

## IBPS HR Officer Model Paper

151. Which of the following statements best describes Human Resource Management?

- (1) It is a set of policies, practices & programme designed to achieve both personal and organisational goals
- (2) It is the is the planning, organising, directing and controlling of the procurement of human resources
- (3) It is the development, compensation, integration, maintenance and reproduction of human resources
- (4) It is an extension of general management
- (5) All of the above

152. Which of the following is/are not the managerial functions of Human Resource Management?

- (1) Planning
- (2) Organizing
- (3) Job analysis
- (4) Controlling
- (5) Directing

153. Which of the following come under Human Resource development?

- (1) Performance and Potential Appraisal
- (2) Training
- (3) Executive Development
- (4) Career Planning and Development
- (5) All of the above

154. Which of the following can be termed as an Integration Function of Human Resource Management?

- (1) Job Evaluation
- (2) Wage and Salary administration
- (3) Bonus
- (4) Non-financial incenUves
- (5) None of those

155. Which of the following is not a maintenance function of Human Resource Management?

- (1) Personnel Records
- (2) Welfare, schemes
- (3) Safety
- (4) Social security

(5) None of these

156. Under Human Resource Management, what are the functions of Personnel managers?

- (1) Placing the right man on the right job
- (2) Orientation of new employees
- (3) Administering various employee benefit programmes
- (4) Training employees on the Job
- (5) All of the above

157. Which of the following is/are the Functions of Human Resource Development professionals?

- (1) Strengthening of operating and executive levels and consolidating the strengths in an organisation
- (2) Developing technical, managerial competence among the human resource
- (3) Planning future manpower, recruiting, utilising, retaining, motivating and integrating people and their role
- (4) Both 1 and 2
- (5) All of these

158. Who among the following is known as the Father of Welfare Management?

- (1) Robert Owen
- (2) Charles Babbage
- (3) Frederick Taylor
- (4) Kirk Gilbert
- (5) Elton Mayo

159. Who is credited with the concept of Division of Work?

- (1) James Burn
- (2) Tim Clarke
- (3) Charles Babbage
- (4) Alan Turin
- (5) None of these

160. Which of the following statements is/are correct?

- (1) First recorded Labour department was established in "National Cash registry Ltd"
- (2) Scientific management theory was conceptualized by Alfred Noble
- (3) The Hawthorne studies were conducted in the factories of Western Electrical company in Hawthorne near Chicago-USA
- (4) Both 1 and 2
- (5) Both 1 and 3

161. How is Social welfare viewpoint of Personnel management viewed?

- (1) Antithetical to the real organizational goal of productivity by few managers even today
- (2) Placing too much emphasis on productivity and profit
- (3) Considers that employee satisfaction is not given enough weight age at times
- (4) Both 2 and 3
- (5) Both 1 and 3

162. The birth of the specialized human resources management as distinct from the day-to-day supervision of personnel by operating managers was marked by creation of a special post called as

- (1) Welfare Personnel
- (2) Welfare Manager
- (3) Welfare Secretary
- (4) Welfare Director
- (5) None of these

163. Which of the following was/were the features of the first phase of development of the people management functions?

- (1) Acquisition
- (2) Integration
- (3) Wage Administration
- (4) Training and placements
- (5) Promotions and compensation

164. Which of the following features is/are typical of the third phase of development of the people management functions?

- (1) Perception of an employee as a resource
- (2) Evaluation
- (3) Training the workers
- (4) Time Keeping
- (5) None of these

165. Who is credited with the viewpoint that Human Resource Management is a progressive reinforcement of values of democracy, liberalism, and humanism?

- (1) Sheth
- (2) Robin Williams
- (3) Edgar Schicn
- (4) Douglas McGregor
- (5) None of these

166. What was the objective behind the appointment of labour officers in the 1930s?

- (1) To protect the workers from the evils of jobbery and indebtedness.
- (2) To check corrupt practices in recruitment and selection
- (3) To act as a spokesman of labour
- (4) Both 1 and 3
- (5) All of the above

167. Which of the following Acts made it mandatory for factories employing 500 or more workers to appoint welfare officers?

