterion-valid test
Face-valid test
Question # 2 of 20 (Start time: 07:45:03 PM) Total Marks: 1
Which aspect of human resource management is concerned with the collective bargaining
of labor union?
Select correct option:
Stockholder relations
Industrial relations
Personnel relations
Employee relations
Question # 3 of 20 (Start time: 07:45:42 PM) Total Marks: 1
Which of them is most valid interview form for predicting job performance?
Select correct option:
Informal interview
Unstructured interview
Structured interview
All of them
Question # 4 of 20 (Start time: 07:46:15 PM) Total Marks: 1

During the shortage of the work force organizations should :
Select correct option:
Intensify their efforts of recruitment
Least focus on recruitment expense
Rely on technology
Hire minimum number of Employees
Question # 5 of 20 (Start time: 07:47:12 PM) Total Marks: 1
Women can not do important or heavy jobs. This is an example of:
Select correct option:
Stereotyping
Halo effect
Question # 6 of 20 (Start time: 07:47:36 PM) Total Marks: 1
The technique which people use for controlling the perception of other People is know as
Select correct option:
Behavior modification
Impression management
Controlling
Leading
Question # 7 of 20 (Start time: 07:48:16 PM) Total Marks: 1
Which of the following is not a function of HRM?
Select correct option:
Recruitment
Training
Procurement
None of the above
Question # 8 of 20 (Start time: 07:48:36 PM) Total Marks: 1
Which of the following is the major objective of training function of HRM?
Select correct option:
To attract qualified applicant to fill the job vacancies
To give employees the skills and knowledge to perform their jobs effectively
To help a new employee adjust himself to the new job and the employer
To monitor employee performance to ensure that it is at acceptable levels
Question # 9 of 20 (Start time: 07:49:09 PM) Total Marks: 1
Standardized method for rating, classifying, and comparing virtually every kind of job
based on data, people, and things is known as
Select correct option:
Department of Labor Procedure
Position Analysis Questionnaire

Functional job analysis
None of given option
Question # 1 of 20 (Start time: 07:56:06 PM) Total Marks: 1
Decisions are made at the management level with _____ authority.
Select correct option:
Functional
Line
Staff
Operational
Question # 2 of 20 (Start time: 07:56:30 PM) Total Marks: 1
Perception shapes up the view of a person about world by :
Select correct option:
Withdrawing irrelevant information
Perceiving information from sensory processes
Only collecting accurate information
Both a and b
Question # 3 of 20 (Start time: 07:57:39 PM) Total Marks: 1
The basic OB model suggests the study of the organization at _____levels
Select correct option:
Organization, group and individual
Group, individual and hierarchical l
Organization, group and departmental
None of given option
Question # 4 of 20 (Start time: 07:57:58 PM) Total Marks: 1
Which of the following skill/s is/are required for an effective team?
Select correct option:
Problem-solving skills
Technical skills
Interpersonal skills
All of the given options
Question # 5 of 20 (Start time: 07:58:21 PM) Total Marks: 1
Which term is used to describe the process of strategy formulation, implementation, and
Evaluation?
Select correct option:
Assessment
Forecasting
Strategic planning
Valuation

Question # 13 of 20 (Start time: 08:36:41 PM) Total Marks: 1
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:
Select correct option:
Planning
Decentralization
Restructuring
Outsourcing
Question # 14 of 20 (Start time: 08:37:40 PM) Total Marks: 1
Which of the following best defines recruitment in an organization?
Select correct option:
Forecast the supply of outside candidates
Develop an appropriate applicant pool
Determine the importance of job applicants
All of the given options
Question # 15 of 20 (Start time: 08:38:47 PM) Total Marks: 1
The difference between human resource management and management is:
Select correct option:
Narrow
Not important
Both are the same
Significant
Question # 16 of 20 (Start time: 08:39:15 PM) Total Marks: 1
_____is the process of systematically reviewing human resource requirements to
ensure that the required number of employees, with the required skills, is available when
they are needed
Select correct option:
Human resource planning
Succession Planning
Succession Development
None of the given option
Question # 17 of 20 (Start time: 08:40:10 PM) Total Marks: 1
Which one statement is true about the teams?
Select correct option:
Team members are not accountable at all.
Team members hold themselves to be mutually accountable.
Team's members are concerned with individual accountability.

None of them
Question # 18 of 20 (Start time: 08:40:56 PM) Total Marks: 1
Human resource management won final acceptance in :
Select correct option:
1980
1985
1989
1979
Question # 19 of 20 (Start time: 08:41:31 PM) Total Marks: 1
Which of the following method uses organization's current level of employment as the
starting point while estimating the future staffing needs of an organization?
Select correct option:
Project forecasting
Conjecture forecasting
Labor forecasting
Zero-base forecasting
Question # 19 of 20 (Start time: 08:41:31 PM) Total Marks: 1
Which of the following method uses organization's current level of employment as the
starting point while estimating the future staffing needs of an organization?
Select correct option:
Project forecasting
Conjecture forecasting
Labor forecasting
Zero-base forecasting
Question # 20 of 20 (Start time: 08:42:42 PM) Total Marks: 1
Which of the following is a goal-directed summary of a person's experience, education
and training, developed to use in the selection process?
Select correct option:
Curriculum vitae
Educational record
Career goal
Interview questioning
Successful organizations primarily concern with the:
Select correct option:
Communication
Inventory
Skilful manpower

Production

'The process of determining the human resource needs of an organization and ensuring that the right number of qualified people are positioned in the right jobs at the right time' is described by which of the following term?
Select correct option:
Job planning
Resource planning
Human resource planning
Succession planning
Which one of the following is Not a benefit of workforce diversity?
Select correct option:
More innovation
Better Problem solving
Diversity Training
Greater system flexibility

