

UNIVERSITY OF CALICUT

SCHOOL OF DISTANCE EDUCATION

(2014 Admn. onwards)

V Semester- core course

B.Com

HUMAN RESOURCE MANAGEMENT

QUESTION BANK & ANSWERS

1. HRD is related to
 - (a) **Work improvement**
 - (b) error
 - (c) PROFIT
 - (d) pricing
2. In a 360 degree of appraisal of the employee, his performance is rated by
 - (a) Superiors only
 - (b) superiors and subordinated
 - (c) superiors and peers
 - (d) **superiors, Peers and subordinates**
3. In a wage system where employee is paid a fixed amount irrespective of output is called
 - (a) **Time rate system**
 - (b) Piece rate system
 - (c) time cum bonus system
 - (d) piece cum bonus rate system
4. In a wage system where employee is paid according to output is called
 - (a) Time rate system
 - (b) **Piece rate system**
 - (c) time cum bonus system
 - (d) piece cum bonus rate system
5. In which of the wage payment system an employee will be least interested in enhancing output
 - (a) **Time rate system**
 - (b) Piece rate system
 - (c) Bonus payment system
 - (d) time cum piece rate system
6. Which is/are type of test?
 - (a) Interest test
 - (b) aptitude test
 - (c) personality test
 - (d) **all of these**
7. Rowan plan is a –
 - (a) **Incentive plan**
 - (b) motivation
 - (c) Task
 - (d) work
8. Identifying the job is a basic part of
 - (a) **Job analysis**
 - (b) group
 - (c) Range
 - (d) Problem
9. Which means deciding the value of the work done by the individual?
 - (a) **Performance appraisal**
 - (b) Task
 - (c) Action
 - (d) Reward

10. The job redesign includes
- (a) **Provide task closure**
 - (b) person
 - (c) system
 - (d) casting
11. HRM involves
- (a) Employee training
 - (b) Industrial relation
 - (c) remuneration
 - (d) **all of these**
12. Fringe benefits includes
- (a) Financial facility
 - (b) Housing
 - (c) health
 - (d) **all of these**
13. Welfare is associated in HRM
- (a) **Staff**
 - (b) product
 - (c) service
 - (d) role
14. Recreation is more closed to
- (a) **Fringe benefits**
 - (B) Group
 - (c) Bank
 - (d) Nature
15. Work participation in management means
- (a) Duty
 - (b) **employee involvement**
 - (c) security
 - (d) risk
16. Participation can be in the form of
- (a) **Collective bargaining**
 - (b) Risk
 - (c) wages
 - (d) rating
17. On the job training programme is a method of
- (a) Selection
 - (b) **training Programme**
 - (c) appraisal
 - (d) report
18. Ranking method is a
- (a) Salary
 - (b) **performance appraisal**
 - (c) task
 - (d) survey
19. Critical incident method is method of
- (a) **Performance appraisal**
 - (b) Promotion
 - (c) Laws
 - (d) Market
20. Need of association is a
- (a) moral need
 - (b) **social need**
 - (c) problem
 - (d) conflict
21. Non financial motivation is
- (a) **Job rotation**
 - (b) Promotion
 - (C) Work
 - (d) separation
22. Job factors includes
- (a) Suspension
 - (b) wages
 - (c) salary
 - (d) **all of these**

23. Disciplinary action is

- (a) **Lay off**
- (b) Promotion
- (c) activity
- (d) right

24. Method of merit rating is

- (a) point Method
- (b) ranking procedure
- (c) Grading Method
- (d) **all of these**

25. The term Refers to a condition in the organization where employee conducts themselves in accordance with the organizations rules and standards of acceptable behavior.