- (1) Indian Contract Act, 1872
- (2) Industrial Disputes Act, 1947
- (3) Factories Act 1948
- (4) Workers Compensation Act 1951
- (5) None of these

168. Which of the following professional bodies was/were formed during the 1950s?

- (1) Indian Institute of Personnel Management (IIPM), Calcutta
- (2) National Institute of Labour Management (NILM) Bombay
- (3) National Institute of Personnel Management (NIPM) Calcutta
- (4) Both 1 and 2
- (5) Both 2 and 3

169. Which of the following important measures in the field of Human Resource Management was/were introduced by Tata Steels in India?

- (1) Eight hour working day
- (2) Free medical aid
- (3) Establishment of welfare department
- (4) Both 2 and 3
- (5) All of the above

170. Which of the following Government enactments provided 'Leave with Pay'?

- (1) Industrial Disputes Act 1947
- (2) Factories Act 1948
- (3) Employee State insurance Act 1948
- (4) Payment of Gratuity Act 1972
- (5) None of these

171. Why has Human resource management become very significant in recent decades?

- (1) Increasing proportion of women in the workforce
- (2) Growth of powerful nationwide trade unions.
- (3) Widening scope of legislation designed to protect the interests of the working class.
- (4) Revolution in information technology that might affect the work force

(5) All of these

172. Which of the following is not a characteristic of human resource planning?

- (1) It forecasts of the manpower needs in a future time period
- (2) It is an on-going or continuous process
- (3) It has not yet become part of corporate planning
- (4) It has both quantitative and qualitative aspects
- (5) All of these

173. What are the benefits of maintaining human resource records?

- (1) Provide up-to-date information to the management for developing and modifying human resource policies
- (2) Serve as the basis of personnel decisions
- (3) Help in Management succession planning
- (4) Both 1 and 2
- (5) All of the above

174. Which of the following is included in Static Human Resource Data?

- (1) Performance Records
- (2) Leave Records
- (3) Work experience prior to joining the organisation
- (4) Health and safety records
- (5) All of these

175. Which of the following does not define Personnel Human Resource Research?

- (1) Systematic (2) Purposive (3) Repeatable (4) Subjective (5) All of these

176. Which of the following is not correct regarding Human Resource Development

- (1) It is a continuous process
- (2) It is a planned approach
- (3) It has an Intra-Disciplinary approach
- (4) It has both micro and macro aspects
- (5) Both 1 and 2

177. How does Human Resource Development play a vital role in the success and growth of an organisation?

- (1) It improves capabilities
- (2) It improves organizational effectiveness
- (3) It helps in procurement of right people
- (4) It helps in generation of useful data
- (5) All or these

178. According to whom, 'Training is the act of increasing the knowledge and skill of an employee for doing a particular job'?

- (1) Edwin Flippo
- (2) Michael Jucius
- (3) Dennis Pennyworth
- (4) Michael Armstrong
- (5) Tim Williams

179. Which of the following cannot be termed as an objective of training?

- (1) To develop capacities and capabilities
- (2) Improvement in level of Performance
- (3) Awareness & Consciousness
- (4) Availability within the organisation
- (5) To beat competition

180. Which of the following is not correct regarding On the Job Training?

- (1) The trainee learns in real environment of the job
- (2) It meets the specific requirements of each trainee
- (3) It is very economical
- (4) It is not suitable for unskilled and semi-skilled jobs
- (5) The trainee learns in real environment of the job

181. Which of the following is not a feature of Off-the-job training?

- (1) It consists of lectures
- (2) It is generally used by government and public enterprises
- (3) Actual job conditions are duplicated in it
- (4) It explains knowledge and skills to be trainees
- (5) It is useful for orientations and safety training programmes

182. Which of the following is a basic component of attitude?

- (1) Cognitive component
- (2) Informational component
- (3) Affective component
- (4) Behavioral component
- (5) All of these

183. Who said that Perception is a process by which individuals organise and interpret their sensory impressions in order to give meaning to their environment?

- (1) S. P. Robins
- (2) Clint McKay
- (3) R.P. Tomlinson

- (4) T.N. Fred
- (5) Stephen Kirk

184. Which of the following cannot be considered as internal factors affecting perception?

- (1) Needs and desires
- (2) Personality
- (3) Experience
- (4) Status
- (5) All of these

185. Judging people on the basis of the characteristics of the group to which they belong is called

- (1) Projection
- (2) Halo Effect
- (3) Impression
- (4) Stereotyping
- (5) Selective perception

186. Which of the following is a very common type of perceptual error committed by managers while evaluating the subordinates?