It generally involves selling off portions of the company
Select correct option:
Restructuring
Reengineering…….
selling
selling,Reengineering

MGT501 solved mcqs

1. HRM is associated with the management of:

- Ø General people
- Ø Financial resources
- Ø **Organizational people**
- Ø Community members

2. Which of the following management function includes setting standards for everyone in the organization?

Ø **Planning**
Ø Organizing
Ø Leading
Ø Controlling

3. Motivating the employees is classified as:
Ø Informational role
Ø **Interpersonal role**
Ø Decisional role
Ø Conceptual role

4. Which of the following is the main responsibility of an HR department?
Ø Attracting candidates for job
Ø Ensure staff development
Ø Keep employees motivated
Ø **All of the given options**

5. HR managers are generally the _____ managers:
Ø Line
Ø Middle
Ø **Staff**
Ø Top

6. Manufacturing was the main concern of personnel department during:
Ø **Mechanistic period**
Ø Catalytic period
Ø Organistic period
Ø Strategic period

7. Running the organizational activities is called:
Ø **Management process**
Ø Executive position
Ø Quality management
Ø D. Performance measurement

8. Jobs are identified & grouped while:
Ø Planning
Ø **Organizing**
Ø Leading

Ø Controlling

9. Effective HRM leads to:

Ø **Organizational success**
Ø Organizational failure
Ø Organizational complexity
Ø Organizational inefficiency

10. Organizational goals should be:

Ø **Achievable**
Ø Ambiguous
Ø Random
Ø Vague

11. Customers of an organization fall under which of the following category?

Ø Shareholders
Ø Staff
Ø Partners
Ø **Stakeholders**

12. What could be the best approach for an organization to sustain in a dynamic environment?

Ø Be stagnant
Ø **Responsive to change**
Ø Reluctant to change
Ø Merge with others

13. The thorough & detailed study regarding jobs within an organization is represented by:

Ø **Job analysis**
Ø Job description
Ø Job specification
Ø Job evaluation

14. A practice used by companies to assign their costly activities to outside providers is known as:

Ø Planning
Ø Decentralization
Ø Restructuring

Ø **Outsourcing**

15. Organizational behavior depicts the:
Ø Jargons used within the organization
Ø **Collective behavior of employees**
Ø Effect of society's behavior on an organization
Ø All of the given options

16. Leaders perform:
Ø Decisional roles
Ø Informal roles
Ø Informational roles
Ø **Interpersonal roles**

17. Organizations take inputs from:
Ø Rules & policies
Ø Internal environment
Ø **External environment**
Ø Legislations & litigations

18. Which of the following system represents interrelated activities?
Ø A closed system
Ø An isolated system
Ø **An open system**
Ø A clogged system

19. Brain drain is one of the:
Ø **Organizational threat**
Ø Organizational opportunity
Ø Organizational strength
Ø Organizational weakness

20. Shifting from manual to computerized system is resulted due to:
Ø Workforce diversity
Ø **Technological advancement**
Ø Stake holders involvement
Ø D. Globalization

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

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

22. 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

23. Organizations put maximum effort in measuring performance of organizational people because:

- It makes procedures cost effective
- **It helps in detecting the problems**
- It leads to product innovation
- D. It assists in implementing new technology

24. In order to promote unbiased management, organizations should develop:

- Powerful union
- Strategic alliance
- **Legal compliance**
- Stakeholder influence

25. Following are all included in 'Statistical Approach' of forecasting, **EXCEPT**:

- Trend analysis
- **Sensitivity analysis**
- Ratio analysis
- Regression analysis

26. Alternative work arrangements include all of the following, **EXCEPT**:

- Part-time work
- Flexible hours

Ø **On-site child care**
Ø Job sharing

27. How often HR planning process is implemented within an organization?
Ø **Continuously**
Ø Annually
Ø Bi-annually
Ø Quarterly

28. Which of the following reflects the relationship between MIS & HRIS?
Ø Both are same
Ø MIS is one aspect of HRIS
Ø **HRIS is one aspect of MIS**
Ø No relationship exists

29. 'Strengths' & 'Weaknesses' are _____ to an organization.
Ø Important
Ø **Internal**
Ø External
Ø D. Central

30. Which of the following statement best reflects the Job analysis?
Ø **Conceptual process**
Ø Written statement
Ø Recruitment method
Ø Legal clause

31. Standards are established to:
Ø **Achieve desired outcomes**
Ø Meet legal compliance
Ø Achieve competitive advantage
Ø Promote goodwill in market

32. Which of the following constraint does **NOT** affect the recruiting efforts?
Ø Compensation of the job
Ø Image of the organization
Ø Internal organizational policies
Ø **D. None of the given options**

33. Job evaluation is based on the:

- Ø Physical skills required by the job
- Ø **Relative job worth for an organization**
- Ø Complexity of the job to perform
- Ø Conceptual skill required by the job

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

- Ø Peers
- Ø Customers
- Ø Top management
- Ø **Immediate supervisor**

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

- Ø Job description
- Ø Job specification
- Ø Job evaluation
- Ø **All of the given options**

36. Which of the following term is used as an indicator of missing information by the applicant while making selection decision?

- Ø **Red flag**
- Ø Red alert
- Ø High alert
- Ø Alarming situation

37. Which of the following best defines recruitment in an organization?

- Ø Forecast the supply of outside candidates
- Ø **Develop an appropriate applicant pool**
- Ø Determine the importance of job applicants
- Ø D. All of the given options

38. 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?