- (a) Grievance
- (b) conflict
- (c) **discipline**
- (d) none of these

26. Under this approach every employee of an organization is considered as a human resource.

- (a) Human resource
- (b) Human relation
- (c) **judicial**
- (d) group

27. The code of Discipline was evolved at the Indian Labour Conference in

- (a) **1958**
- (b) 1961
- (c) 1948
- (d) 1921

28. is the process of negotiation between employers and the representatives of a unit of employees aimed at reaching agreements that regulate working conditions

- (a) Participation management
- (b) **Collective bargaining**
- (c) code of conduct
- (d) none of these

29. Quality circle concept was originated in

- (a) USA
- (B) China
- (c) India
- (d) **japan**

30. Grievance procedures are based on the principle of natural justice

- (a) **Justice**
- (b) principle
- (c) Procedure
- (d) commitment

31.It is concerned with the determination os the number of personnel required in an organization.

- (a) **Human resource planning**
- (b) Job analysis
- c) Motivation
- (d) Human welfare

32. Labour welfare aims at providing such service facilities and amenities which enables a worker to perform their work in healthy atmosphere

- (a) **Human welfare**
- (b) Health and safety
- (c) Industrial relations
- (d) motivation

33. The task of assigning duties and fixing the responsibilities will be concerned with

- (a) Planning
- (b) **organizing**
- (c) coordinating
- (d) staffing

34. The process of studying and collecting information relating to the operation and responsibilities of a specific job is known as
- (a) Job evaluation
 - (b) **job analysis**
 - (c) job title
 - (d) job identification
35. Physical characteristics, psychological features, attitude and leadership quality is analyzed through
- (a) Job evaluation
 - (b) **job specification**
 - (c) job title
 - (d) job identification
36. Shifting of an employee from one job to another without special reference to change in responsibility or compensation is known as
- (a) **Transfer**
 - (b) Promotion
 - (c) Demotion
 - (d) Separation
37. is the method of elimination
- (a) Recruitment
 - (b) employment
 - (c) **selection**
 - (d) appointment
38. It is an powerful exchange of ideas, the answering of questions, and communicating between two or more persons
- (a) Communication
 - (b) Exchanging
 - (c) **interview**
 - (d) recruitment
39. is a welcoming process through which the employee feels at home
- (a) Recruitment
 - (b) selection
 - (c) appointment
 - (d) **induction**
40. It helps the employees acquainted with jobs and also to increase their aptitudes and skills and knowledge.
- (a) **Training**
 - (b) Orientation
 - (c) Eliminating
 - (d) recruiting
41. Learning by observing and actually doing the job
- (a) **On the job training**
 - (b) off the job training
 - (c) in depth training
 - (d) coaching
42. A special area or room is used to give training for large number of person within a short span of time
- (a) Class room training
 - (b) Internship training
 - (c) apprentice training
 - (d) **vestibule training**
43. All formal procedures used in working organization to evaluate personalities and contributions and potential of group members is
- (a) job designing
 - (b) Job evaluation
 - (c) **Merit rating**
 - (d) Job planning

44. Under this method certain categories of abilities are defined in advance such as excellent, very good, average, poor, very poor, outstanding etc
- (a) Ranking method (b) **Grading method**
(c) paired comparison method (d) graphic rating scale
45. The technique developed to reduce bias and establish objective standards of comparison between individuals is
- (a) **Forced distribution method** (b) Grading method
(c) paired comparison method (d) graphic rating scale
46. The method used in government organizations to appraise the employees
- (a) Ranking method (b) Grading method
(c) paired comparison method (d) **confidential report**
47. The performance is judged in terms of costs and contribution of employees under
- (a) Behavioral anchored rating scales (b) **human resource accounting method**
(c) MBO (d) Assessment centers
48. The rating of an employee high or low on the basis of general impression.
- (a) Personal bias (b) In consistent rating
(c) average rating (d) **halo effect**
49. It is a sequence of separate but related work activities that provide continuity order and meaning to a person's life.
- (a) **Career** (b) career development
(c) career planning (d) none of the above
50. The formulation and implementation of policies and programmes related to wages, salary, and other forms of employees compensation.
- (a) Compensation (b) supplementary compensation
(c) **salary administration** (d) none of these
51. Is given to improve motivation and productivity among employees
- (a) Salary (b) **Incentive wages**
(c) fringe benefits (d) compensation
52. Any casual emoluments or profit attached to an office or position in addition to the salaries or wages is
- (a) Salary (b) **perquisites**
(c) fringe benefits (d) compensation
53. -----Management is concerned with the people's dimension in organizations.
- (a) **Human resource** (b) Business
(c) Banking (d) none of these
54. ----- is a function of management which is connected with instructing, guiding and inspiring people in the organization to achieve its objectives
- (a) **Organizing** (b) directing
(c) staffing (d) controlling

