

1.

Which of the following aptly describes the role of line managers and staff advisors, namely HR professionals?

- (A) Staff advisors focus more on developing HR programmes while line managers are more involved in the implementation of those programmes.
- (B) Line managers are concerned more about developing HR programmes whereas staff advisors are more involved in implementing such programmes.
- (C) Staff advisors are solely responsible for developing, implementing, and evaluating the HR programmes while line managers are not all involved in any matters concerning HR.
- (D) Line managers alone are responsible for developing, implementing, and evaluating the HR programmes while staff advisors are not all involved in any matters concerning HR.

Correct Option(s): A

2.

Which of the following is an example of operative function of HR managers?

- (A) Planning
- (B) Organizing
- (C) Procurement
- (D) Controlling

Correct Option(s): C

3. The scope of human resource management includes

- (A) Procurement
- (B) Development
- (C) Compensation
- (D) All of the given options

Correct Option(s): D

4. The human resource management functions aim at-

- (A) Ensuring that the human resources possess adequate capital, tool, equipment and material to perform the job successfully
- (B) Helping the organization deal with its employees in different stages of employment
- (C) Improving an organization's creditworthiness among financial institutions
- (D) None of the given options

Correct Option(s): B

5. The basic functions of the management process include all of the following EXCEPT.....

- (A) planning
- (B) organizing

(C) outsourcing

(D) leading

Correct Option(s): C

6. Which of the following is most likely a line function of the human resource manager?

(A) ensuring that line managers are implementing HR policies

(B) advising top managers about how to implement EEO laws

(C) representing the interests of employees to senior management

(D) directing the activities of subordinates in the HR department

Correct Option(s): D

7. Which of the following is not a key function of HR?

(A) Recruitment and Selection

(B) Training the new and existing employees

(C) Marketing new product and services

(D) Human Resource planning

Correct Option(s): C

8. _____ is the practice of attracting, developing, rewarding, and retaining employees for the benefit of both the employees as individuals and the organization as a whole.

(A) Strategic human resource management

(B) employee knowledge

(C) company information

(D) None of the given options

Correct Option(s): A

9. When managers use metrics to assess performance and then develop strategies for corrective action, they are performing the _____ function of the management process.

(A) planning

(B) leading

(C) controlling

(D) organizing

Correct Option(s): C

10. Which function of the management process includes selecting employees, setting performance standards, and compensating employees?

(A) organizing

(B) planning

(C) motivating

(D) staffing

Correct Option(s): D

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

- (A) Labor relations
- (B) Human resource management
- (C) Behavioral management
- (D) Organizational health and safety management

Correct Option(s): B

12. In the management process, which of the following is an activity associated with the leading function?

- (A) motivating subordinates
- (B) setting performance standards
- (C) training new employees
- (D) developing procedures

Correct Option(s): A

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

- (A) Leadership
- (B) Authority
- (C) Management
- (D) Responsibility

Correct Option(s): B

14. Human resource managers generally exert _____ within the human resources department and _____ outside the human resources department.

- (A) line authority; staff authority
- (B) staff authority; line authority
- (C) functional authority; line authority
- (D) staff authority; implied authority

Correct Option(s): A

15. Which of the following human resource management specialties calls for collecting data to write job descriptions?

- (A) job analyst
- (B) job training specialist
- (C) compensation manager
- (D) EEO coordinator

Correct Option(s): A

16. Which of the following areas is NOT a major area where human resource managers assist and advise line managers?

- (A) recruiting

- (B) hiring
- (C) compensation
- (D) performance management

Correct Option(s): D

17. Which of the following focuses on using centralized call centers and outside vendors as a way to provide specialized support in day-to-day HR activities?

- (A) embedded HR units
- (B) corporate HR groups
- (C) HR centers of expertise
- (D) shared HR groups

Correct Option(s): D

18.is the gradual reduction in the workforce through resignation, retirement and death.

- (A) Attrition
- (B) Employee turnover
- (C) Outsourcing
- (D) Ethics

Correct Option(s): A

19. _____ refers to retrenchment of staff.

- (A) Downsizing
- (B) Attrition
- (C) Outsourcing
- (D) Uniformity

Correct Option(s): A

20. _____ is the process of estimating future manpower needs of the organization.