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

39. Followings are included in contingent workers, **EXCEPT**:

- Ø Part-timers
- Ø Contractors
- Ø **Directors**
- Ø Temporaries

40. Which of the following term contains information regarding machines & equipments used at workplace?

- Ø Job analysis
- Ø Job specification
- Ø **Job description**
- Ø Job evaluation

41. HRM is associated with the management of;

- Ø General people
- Ø Financial resources
- Ø **Organizational people**
- Ø Community members

42. Cost of human resources refers to;

- Ø Company profits
- Ø Employee shares
- Ø **Salary packages**
- Ø Earned revenues

43. Top level managers require _____ skills the most;

- Ø Technical
- Ø Interpersonal
- Ø **Conceptual**
- Ø Mechanical

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

- Ø IS
- Ø MIS
- Ø **HRIS**
- Ø DBMS

45. HR managers are generally the _____ managers;
- Ø Line
- Ø Middle
- Ø **Staff**
- Ø Top

46. Manufacturing was the main concern of personnel department during;
- Ø **Mechanistic period**
- Ø Catalytic period
- Ø Organistic period
- Ø Strategic period

47. SWOT Analysis is a tool for;
- Ø Determining organization's mission
- Ø Developing organizational goals
- Ø Formulating strategies
- Ø **Environmental scanning**

48. Jobs are identified & grouped while;
- Ø Planning
- Ø **Organizing**
- Ø Leading
- Ø Controlling

49. According to the Hawthorne studies, the productivity of employees;
- Ø Increased by increasing light
- Ø Decreased by decreasing light
- Ø **Increased by observing them**
- Ø No change in their productivity

50. Organizational goals should be;
- Ø **Achievable**
- Ø Ambiguous
- Ø Random
- Ø Vague

51. Which one of the following is **NOT** the source of workforce diversity?
- Ø Age
- Ø Gender

Ø Education
Ø **Resentment**

52. To anticipate the human resource needs of the organization based on some previous data or managerial judgment is known as;
Ø **Demand forecasting**
Ø Supplies forecasting
Ø Financial forecasting
Ø Sales forecasting

53. The thorough & detailed study regarding jobs within an organization is represented by;
Ø **Job analysis**
Ø Job description
Ø Job specification
Ø Job evaluation

54. 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;
Ø Planning
Ø Decentralization
Ø Restructuring
Ø **Outsourcing**

55. Organizational behavior depicts the;
Ø Jargons used within the organization
Ø **Collective behavior of an organization**
Ø Effect of society's common behavior on an organization
Ø Culture prevails in an organization

56. Leaders perform;
Ø Decisional roles
Ø Informal roles
Ø Informational roles
Ø **Interpersonal roles**

57. Organizations take inputs from its;
Ø Rules & Policies

Ø Internal Environment
Ø **External Environment**
Ø Legislations

58. As organizational activities are interrelated, it is said to be;
Ø A closed system
Ø An isolated system
Ø **An open system**
Ø A clogged system

59. Management sciences department is one of the _____ of the VU;
Ø System
Ø **Subsystem**
Ø Board
Ø Structure

60. Shifting from manual to computerized system is resulted due to;
Ø Workforce diversity
Ø **Technological advancement**
Ø Stake holders involvement
Ø Globalization

61. Rewards offered to labors involved in production, are categorized as;
Ø Salary
Ø Fringe benefits
Ø **Wage**
Ø D. Commission

62. The goal of pre-retirement educational programs is to;
Ø Improve job satisfaction
Ø Increase employee commitment
Ø Minimize medical claims from retirees
Ø **D. Ease the transition from working life to retirement**

63. Organizations put maximum effort in measuring performance of organizational people because;
Ø It makes procedures cost effective
Ø **It helps in detecting the problems**

Ø It leads to product innovation
Ø It assists in implementing new technology

64. Willingness, capacity & opportunity to perform are said to be;
Ø Performance outcomes
Ø **Determinants of performance**
Ø Performance appraisals
Ø Types of performance standards

65. One of the major barriers to career advancement experiencing by working ladies is;
Ø **Difficulty in balancing work and family life**
Ø Top management is usually male oriented
Ø Lack of educational opportunities
Ø Common perception that woman can not be better boss

66. Alternative work arrangements include all of the following **EXCEPT**;
Ø Part-time work
Ø Flexible hours
Ø **On-site child care**
Ø Job sharing

67. Mr. Ahmed is a cashier and he feels dissatisfied at work. What best justifies this situation?
Ø **His job may not be structured to suit his preferences**
Ø It involves physical toughness
Ø It requires mental toughness
Ø It involves too much customer interaction

68. The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.
Ø Central tendency
Ø **Leniency**
Ø Strictness
Ø Halo effect

69. The relationship between critical incident method & BARS (behaviorally anchored rating scale) is;
Ø No relationship exists

Ø Different methods to evaluate performance
Ø **Both are similar PA methods**
Ø Comparison method is used for PA, while BARS is related to training evaluation

70. What is another term for 360-degree feedback?
Ø Feedback loop
Ø **Multi-source assessment**
Ø Upward feedback
Ø Circle feedback

71. Standards are established to;
Ø **Achieve desired outcomes**
Ø Meet legal compliance
Ø Achieve competitive advantage
Ø Promote goodwill in market

72. The point method to evaluate job is an extension of;
Ø Ranking method
Ø **Factor comparison method**
Ø Classification method
Ø Point factor method

73. Job evaluation is based on the;
Ø Physical skills required by the job
Ø **Relative job worth for an organization**
Ø Complexity of the job to perform
Ø Conceptual skill required by the job