- 55.....is a process which verifies whether everything occurs in the organization according to plans
- (a) planning (b) **controlling**
(c) directing (d) organizing
56.is a first main operative function of personnel management
- (a) training (b) selection
(c) **procurement** (d) development
57. is the process of allocating tasks among its members for achieving organizational objectives
- (a) **Organizing** (b) directing
(c) staffing (d) controlling
58.approach considers employees as a resource in the same way as any other business resource
- (a) Classical (b) **system**
(c) Harvard (d) none of these
59. A separate department namelydepartment is now setup in all organizations to tackle the problem of personnel in the organization
- (a) Marketing (b) administration
(c) staffing (d) **personnel**
60. is a detailed and systematic study of jobs to know the nature and characteristics of the people to be employed in different kinds of jobs
- (a) **job analysis** (b) job description
(c) job enrichment (d) job evaluation)
61. The results of the job analysis are written in a statement known as
- (a) Job evaluation (b) **job description**
(c) job specification (d) none of these
62.is a statement which shows a maximum acceptable human qualities necessary to perform a job satisfactorily
- (a) job evaluation (b) job description
(c) **Job specification** (d) none of these
63. Jobsimply means the shifting of an employee from one job to another without any change in the nature of job
- (a) simplification (b) enlargement
(c) **rotation** (d) enrichment
64. job is a systematic and orderly process of measuring the worth of a job in relation to other jobs
- (a) simplification (b) enlargement
(c) rotation (d) **enrichment**

65.is a process of searching for prospective employees and stimulating them to apply for more jobs in the organization
- (a) Induction (b) selecting
(c) placement (d) **recruitment**
- 66.....is the process of choosing the most suitable persons from all the applicants
- (a) Induction (b) **selecting**
(c) placement (d) recruitment
- 67..... is related with a decision to place a selected individual in one job than other
- (a) **Placement** (b)selection
(c) recruitment (d) induction
68. is defined as downgrading an employee by reducing his salary decrease his responsibility and authority and status
- (a) Transfer (b) promotion
(c) **demotion** (d) none of these
69. Under this method the new worker is placed on a regular job and training is given by his immediate supervisor at the working place itself.
- (a) Off the job training (b) **on the job training**
(c) remedial training (d) none of these
70. This type of training is conducted by the organization with in the premises or by external agencies.
- (a) **Off the job training** (b) on the job training
(c) remedial training (d) none of these.
71. is a joint programme of training conducted by educational institutions and business firm
- (a) **Internship training** (b) learner training
(c) class room training (d) vestibule training
72. The major defect is that the Method tends to irritate raters, who feel they are not being trusted.
- (a) **forced-choice** (b) ranking
(c) checklist (d) none of these
73. This method is a combination of graphic rating scales, and critical incidents method.
- (a) MBO (b) **BARS**
(c) assessment centers (d) none of these
74.introduced the concept of MBO
- (a) Michael porter (b) Prahlad
(c) **Peter .F.Drucker** (d) none of these
75. Careerhas been defined as the interaction of psychological, sociological, economic, and physical and chance factors that shape the sequence of jobs, occupations or careers that a person may engage in throughout a life time.
- (a) Planning (b) **development**
(c) selection (d) none of these.