- (A) Promotion
- (B) Placement
- (C) Recruitment
- (D) Human Resource Planning

Correct Option(s): D

21. External factors that cause changes in demand include all except:

- (A) Social Changes
- (B) Technology Changes
- (C) Legal Changes
- (D) Budget Forecasts

Correct Option(s): D

22. The relevant labour market for hiring is determined by:

- (A) Employer growth.
- (B) Forecasting
- (C) Community attitudes.
- (D) Skill levels sought.

Correct Option(s): D

23. Which among the followings describe the skills that are available within the company?

- (A) Human Resource inventory
- (B) HRM
- (C) HRD
- (D) None of the given options

Correct Option(s): A

24. _____ is the process of forecasting an organization's future demand for, and supply of, the right type of people in the right number.

- (A) Human Resource Planning
- (B) Recruitments
- (C) Human Resource Management
- (D) Human Capital Management

Correct Option(s): A

25. The first step in the human resource planning process is:

- (A) Job Analysis
- (B) Forecasting future human resource needs
- (C) Job Description
- (D) Job Specification

Correct Option(s): B

26. The basic purpose of HR planning is to:

- (A) Identify the human resource requirements
- (B) Identify the human resource availability
- (C) Match the HR requirements with the HR availability
- (D) All of the given options

Correct Option(s): D

27.

Rearrange the following steps involved in the Human resource planning process in proper order:

- (A) HR Programming,
- (B) HR Demand Forecast,
- (C) Environmental Scanning,
- (D) Control and evaluation of programme,
- (E) Surplus - restricted hiring,
- (F) HRP implementation,
- (G) HR supply forecast,
- (H) Organisational objectives and Policies,
- (I) Shortage - Recruitments and Selection

- (A) ABCDEFGHI
- (B) CHBGAFDEI
- (C) IHDEBCAFG
- (D) IHGFEDCBA

Correct Option(s): B

28. Most employers respond to a _____ with a hiring freeze.

- (A) Surplus
- (B) Shortage
- (C) Both Surplus and Shortage
- (D) None of the given options

Correct Option(s): A

29. _____ is the process of estimating the quantity and quality of people required to meet future needs of the organisation.

- (A) Demand forecasting
- (B) Supply forecasting
- (C) Environmental forecasting
- (D) None of the given options

Correct Option(s): A

30. The Human Resource Planning is done based on:

- (A) HRM functions
- (B) Organizational Plan
- (C) HRM Scope
- (D) Market Situation

Correct Option(s): B

31. To calculate the need for manpower on the basis of the average loss of manpower due to leave, retirement, death, transfer, discharge, etc. is known as _____.

- (A) Workload analysis
- (B) Workforce analysis
- (C) Job analysis
- (D) Forecasting

Correct Option(s): B

32. _____ is the process of deciding what positions the firm will have to fill and how to fill them.

- (A) Recruitment
- (B) Selection
- (C) Job analysis
- (D) Workforce planning

Correct Option(s): D

33. Workforce planning often involves paying continuous attention to workforce planning issues which is called:

- (A) personnel replacement chart
- (B) predictive workforce monitoring
- (C) personnel replacement charts
- (D) yield pyramids

Correct Option(s): B

34. The ongoing process of systematically identifying, assessing, and developing organizational leadership to enhance performance is known as _____.

- (A) employee mentoring
- (B) succession planning
- (C) work sampling
- (D) employee recruiting

Correct Option(s): B

35. _____ is the summary of human qualities required to perform the job effectively.

- (A) Job specification
- (B) Job Description
- (C) Job Rotation
- (D) Job enrichment

Correct Option(s): A

36. _____ gives details of the job to be performed.

- (A) Job specification
- (B) Job description

(C) Job enrichment

(D) Job Analysis

Correct Option(s): B

37.

Arrange the following steps in the job analysis process in a chronological order.