74. Who is in the best position to observe and evaluate an employee's performance
for the purposes of a performance appraisal?
Ø Peers
Ø Customers
Ø Top management
Ø **Immediate supervisor**

75. Groups are called _____ if jobs are similar.
Ø **Classes**

Ø Grades
Ø Scales
Ø Roles

76. Train the raters prior to conduct the performance appraisal is an important responsibility of;
Ø Top management
Ø **HR department**
Ø Line managers
Ø Production department

77. Currently Organizations are providing benefits to their employees;
Ø **To attract new blood in the organization**
Ø To create stronger customer relationship
Ø To enhance the market share
Ø All of the above

78. Following are all examples of direct compensation EXCEPT;
Ø **Pension**
Ø Salary
Ø Bonus
Ø Income

79. One of the main flaws of Classification method to evaluate the jobs is;
Ø It is an expensive method
Ø Only beneficial for small organizations
Ø Maximum probability of biasness
Ø **Not useful when jobs are different**

80. Which of the following measurement methods rates employee performance relative to other employees?
Ø Graphic rating scale
Ø **Comparative method**
Ø Essay method
Ø Critical incident method

81. A system used to acquire, store, manipulate, analyze, retrieve, and distributed information related to the company's human resources is called a(n) _____

Ø **HRIS**
Ø Progressive discipline system
Ø IRS
Ø Contingent workforce system

82.Which of these is a major dimension of HRM practices contributing to company competitiveness?
Ø Compensating human resources
Ø Acquiring and preparing human resources
Ø Managing the human resource environment
Ø **All of the given options**

83.HRM has primary responsibility for all of these implementation variables except:
Ø Task design
Ø People
Ø Reward systems
Ø **Organization structure**

84.Which of these is the process of getting detailed information about jobs?
Ø Job design
Ø Job description
Ø **Job analysis**
Ø Job skills

85.In which of these steps, the HR manager attempts to ascertain the supply of and demand for various types of human resources?
Ø **Forecasting**
Ø Program implementation
Ø Evaluation
Ø Goal setting

86.Which of these is defined as any practice or activity carried on by the organization with the primary purpose of identifying and attracting potential employees?
Ø A leading indicator analysis
Ø **Recruitment**
Ø Personnel policies
Ø Selection

87.Scientific management was one of the earliest and best-known statements of the _____ approach.

- Ø Biological
- Ø Motivational
- Ø Perceptual-Motor
- Ø **Mechanistic**

88.Most HR functions spend very little time on:

- Ø **Traditional activities**
- Ø Transactional activities
- Ø Transformational activities
- Ø Day-to-day operational activities

89.Playing the role of _____ requires designing and delivering efficient and effective HR systems, processes, and practices.

- Ø Administrative Agent
- Ø Change Agent
- Ø **Strategic Partner**
- Ø Employee Advocate

90.Which of these refers to the degree to which decision-making authority resides at the top of the organizational chart?

- Ø Job design
- Ø Decentralization
- Ø Unity of command
- Ø **Centralization**

91.Career development consists of skills, education and experiences as well as behavioral modification and refinement techniques that allow individuals to work better and add value.

92.Mentoring & Coaching has become increasingly important over the years because the employees who aspire to higher management levels in the organization often need the assistance and advocacy of someone higher up in the organization.

93.The goal of measuring performance is to improve the effectiveness & efficiency of the organization by aligning the employee's work behaviors &

results with the organization's goals, improving the employee's work behaviors & results.

94.Innovation entails developing skills to discover new products and processes and designing adaptable structures and cultures.

95.Labor union might affect the appraisal process by stressing seniority as the basis for promotions and pay increases.

96.MBO requires that supervisors and employees determine objectives for employees to meet during the rating period and the employees appraise how well they have achieved their objectives.

97.Organizational approaches that are becoming increasingly popular in dealing with the needs of dual career couples are flexible work schedules, telecommuting, and the offering of child-care services.

98.The workers must look across company lines to other organizations to determine what skills are transferable, and then go and get them

99.Performance feedback should do more than informing learners whether they were right or wrong. Just notifying the trainees that they were wrong is not as effective as telling them why they were wrong and how they can avoid making those mistakes in future.

100.Assistant to Position employees are given the opportunity to work under a successful manger, often in different areas of organization. In doing so, these employees get exposure to wide variety of management activities and are groomed for assuming the duties of next higher level.

101.One reason for falling union membership in recent years is that

_____

Legislation protects workers in a way that was once only offered by the unions

- Ø Unions have been seen as largely ineffectual
- Ø Union membership is too expensive
- Ø Manufacturers will not hire union members
- Ø Union members earn less on average compared to non-union members

102. All of the following types of organizations are covered by the Occupational Safety and Health Act except _____

- Federal agencies
- Hospitals
- Schools
- **Self-employed persons**
- Manufacturing facilities

103. There is fairly strong evidence that traits can predict _____ more accurately than leadership effectiveness

- **Leadership emergence**
- Extraversion in leaders
- Leadership awareness
- Leadership competence
- The conscientiousness of leaders

104. Which one of the following is not implied in the definition of power?

- Influence
- Potential
- Dependency
- **Actualization**
- Capacity

105. The conflict-handling intention of accommodating is _____

- assertive and uncooperative
- assertive and cooperative
- unassertive and uncooperative
- **unassertive and cooperative**
- reflective and emotional

106. Which department enforces the standards set out in the Occupational Safety and Health Act?

- Department of Health Services
- **Department of Labor**
- Department of Defense
- Department of Financial Services
- Economic Development Department

107.**Family issues, economic problems, and personality characteristics are examples of the _____ factor of potential stress**

Ø Social
Ø Environmental
Ø Personnel
Ø Psychological
Ø **Personal**

108.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.