76. training is an inexpensive way for employees and employers to expand skills.
- (a) Induction (b) transfer
(c) **job** (d) cross
77. Formal appraisal of an individual's performance has begun in
- (a) India (b) **China**
(c) USA (d) Japan
78. Raters are asked to choose from among groups of statements those which best fit the individual being rated and those which least fit him. This method is called
- (a) Check list method (b) Graphical method
(c) paired comparison method (d) **Forced distribution Method**
79. This method is a combination of graphic rating scales, and critical incidents method. Which method
- (a) **BARS** (b) MBO
(c) paired comparison method (d) none of these.
80. appraisal is conducted in small units having only a few personnel
- (a) Formal (b) **informal**
(c) initial (d) none of these.
81. management consists of formulation and implementation of policies and programmes related to wages, salary, and other forms of employees compensation
- (a) **Compensation** (b) wages
(c) salary (d) none of these
82. Under this system, worker is paid on the basis of time spent by him on the job
- (a) incentive (b) **time wage**
(c) piece wage (d) none of these
83. plan is a simple combination of time and piece rate system
- (a) Rowan (b) Emerson
(c) **Halsey** (d) bedeaux
84. Job analysis involves
- (a) **Identifying the job** (b) requirement
(c) Business (d) management
85. Job analysis includes
- (a) **Task analysis** (b) training
(c) Need (d) plan
86. HRM includes
- (a) Judgement (b) **Job description**
(c) cost (d) action
87. The is choosing a few from those who applied
- (a) Morale (b) man
(c) **Selection** (d) plan

88. The selection process includes

(a) **Initial screening interview**

(b) Package

(c) band

(d) all of these

89. Wage is calculated by

(a) **Time X Rate**

(b) plan

(c) Task

(d) incentive

90. Which is a wage plan?

(a) **Time wage**

(b) option

(c) Benefit

(d) task

91. The consideration for wage payment is

(a) External equity

(b) ability to pay

(c) statutory regulation

(d) **all of these**

92. The method of wage payment based on hours of work is

(a) Piece rate

(b) **time rate**

(c) bonus

(d) incentives

93. In Halsey plan employee is paid bonus equal to of time saved

(a) 10%

(b) 20%

(c) **50%**

(d) 100%

94. Non monetary incentives are called

(a) Wages

(b) **fringe benefits**

(c) salaries

(d) allowances

95. Bonus comes under the category of

(a) Wages

(b) allowances

(c) **incentives**

(d) fringe benefits

96. is fixed on the basis of change in consumer price index

(a) **Dearness allowance**

(b) basic

(c) Fringe

(d) Bonus

97. A dispute or disagreement about any terms and conditions of employment is called

(a) **Grievance**

(b) Discipline

(c) Punishment

(d) none of these

98. The modulation of employee behavior to produce desired performance is called

(a) Grievance

(b) **Discipline**

(c) Punishment

(d) none of these

99. The process of including workers in the decision making is called

(a) **Workers participation management**

(b) Co-partnership

(c) MBO

(d) Team work

100. Grievance arises out of disagreement related to

(a) Terms of employment

(b) wage rate

(c) group work

(d) **all of these.**

101. Which among the following is simple form of penalty for indiscipline?

- (a) Transfer
- (b) **Warning**
- (c) Suspension
- (d) Dismissal

102. The process of arranging duties and responsibilities relating to a job is called

- (a) Job analysis
- (b) **Job design**
- (c) Job satisfaction
- (d) job evaluation

103. The process of changing employees from one job to another is called:

- (a) **Job rotation**
- (b) Job enlargement
- (c) job Design
- (d) Job Evaluation.

104. Tests are conducted to measure the candidates' ability to apply particular skills.

- (a) **Aptitude**
- (b) Depth
- (c) Trade
- (d) none of the above

105. is done to verify whether the candidate possess the required qualification and eligibility criterion.