(A) Gather information,

(B) Job specification,

(C)Strategic choices,

(D) Process information,

(E) Job description

(A) ABCDE

(B) CADEB

(C) CBADE

(D) EDCBA

Correct Option(s): B

38. Which of the following is not a method of collecting job data?

(A) Checklists

(B) Interviews

(C) Case study

(D) All of the given options

Correct Option(s): C

39. Collection or aggregation of tasks, duties and responsibilities is known as:

(A) HRIS

(B) Job

(C) Role

(D) Designation

Correct Option(s): B

40. ----- involves a collection of job related information

(A) Job Description

(B) Job Analysis

(C) Job Designing

(D) None of the given options

Correct Option(s): B

41. Which of the following is not a component of job design?

- (A) Job enrichment
- (B) Job rotation
- (C) Job enlargement
- (D) Job outsourcing

Correct Option(s): D

42. Moving employees from one job to another in predetermined way is called:

- (A) Job rotation
- (B) Job re-engineering
- (C) Work mapping
- (D) Job enrichment

Correct Option(s): A

43. _____ provides information on the human attributes in terms of education, skills, aptitudes, and experience necessary to perform a job effectively.

- (A) Job Description
- (B) Job Specification
- (C) Job Analysis
- (D) Job Evaluation

Correct Option(s): B

44. The factual statement of the duties and responsibilities of a specific job is known as _____.

- (A) Job Description
- (B) Job Specification
- (C) Job analysis
- (D) Job evaluation

Correct Option(s): A

45. The purpose of Job Evaluation is to determine:

- (A) Worth of a job in relation to other jobs
- (B) Time duration of a job
- (C) Expenses incurred to make a job
- (D) None of the given options

Correct Option(s): A

46. _____ is achieved by allocating a large number of tasks to individuals

- (A) Job enrichment
- (B) Job enlargement
- (C) Job rotation
- (D) None of the given options

Correct Option(s): B

47. The first step in a typical job analysis is to examine the overall organization. The next step is:

- (A) Collect data on jobs
- (B) Prepare job description
- (C) Prepare job specification
- (D) Select jobs to be analyzed

Correct Option(s): D

48. Job description does not include detail about:

- (A) Educational Qualification
- (B) Job Summary
- (C) Location
- (D) Working Condition

Correct Option(s): A

49.

Match the following:

a. Job Analysis	1. Determining the worth of a job
b. Job evaluation	2. Examining how work adds value to the ongoing process
c. Job design	3. Determining the pertinent facts about the job
d. Workflow analysis	4. Organizing work into the tasks required to perform specific job

- (A) a - 1, b - 2, c - 3, d - 4
- (B) a - 4, b - 3, c - 2, d - 1
- (C) a - 3, b - 1, c - 4, d - 2
- (D) a - 2, b - 3, c - 1, d - 4

Correct Option(s): C

50. Which of the following terms refers to the procedure used to determine the duties associated with job positions and the characteristics of the people to hire for those positions?

- (A) job description
- (B) job specification
- (C) job analysis
- (D) job context

Correct Option(s): C

51. All of the following types of information will most likely be collected by a human resources specialist through a job analysis EXCEPT _____.

- (A) work activities
- (B) human behaviors

- (C) performance standards
- (D) employee benefits options

Correct Option(s): D

52. Which is the least expensive method for recruitment?

- (A) Walk-in interviews
- (B) Campus placements
- (C) Employment exchange
- (D) Consultants

Correct Option(s): A

53. _____ is a process of searching for prospective employees and stimulating them to apply for jobs

- (A) Selection
- (B) Induction
- (C) Recruitment
- (D) Orientation

Correct Option(s): C

54. _____ can be defined as a process of choosing the right person for the right job.

- (A) Selection
- (B) Recruitment
- (C) Induction
- (D) Orientation

Correct Option(s): A

55. _____ is the application form to be filled by the candidate when he goes for recruitment process in the organisation.

- (A) Job application
- (B) Formal application
- (C) Application blank
- (D) None of the given options

Correct Option(s): C

56.

_____ is a selection test which judges the emotional ability which will help to judge work in group

- (A) Personality test
- (B) Intelligence Test
- (C) Mental Ability Test
- (D) None of the given options

Correct Option(s): A

57. _____ is not an external source of recruitment

- (A) Campus selection
- (B) Internal advertisement
- (C) Consultancy
- (D) Walk-in

Correct Option(s): B

58. _____ is a selection test to judge the coordination between hands & eye

- (A) Personality test
- (B) Intelligence Test
- (C) Psycho motor test
- (D) None of the given options