Ø Closed shop
Ø Union shop
Ø Agency shop
Ø **Open shop**
Ø Maintenance of agreement

109.The dimension of assertiveness refers to situations _____

Ø **in which one party attempts to satisfy his/her own concerns**
Ø in which there is an expression of competition
Ø involving a major behavior change that lead to conflict
Ø in which one party behaves generously

110.**Which of the following benefits could be awarded as workers' compensation?**

Ø Cash benefit
Ø Medical services
Ø Time off with pay
Ø Time off without pay
Ø **a and b**

111. Appraisal of a worker's performance can be described as:

Ø Planning Activity
Ø Organizing Activity
Ø **Controlling Activity**
Ø Leading Activity

112. Hawthorne studies depict the effects of work environment on:

Ø **Human Behavior**
Ø Human Performance
Ø Human Satisfaction
Ø All the given options

113. Process of working with different resources to accomplish organizational goals is known as:

Ø Strategic management
Ø Human Resource management
Ø **Management**
Ø Team work

114. The concept of how a person behaves in a group can be attributed to:

Ø Thermodynamics
Ø **Group Dynamics**
Ø MBO (Management by objectives)
Ø Group Behavior

115. The study of Organizational Behavior is closely related to:

Ø Human Psychology
Ø Human Behavior in general
Ø **Human Behavior at work**
Ø Human-Machine Interaction

116. Essential component of an organization is:

Ø Team
Ø **Structure**
Ø Individual
Ø None of the given options

117. The whole is greater than the sum of its parts is known as:

Ø Efficiency
Ø Effectiveness

Ø Productivity
Ø **Synergy**

118. Virtual teams can contribute to better coordination among the team members because:

Ø **Technology brings them together on a forum.**
Ø Team members meet physically with each other
Ø Team members share views among themselves via communication links.
Ø Team members have the real time environment for interaction.

119. Setting standards should be left to the employee rather than organization leads to self controlling because:

Ø It follows the management by objective approach.
Ø It increases the productivity of the worker
Ø It increases the confidence of workers
Ø **Workers come up to the high standard since they have no pressure from his superiors.**

120. Which one is not basic component of OB (Organizational Behavior) Model?

Ø Organization
Ø Group
Ø **Team**
Ø Individual

121. Job posting is:

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

122. **Realistic job preview is a:**

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

123. Job analysis can be performed in all of the following ways except:

Ø **Observing hourly work**
Ø Reviewing interviews conducted with departing employees
Ø Studying diaries or daily journals that manager kept over a three-month period
Ø Giving workers checklists to indicate which tasks on the list are performed during job execution

124. **Considering continuous process improvement activities in organizations,**
Should "Zero defects" really be a goal?

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

125. **Organizational efficiency is expressed as:**

Ø Planning for long-run goals
Ø **Making the best use of scarce resources**
Ø Goal attainment
Ø Meeting deadlines

126. Goal setting is:

Ø Top down process
Ø Bottom up process
Ø **A process of top down support and bottom up development**

Ø A function of senior management

127. When the firm changes the way it operates, the process is known as:

Ø Downsizing
Ø Brain drain
Ø **Restructuring**
Ø Outsourcing

128. Which one is not included in the hiring process?

Ø Recruitment
Ø Socialization
Ø Selection
Ø **Job specification**

129. Effectiveness is ----------

Ø **Do right things**
Ø Do things right
Ø Productivity
Ø All of the given options

130. **Extents of individual freedom and discretion employees have in performing their jobs is Known as**

Ø Capitation
Ø Flextime
Ø Empowerment
Ø **Autonomy**

131.Based on the concept of **qualified privilege**, some courts have ruled that employers must be able to talk to one another about employees.

132.Control and Coordination of headquarters may be impeded in selecting **Host-Country Nationals**

133.Pre-arrival stage explicitly recognizes that each individual arrives in organization with a set of organizational values, attitudes, and expectations.

134.Training involves planned learning activities designed to improve an employee's performance at her/his current job.

135.The analysis that identifies the kinds of the skills and behaviors required for the incumbents of a given job and the standards of performance that must be met is called **Task/Operational Analysis.**

136.Clear task instructions and model appropriate behavior are required for **Effective learning**.

137.Training to be more effective, is supposed to be followed with careful **evaluation**.

138.The benefits gained by a T & D program must outweigh the **cost** associated with providing the learning experience.

139.**Succession planning programs** are considerations of the job openings that presently exist in an organization, the openings that are likely to occur in the future, and how these positions might be filled.

140.In **Assistant to Position** method, employees with demonstrated potential are given the opportunity to work under a successful manger, often in different areas of organization.

141.A process that significantly affects organizational success by having managers and employees work together to set expectations, review results, and reward performance.

- Ø Management by Objectives
- Ø Performance Appraisal
- Ø **Performance Management**
- Ø Organizational Planning

142._____ is solely responsible for managing individual's career.

- Ø **Individual**
- Ø Team
- Ø Organization
- Ø HR Manager

143.The evaluator uses a list of behavioral descriptions and checks off those behaviors that apply to the employee. This method of appraisal is called

Ø Forced-Choice Appraisal
Ø Forced Distribution Appraisal
Ø **Checklist Appraisal**
Ø Behaviorally Anchored Rating Scales

144.Any compensation method that ties pay to the quantity or quality of work the person produces is called

Ø Gain-sharing Plan
Ø Incentive Plan
Ø Compensation Plan
Ø **Pay for performance Plan**

145.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

Ø **Attribution Theory**
Ø Stereotype
Ø Halo Effect
Ø None of above options

146.Which has an impact on job pricing and the ultimate determination of an individual's financial compensation?