- (a) Recruitment
- (b) Appointment
- (c) **screening**
- (d) selection

106. Selection is the process of

- (a) Sourcing manpower
- (b) **Choosing candidate**
- (c) interviewing candidate
- (d) Assigning job

107. The object of executive development is enhancing

- (a) Job skills
- (b) communication skills
- (c) **Managerial skills**
- (d) none of these

108. The process of assessing the effectiveness of training is called

- (a) Training Programs
- (b) training plan
- (c) **training evaluation**
- (d) training method

109. Is the first stage in career planning?

- (a) Career development
- (b) career planning
- (c) **Self-assessment**
- (d) none of these.

110. In 360 Degree evaluation the employee is rated by

- (a) Supervisor
- (b) fellow workers
- (c) customer
- (d) **all of these**

ANSWERS FOR THE QUESTIONS.

1. **(a) Work improvement**
2. **(d) superiors, Peers and subordinates**
3. **(a) Time rate system**
4. **(b) Piece rate system**
5. **(a) Time rate system**
6. **(d) all of these**
7. **(a) Incentive plan**
8. **(a) Job analysis**
9. **(a) Performance appraisal**
10. **(a) Provide task closure**
11. **(d) all of these**
12. **(d) all of these**
13. **(a) Staff**
14. **(a) Fringe benefits**
15. **(b) employee involvement**
16. **(a) Collective bargaining**
17. **(b) training Programme**
18. **(b) performance appraisal**
19. **(a) Performance appraisal**
20. **(b) social need**
21. **(a) Job rotation**
22. **(d) all of these**
23. **(a) Lay off**
24. **(d) all of these**
25. **(c) discipline**
26. **(c) judicial**
27. **(a) 1958**
28. **(b) Collective bargaining**
29. **(d) japan**
30. **(a) Justice**
31. **(a) Human resource planning**
32. **(a) Human welfare**
33. **(b) organizing**
34. **(b) job analysis**
35. **(b) job specification**
36. **(a) Transfer**
37. **(c) selection**
38. **(c) interview**
39. **(d) induction**
40. **(a) Training**
41. **(a) On the job training**
42. **(d) vestibule training**
43. **(c) Merit rating**
44. **(b) Grading method**
45. **(a) Forced distribution method**
46. **(d) confidential report**
47. **(b) human resource accounting method**
48. **(d) halo effect**
49. **(a) Career**
50. **(c) salary administration**
51. **(b) Incentive wages**
52. **(b) perquisites**
53. **(a) Human resource**
54. **(a) organizing**
55. **(b) controlling**
56. **(c) procurement**
57. **(a) Organizing**
58. **(b) system**
59. **(d) personnel**
60. **(a) job analysis**
61. **(b) job description**
62. **(c) Job specification**

63. (c) **rotation**
64. (d) **enrichment**
65. (d) **recruitment**
66. (b) **selecting**
67. (a) **placement**
68. (c) **demotion**
69. (b) **on the job training**
70. (a) **Off the job training**
71. (a) **Internship training**
72. (a) **forced-choice**
73. (a) **BARS**
74. © **Peter F. Drucker**
75. (b) **development**
76. (c) **job**
77. (b) **China**
78. (d) **Forced distribution Method**
79. (a) **BARS**
80. (b) **informal**
81. (a) **compensation**
82. (b) **time wage**
83. (c) **Halsey**
84. (a) **Identifying the job**
85. (a) **Task analysis**
86. (b) **Job description**
87. (c) **Selection**
88. (a) **initial screening interview**
89. (a) **Time X Rate**
90. (a) **time wage**
91. (d) **all of these**
92. (b) **time rate**
93. (c) **50%**
94. (b) **fringe benefits**
95. (C) **incentives**
96. (a) **Dearness allowance**
97. (a) **Grievance**
98. (b) **Discipline**
99. (a) **Workers participation management**
100. (d) **all of these.**
101. (b) **Warning**
102. (b) **Job design**
103. (a) **Job rotation**
104. (a) **Aptitude**
105. (c) **screening**
106. b) **Choosing candidate**
107. (c) **Managerial skills**
108. (c) **training evaluation**
109. (c) **Self-assessment**
110. (d) **all of these**

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