Correct Option(s): C

59. Promotion is a _____ source Recruitment

- (A) Suitable
- (B) Higher
- (C) Internal
- (D) External

Correct Option(s): C

60. Campus selection is a _____ source of recruitment

- (A) Fresh
- (B) Modern
- (C) Internal
- (D) External

Correct Option(s): D

61. The term procurement stands for

- (A) Recruitment & selection
- (B) Promotion
- (C) Purchase
- (D) T & D

Correct Option(s): A

62. _____ means assigning a specific rank and responsibility to an individual

- (A) Selection
- (B) Induction

(C) Recruitment

(D) Placement

Correct Option(s): D

63. Speed of Hiring is an advantage of _____

(A) Internal Source of Recruitment

(B) External Source of Recruitment

(C) Psycho motor test

(D) Mental Ability Test

Correct Option(s): A

64. Finding or attracting applicants for an employer's open positions is known as _____.

(A) succession planning

(B) recruiting

(C) personnel planning

(D) job posting

Correct Option(s): B

65. Which of the following terms refers to the background investigations, tests, and physical exams that firms use to identify viable candidates for a job?

(A) selection tools

(B) job analysis methods

(C) personnel techniques

(D) forecasting tools

Correct Option(s): A

66. Organizations should take positive measures to facilitate _____ of new employees through Induction.

(A) Training

(B) Social adaptation

(C) Development

(D) All of the given options

Correct Option(s): B

67. _____ is the task of introducing the new employees to the organisation and its policies.

(A) Induction

(B) Selection

(C) Placement

(D) Recruitment

Correct Option(s): A

68. _____ refers to the process of identifying and attracting job seekers so as to build a pool of qualified job applicants

- (A) Selection
- (B) Training
- (C) Recruitment
- (D) Induction

Correct Option(s): C

69. The following training aims to provide broad training to enable the trainee to take up a wide variety of tasks within his field of specialization

- (A) Demonstration
- (B) Off-the-job training
- (C) Apprenticeship
- (D) All of the given options

Correct Option(s): C

70. Training needs analysis can take place at organisational, task, and person levels. At the organisational level, it broadly examines what are the organisation's strategic plans and where is training and development needed to fit into the planning. Organisational training needs generally occur when:

- (A) there is some kind of barrier hindering the achievement of organisational aims and objectives which is best removed by training.
- (B) government provides additional funding.
- (C) other competing organisations are conducting extensive training programmes.
- (D) information technology systems need upgrading.

Correct Option(s): A

71. Which of these is a hindrance to effective training

- (A) Career planning workshop
- (B) Aggregate spending on training is inadequate
- (C) Mentoring
- (D) Career counseling

Correct Option(s): B

72. _____ are variable rewards granted to employees according to variations in their performance.

- (A) Remuneration
- (B) Perks
- (C) Fringe Benefits
- (D) Incentives

Correct Option(s): D

73. A fair day work for fair day pay' denotes a sense of _____ felt by employees.

- (A) Responsibility

- (B) Equity
- (C) Happiness
- (D) Respect

Correct Option(s): B

74. Which performance appraisal tool requires a supervisor to maintain a log of positive and negative examples of a subordinate's work-related behavior?

- (A) alternation ranking
- (B) paired comparison
- (C) forced distribution
- (D) critical incident

Correct Option(s): D

75. Which of the following is a performance appraisal problem that occurs when a supervisor's rating of a subordinate on one trait biases the rating of that person on other traits?

- (A) recency effect
- (B) halo effect
- (C) central tendency
- (D) discrimination

Correct Option(s): B

76. _____ is any learning activity, which is directed towards future, needs rather than present needs, and which is concerned more with career growth than immediate performance.

- (A) Training
- (B) Education
- (C) Instruction
- (D) Development

Correct Option(s): D

77. Training refers to the process of imparting _____ skills.

- (A) Specific
- (B) General
- (C) Important
- (D) Over all

Correct Option(s): A

78. Which of the following is not a method of Individual training need identification?

- (A) Attitude survey
- (B) work sample
- (C) exit interview
- (D) interview

Correct Option(s): C

79. Which of the following is method of on-the-job training:

- (A) Group discussion
- (B) Job instruction
- (C) Role play
- (D) Case Study

Correct Option(s): B

80. Which of the below is not an objective of Performance appraisal

- (A) Assessment of performance
- (B) Measuring the efficiency
- (C) Maintaining organisational control
- (D) Designing Organisational goal