Ø The Organization
Ø The Job
Ø The Employee
Ø **All of the above options**

147.Office environment that contain harmful airborne chemicals, asbestos, or indoor pollution is referred to

Ø Homicide
Ø **Sick Building**
Ø Green Environment
Ø Environment pollution

148.Benefits offered to employees reflect many of the trends existing in our

Ø Country

Ø Environment
Ø Organization
Ø **Labor Force**

149.Recognition, positive reinforcement and employees' empowerment can be used to avoid the

Ø **Turnover**
Ø Conflict
Ø Accident
Ø Frustration

150.Not giving a compliment for a job done very well can cause

Ø Punishment
Ø **Extinction**
Ø Negative Reinforcement
Ø De-motivation

151.**Feed back** is information about some behavior and its effects.

152.Supportive communication is honest, accurate **interpersonal communication** that focuses on building and enhancing relationships.

153.The extent to which members of a culture give preference to an in-group over individual goals is **collectivism.**

154.**Contributory Plans** are group health-care plans in which employees share in the cost of the premiums.

155.**Stress** is complex issue; it can affect the **performance** in positive as well as negative ways.

156.A Developing trend toward integrating disability coverage with workers, compensation and, eventually, with group health care is known as **managed health.**

157.**Union shop,** a union security provision stipulating that, as a condition of continued employment, an individual must join the union that represents employees after a probationary period.

158.In negotiations, the bargaining posture that assumes that the goals of the parties are irreconcilable is **win lose bargaining/ distributive bargaining.**

159.All the practices that implement the philosophy and policy of an organization with respect to employment are called **employee relations.**

160.**Whistle –blowing,** Disclosure by former or current organization members of illegal, immoral, or illegitimate practices under the control of their employers.

161.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 .

Ø Management Rights
Ø **Employment at Will**
Ø Statutory Rights
Ø Contractual Rights

162.The ability of one person to influence another is

Ø **Power**
Ø Responsibility
Ø Authority
Ø All given options

163.The first formal stage of the disciplinary procedure is

Ø Written Verbal Warning
Ø **Written Warning**
Ø Employee Separation
Ø Show-Cause Notice

164.A worker surplus forecasted results in

Ø Creative Recruiting
Ø Special Training Programs
Ø **Reduced Hours**
Ø Succession Planning

165.Which theory suggests that a leader should adapt his/her leadership style to the task?

Ø Path-Goal Leadership Theory

Ø Vroom-Jago-Yetton Model
Ø LMX Theory
Ø **The Situational Leadership Model**

166.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.

Ø **Vision**
Ø Mission
Ø Goal
Ø Declaration

167.These rights Protect employees from discrimination, Safe working conditions, Right to form unions

Ø **Statutory Rights**
Ø Contractual Rights
Ø Employment policies
Ø Civil Rights

168.For simplicity's sake, we can classify the most frequent violations of discipline into _____ categories.

Ø Two
Ø Three
Ø **Four**
Ø Six

169.To Becoming a Leader do all except

Ø Build Your Power Base
Ø Develop Your Judgment
Ø Use Your Management Skills
Ø **Do Not Trust Anyone**

170.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

Ø Managerial judgment
Ø **Regression analysis**
Ø Trend analysis
Ø Ratio analysis

171.Reduced hours technique is used to
- Ø increase layoffs
- Ø **cope with surplus**
- Ø initiate creative recruiting
- Ø provide training

172.The actual hiring decision is done after
- Ø physical exam
- Ø interview
- Ø **background investigation**
- Ø conditional job offer

173.The jobs having challenging assignments, career oriented and having good remuneration increase
- Ø government influence
- Ø recruiting cost
- Ø image of organization
- Ø **attractiveness of job**

174.Organizations assess the training needs through
- Ø company record
- Ø customer complaints
- Ø **both of the given options**
- Ø none of the given options

175.The purpose of overtime is to
- Ø **restrict recruiting**
- Ø increase working hours
- Ø reduce variable cost
- Ø provide contingent workers

176.The process in which organization notifies its employees about job openings through notice boards, company publications or letters is called
- Ø internal recruitment
- Ø **job posting**
- Ø job advertisement
- Ø open house

177.election criteria may includes all except

Ø education
Ø competencies
Ø **applicant pool**
Ø integrity

178.To conduct job analysis, HR manager work together with all except
Ø worker
Ø **recruit**
Ø supervisor
Ø consultant

179.The test that measures ability to learn and to perform the job is called
Ø **aptitude test**
Ø work sample test
Ø vocational interest test
Ø job knowledge test

180. Hiring process completes by
Ø selection
Ø recruitment
Ø training
Ø **orientation**

181.McClelland believes the needs for _____ are most important.
Ø expectancy, instrumentality, and valance
Ø existence, relatedness, and growth
Ø positive reinforcement, negative reinforcement, and punishment
Ø **affiliation, power, and achievement**

182._____are programs designed to help employees whose job performance is suffering because of physical, mental, or emotional problems.
Ø **Employee Assistance Programs**
Ø Wellness Programs
Ø Safety Programs
Ø Managed health

183.The 360 degree appraisal
Ø works best in large organizations.

Ø **provides feedback from a verity of individuals.**
Ø aids in developing competitive intelligence.
Ø diminishes the effect of development in the appraisal process.