- (1) Tendency of drawing a general impression about an individual based on a single characteristic
- (2) Attributing one's own traits or characteristics to the people being judged
- (3) Forming impression of others on the first sight
- (4) Tendency to judge others on limited information
- (5) All of these

187. Who opined that the behaviour of an individual at a particular moment is usually determined by his strongest need?

- (1) Lillis
- (2) Dubin
- (3) Maslow
- (4) Likert
- (5) Botha

188. Which of the following does not explain Need Hierarchy?

- (1) Psychological needs
- (2) Safety needs
- (3) Social needs
- (4) Satisfaction needs
- (5) Esteem needs

189. Which of the following statements is/are not correct regarding the Motivation-Hygiene Theory?

- (1) Fredrick Herzberg and his associates developed this theory
- (2) It is also known as the Three Factors Theory
- (3) According to this theory, there are certain factors that tend to be consistently related to job satisfaction
- (4) According to this theory, there are some factors, which are consistently related to job dissatisfaction
- (5) None of these

190. Which of the following statements is/are correct regarding Theory X and Theory Y in Human Resource Management?

- (1) These theories were introduced by Douglas Martin
- (2) These theories are based on two similar views of human beings
- (3) Theory X is based on the traditional approach to human needs
- (4) Theory Y assumes that management by direction and control is a questionable method for motivating
- (5) All of these

191. Which of the following statements is/are not correct regarding the Expectancy Theory?

- (1) This theory was given by Victor Vroom
- (2) This theory criticizes the Two Factors Theory
- (3) According to this theory, person's motivation towards an action at any time would be determined by an individual's perception that a certain type of action would lead to a specific outcome
- (4) There are four variables in this model
- (5) None of these

192. . Which of the following Acts is known as the first step towards the evolution of wage policy in India?

- (1) Payment of Wages Act 1936
- (2) Industrial Disputes Act, 1947
- (3) Minimum Wages Act, 1948
- (4) Equal Remuneration Act 1976
- (5) None of these

193. Which of the following Acts fixed the minimum rates of wages to workers in sweated industries in India?

- (1) Industrial Disputes Act, 1947



- (2) Payment of Wages Act 1936
- (3) Equal Remuneration Act 1976
- (4) Minimum Wages Act, 1948
- (5) None of these

194. Which of the following factors is/ are considered in the determination of Fair Wage?

- (1) Productivity of labour
- (2) The prevailing rates of wages in the same or similar occupations in the same region or neighbouring regions.
- (3) The level of national income and its distribution
- (4) The place of industry in the economy of the country
- (5) All of these

195. Which of the following type of wage is the highest?

- (1) Minimum wage
- (2) Daily wage
- (3) Fair wage
- (4) Living wage
- (5) None of these

196. Which of the following is not correct regarding Performance Appraisal?

- (1) It is the sporadic and intermittent rating of an employee
- (2) It is the systematic examination of an employee's strengths and weaknesses
- (3) It is a process consisting of a series of steps
- (4) It develops positive superior-subordinate relations
- (5) It aims at both judgmental and developmental efforts

197. Which of the following can be counted as essential (s) of an Effective Performance Appraisal System?

- (1) Mutual Trust
- (2) Clear Objectives
- (3) Feedback and Participation
- (4) Job Relatedness
- (5) All of these

198. In which Performance Appraisal Method, the evaluator assigns relative ranks to all the employees in the same work unit doing the same job?

- (1) Confidential Report Method
- (2) Free Form Method
- (3) Straight Ranking method
- (4) Checklist Method

(5) Critical Incidents Method

199. Which performance appraisal technique is understood as systematic collection of performance data on an individual or group, derived from a number of stake-holders-the stake holders being the immediate supervisors, team members, customers, peers and self?

- (1) 360 degree technique
- (2) Group Appraisal technique
- (3) Critical Incidents Technique
- (4) 180 degree technique
- (5) Management By Objectives

200. Which of the following can be listed as the essentials of a Good Appraisal System?

- (1) Easy to understand and administer
- (2) Open and participative
- (3) Built in incentive
- (4) Both 2 and 3
- (5) All of the above