Correct Option(s): D

81. 360-degree feedback is also known as _____

- (A) Individual feedback
- (B) Single rater feedback
- (C) Multi rater feedback
- (D) Client feedback

Correct Option(s): C

82. The concept management by objective (MBO) was first given by _____ in 1954.

- (A) Henry Fayol
- (B) Mary Parker Follet
- (C) Peter Drucker
- (D) F.W. Taylor

Correct Option(s): C

83. BARS stand for _____.

- (A) Behaviorally Anchored Rating Scales
- (B) Best Anchored Rating Scales
- (C) Best Antique Rating Scales
- (D) Behaviorally Aptitude Rating Scales

Correct Option(s): A

84. MBO stand for _____

- (A) Marketing Based organization

- (B) Management Best organization
- (C) Management By Objectives
- (D) Marketing By Objective

Correct Option(s): C

85. _____ is a performance appraisal method.

- (A) 90-degree Appraisal
- (B) 360-degree Appraisal
- (C) 180-degree Appraisal
- (D) 270-degree Appraisal

Correct Option(s): B

86. A ----- is a small collection of individuals from diverse functional specializations within the organization.

- (A) Virtual Team
- (B) Self-Directed Work Team
- (C) Cross-Functional Team
- (D) Team

Correct Option(s): C

87. Some of the indications of requirement of organizational development efforts are:

- (A) Reduced customer satisfaction
- (B) Lack of co-operation between people
- (C) Rapidly increasing costs
- (D) All of the given options

Correct Option(s): D

88. Which one of the following is not a characteristic of a team?

- (A) Minimal and formal knowledge sharing
- (B) Collective output
- (C) Individual and collective responsibility
- (D) Fluid dimension to roles and tasks

Correct Option(s): A

89. OD process is cyclical and ends, when:

- (A) Desired development result is obtained
- (B) Plan is implemented
- (C) Data is gathered
- (D) Problem is identified

Correct Option(s): A

90. ----- is the process of developing an agreement with a client on the work to be performed.

- (A) Entry
- (B) Contracting
- (C) Data Gathering
- (D) Diagnosing

Correct Option(s): B

91. Identify the name of committee that are created during the project start-up phase and comprises key representatives from management.

- (A) Steering Committee
- (B) Multiple-level Committees
- (C) Adhoc Committees
- (D) Committee of external consultants

Correct Option(s): A

92. Measuring result repeatedly over a long time period is called-

- (A) Longitudinal Measurement
- (B) Horizontal Measurement
- (C) Vertical Measurement
- (D) Statistical Measurement

Correct Option(s): A

93. Motivating change includes-

- (A) Not providing resources for change
- (B) Creating resistance to change
- (C) Creating readiness for change
- (D) Analyzing Information

Correct Option(s): C

94. Expectations of both parties (OD consultants and clients) from each other are taken into consideration in which of the following stages of action research model?

- (A) Entering
- (B) Contracting
- (C) Diagnosis
- (D) Feedback

Correct Option(s): B

95. The need for strategic change may be triggered by:

- (A) New executive leadership
- (B) Technological innovation

- (C) Deregulation of the industry
- (D) All of the given options

Correct Option(s): D

96. Individuals resist change because of-

- (A) Selective Perception
- (B) Lack of Information
- (C) Fear of the Unknown
- (D) All of the given options

Correct Option(s): D

97. Handling well the group dynamics and understanding comparative cultural perspectives in an organization are core elements of which of the following skills of OD practitioner?

- (A) Intrapersonal skills
- (B) Interpersonal Skills
- (C) General consultation skills
- (D) None of the given options

Correct Option(s): B

98. The value/s underlying ethical OD practice is/are-

- (A) Honesty
- (B) Confidentiality
- (C) Openness
- (D) All of the given options

Correct Option(s): D

99. Culture reflects the values, ethics, beliefs, personality and traits of which of the following?

- (A) The company's founder, management and employees
- (B) Management and customers
- (C) Just employees
- (D) The upper and middle management

Correct Option(s): A

100.

Participation enhances empowerment and empowerment in turn enhances -----.

- (A) Absenteeism
- (B) Conflict
- (C) Performance
- (D) None of the given options

Correct Option(s): C