184.Following are the phases of the Motivational Process except
Ø Need Identification
Ø Selecting Goals
Ø Extinction
Ø Consequences of performance Reward/punishments

185.Placing a dollar value on the worth of a job is known as
Ø **Job Pricing**
Ø Pay Grades
Ø Pay Ranges
Ø Single-Rate System

186.Total compensation constitutes of
Ø direct rewards
Ø indirect rewards
Ø **both of the given options**
Ø none of the given options

187.Following ways can be used to avoid the high turnover of employees except
Ø Use Recognition
Ø **Use money**
Ø Use Positive Reinforcement
Ø Empower Employees

188.A system of retirement benefits that provides benefits like disability insurance, survivor's benefits, and Medicare is called _____.
Ø **Social Security**
Ø Unemployment Compensation
Ø Workers' Compensation
Ø Security benefit

189.Upward appraisal is done by
Ø Immediate Supervisor
Ø Peers

Ø **Subordinates**
Ø None of the given options

190._____ exists when individuals performing similar jobs for the same firm are paid according to factors unique to the employee

Ø **Employee Equity**
Ø Team Equity
Ø Internal Equity
Ø All of the given options

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

Ø Labor Relations
Ø Organizational Behavior
Ø **Human Resource Management**
Ø Organizational Health and Safety Management

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

Ø Internal labor force
Ø **Contingent work force**
Ø High-performance work systems
Ø Downsized employees

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

Ø Planning
Ø **Organizing**
Ø Leading
Ø Staffing

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

Ø Equal employment opportunity legislation
Ø Employees pay and benefits
Ø **Employee competition legislation**
Ø Job security

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

Ø Outsourcing
Ø "Military model" of management
Ø HRIS
Ø **Work teams**

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

Ø Compensating human resources
Ø Acquiring and preparing human resources
Ø Managing the human resource environment
Ø **All of the given options**

197.How has technology changed HRM practices?

Ø Recruiting using the web generates smaller, more focused applicant pools.
Ø Employee training is offered through scheduled classes rather than on demand.
Ø **Electronic resumes take less time to evaluate than paper resumes.**
Ø None of the given options.

198.How do companies facilitate workforce diversity?

Ø Rely on external support systems for minority workers.
Ø Encourage employees to challenge the beliefs and values of other employees.
Ø **Build in accountability through surveys and audits.**
Ø Reinforce traditional values.

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

Ø **Training**
Ø Benefits
Ø Labor negotiation
Ø Marketing

200.Managers who meet designated goals are _____.

Ø Assertive
Ø Efficient
Ø **Effective**

Ø Entitled

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

Ø Management
Ø Motivation
Ø Career planning
Ø **Training and development**

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

Ø **Handling employee complaints**
Ø Working with position control specialists in compensation
Ø Negotiating benefits packages
Ø Coordinating interview schedules

203.The father of scientific management is _____.

Ø Deming
Ø Burns
Ø **Taylor**
Ø Hawthorne

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

Ø All job applicants must have a recommendation from current or past employee
Ø Insurance premiums from former employers of all applicants are analyzed
Ø **Job requirements are determined based on skills, knowledge and abilities**
Ø Job announcements are posted on the company bulletin board

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

Ø Employee name
Ø Former employers
Ø **Salary**
Ø Work location

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

Ø Transfers-in
Ø **Retirements**

Ø Voluntary quits
Ø Prolonged illnesses

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

Ø Functional strategy
Ø **Competitive advantage**
Ø Distinctive competence
Ø Corporate strategy

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

Ø Strategic management
Ø Strategic planning
Ø **Strategic control**
Ø Diversification

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

Ø Leadership
Ø **Authority**
Ø Delegation
Ø Management

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

Ø Position analysis questionnaire
Ø **Interviews**
Ø Department of Labor approach
Ø Functional job analysis

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

Ø **Neurotic**
Ø Optimistic
Ø Extraverted
Ø Type A

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

Ø Meditation
Ø Exercise
Ø Talking with others
Ø **All of the given options**

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

Ø Chief executive officer
Ø **Chief safety officer**
Ø Occupational safety and health officer
Ø Chief operations officer

214.Who distinguished between intrinsic motivation and extrinsic motivation?

Ø Frederick Taylor
Ø Frederick Herzberg
Ø David McClelland
Ø **Edward Deci**

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

Ø Wages
Ø Salaries
Ø **Employer-paid insurance**
Ø Commissions

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

Ø Family relationships
Ø Work performance
Ø Your attention to safety
Ø **All of the given options**

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

Ø **50; 26 weeks**
Ø 75; 1 year
Ø 100; 2 years
Ø 25; 4 weeks

218. **Unsafe acts can be reduced through all of the following methods except:**

- **Job rotation**
- Screening
- Training
- Incentive programs

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

- **Defined benefit**
- ERISA
- Defined contribution
- Money purchase plan

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

- Pay increases are a powerful long-term motivator
- **Inadequate monetary rewards are a powerful dissatisfied**
- Monetary rewards are more important than non-monetary rewards
- Pay can never be used as a motivator

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

- The circle
- The chain
- The Y
- **The wheel**

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

- An unhappy marriage
- Ongoing money problems
- Dissatisfaction with a job
- **All of the given options**

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

- Pay structure
- Pay appraisal
- **Pay level**

Ø Pay feedback

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

Ø Lack of direction
Ø **Lack of coordination**
Ø Lack of delegation
Ø Lack of control

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

Ø Uncollected waste paper
Ø Heavy object
Ø Frayed crypt
Ø **All of the given options**

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

Ø I, II, III
Ø I and III
Ø II and III
Ø **I and II**

227.Workers' compensation benefits fall into all of these major categories except:

Ø Medical care
Ø **Retirement benefits**
Ø Disability income
Ø Death benefits

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

Ø Needs, effort and persistence
Ø Needs, performance and inputs
Ø Inputs, performance and outcomes
Ø **Needs, performance and outcomes**

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

- Ø Job evaluation
- Ø Job enrichment
- Ø **Job enlargement**
- Ø Job rotation

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

- Ø UP ward
- Ø Downward
- Ø **Lateral**
- Ø Diagonal

231. All of the following are External Environmental Factors except

- Ø Legal Considerations
- Ø The Labor Force
- Ø Customers
- Ø **Corporate Culture**

232. The people who perform tasks in a wide variety of human resource-related areas are called

- Ø HR Executives
- Ø **HR Generalists**
- Ø HR Specialist
- Ø All of the given options

233. 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

- Ø Fair employment
- Ø Equal Employment Opportunity (EEO)
- Ø **Affirmative action**
- Ø Employment discrimination

234. Generally, the goal setting is a

- Ø Top down process
- Ø Bottom up process
- Ø **Process of top down support and bottom up development**

Ø Function of senior management

235. Following are the reasons for conducting job analysis except
Ø Staffing workers
Ø **Observing workers**
Ø Training and Development
Ø Legal Considerations

236. The method that uses the organization's current level of employment as the starting point for determining future staffing needs is
Ø **Zero Based Forecasting**
Ø Bottom-Up Approach
Ø Forecasting Human Resource Availability
Ø None of the given options

237. job analysis can be performed in all of the following ways except
Ø Interviews conducted with departing employees
Ø Analyzing log books
Ø **Observing hourly workers**
Ø Giving workers checklist to indicate which tasks on the list are performed during job.

238. What specific activities listed below are part of the organizing function?
Ø **Giving each subordinate a specific task**
Ø Recruiting prospective employees
Ø Training and developing employees
Ø Developing rules and procedures

239. _____ are authorized to direct the work of subordinates.
Ø Staff managers
Ø **Line managers**
Ø Leaders
Ø Advisory board members

240. What tactic will employers likely have to take to fill openings left by retiring employees?
Ø Instituting flexible work hours
Ø Providing elder care
Ø Hiring more women

Ø **Rehiring retirees**

241.Following are the basic principles or conditions that facilitate learning except

Ø Participation
Ø Relevance
Ø Feedback
Ø **Education**

242.Career Development is:

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

243._____ can provide an opportunity for the employee to share in decision making, to learn by watching others, and to investigate specific organizational problems.

Ø Lectures & Seminars
Ø Assistant to Position
Ø **Committee Assignments**
Ø Simulations:

244._____ is a career-path method recognizing that technical specialists can and should be allowed to continue to contribute their expertise to a company without having become managers.

Ø Demotion
Ø Lateral skill path
Ø **Dual-career path**
Ø None of the given options

245.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:

Ø Career counseling
Ø **Workshop**

Ø Development Plan
Ø On the job training

246.Barriers to career advancement include:
Ø Lack of time
Ø Rigid job specifications
Ø Short-term focus
Ø **All of the given options**

247.The basic skills possessed by the individual that are required to give certain performance are termed as:
Ø **Ability**
Ø Motivation
Ø Experience
Ø Performance

248.Using the _____ approach, managers evaluate organizational effectiveness.
Ø External resource
Ø **Internal systems**
Ø Technical
Ø Systems

249.A career stage in which one begins to search for work and finds a first job is:
Ø Exploration period
Ø **Establishment period**
Ø Middle stage
Ø None of the given options

250.Without proper feedback about an employee's effort and its effect on performance, we run the risk of decreasing his/ her _____.
Ø Salary
Ø Experience
Ø **Motivation**
Ø Performance appraisal

251. The ____ trust is based on the behavioral predictability that comes from a history of interaction

Ø Deterrence-based
Ø **Knowledge-based**
Ø Identification-based
Ø None of the given options

252. _____ is the process whereby union members vote out their union as their representative.

Ø Authorization card
Ø Representation certification
Ø **Representation decertification**
Ø Trade union election

253. 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.

Ø **Organizational politics**
Ø Executing authority
Ø Collective bargaining
Ø Position power

254. Protection from discrimination, safe working conditions and union formulation are _____ rights, provided to employees.

Ø Contractual
Ø Individual
Ø **Statutory**
Ø Organizational

255. A situation in labor – management negotiation whereby management prevents union members from returning to work is called _____.

Ø Grievance
Ø Strike
Ø Arbitration
Ø **Lockout**

256. 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.

Ø **Transformational**
Ø Charismatic
Ø Autocratic
Ø Transactional

257. The first formal stage of the disciplinary procedure is
Ø Written Verbal Warning
Ø **Written Warning**
Ø Suspension
Ø Dismissal

258. The cost associated with employee separations and turnover includes:
Ø Recruitment & Selection costs
Ø Training cost
Ø Separation costs
Ø **All of the given options**

259. According to _____, leaders may use different styles with different members of the same work group.
Ø Path-goal leadership
Ø Vroom-Jago-Yetton model
Ø **Leader-member exchange theory**
Ø The situational leadership theory

260. Following the ____, discipline should be immediate, provide ample warning, be consistent, and be impersonal.
Ø Disciplinary rules
Ø Corrective action
Ø Punitive action
Ø **Hot-stove rule**


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Feel free to contact us for any kind of information:



0306-3548328 **SONU**
https://wa.me/923063548328
0342-1500183 **NICK**
https://wa.me/923421500183
vutechsoft@gmail.com


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