

SEP-08
SUB CO:

TIME-3 HOUR
MARKS-140

Marks:

GROUP A [1*40]

GROUP B [2*20]

GROUP C [4*15]

1

_____ is a new field of study embodying behavioural science knowledge relating to the working of line and staff officials and union leaders to motivate organizational goals.

- (a) Management by Objectives
- (b) Managing Organization Behavior
- (c) Management of Human resources
- (d) Personnel management

2

KPO stands for _____

- (a) Knowledge Power Output
- (b) Knowledge Process Outsourcing
- (c) Knowledge ,Perseverance, Optimism
- (d) Knowledge Process Output.

3

HRM is more growth-oriented whereas Personnel Management is slightly narrow.

- (a) Complex
- (b) Detailed
- (c) Mechanical
- (d) Growth-oriented.

4

_____ records details of training, skills, qualification, abilities, experience and responsibilities.

- (a) HRIS
- (b) Skills Inventory
- (c) Job analysis
- (d) Job Description

5

In this method of training, an effort is made to expose participants to concepts and theories, basic principles, and pure and applied knowledge in any subject area.

- (a) Experiential Methods
- (b) Knowledge based Methods
- (c) Simulation Methods
- (d) Mentoring

In _____ the philosophy is more the „stick? approach rather than „carrot? approach.

- (a) Human Resource Planning
- (b) Motivation
- (c) Human Resource development
- (d) Personnel management

7

The Apprentices Act was passed in_____.

- (a) 1971
- (b) 1948
- (c) 1961
- (d) 1953

8

Which of the following may be related to forecasting manpower requirements?

- (a) Mathematical projections
- (b) Job vacancy Advertisements
- (c) Staffing

(d) Hiring

9

The HR planning at the National Level is generally done by _____.

- (a) Consultants
- (b) Managers
- (c) Council
- (d) Government

10

_____ contains data about each employees skills abilities work preferences etc.

- (a) CV
- (b) Records
- (c) Skills inventory
- (d) Appraisal Form

11

India is positioned on the corporate world map as a _____ cost, highly skilled destination.

- (a) High
- (b) Low
- (c) Marginal
- (d) reasonable

12

Minimum Wages Act was passed in which year.

- (a) 1910
- (b) 1948
- (c) 1950
- (d) 1947

13

Which of the following is Not an external source of Recruitment?

- (a) Advertisement
- (b) Promotion
- (c) Employment Agencies
- (d) Employee Referrals

b

14

_____ Examination may protect the company against unwarranted claims under worker's compensation laws.

- (a) Written
- (b) Physical
- (c) Mental

(d) Reference

15

The term "Training" indicated any process by which the aptitudes skills and abilities of employees to perform specific jobs are _____.

- (a) Evaluated
- (b) Rated
- (c) Decreased
- (d) Increased

16

Organizational growth needs to be meshed with the _____ growth.

- (a) Managerial
- (b) Profit
- (c) Individual's
- (d) Team's

17

As the jobs become more complex the importance of employee development also _____.

- (a) Terminates
- (b) Increases
- (c) Decreases
- (d) Declines

b

18

As the job become more _____ the importance of employee development also increases.

- (a) Complex
- (b) Simple
- (c) Popular
- (d) Technical

19

Problem solving skills are more related to _____ activities

c

- (a) Training
- (b) Networking
- (c) Decision making
- (d) Appraisal

20

In this category the emphasis is on achieving through group processes and dynamics.

- (a) Vestibule
- (b) Case study
- (c) Experiential
- (d) Lecture Method

21

_____ is one of the acceptable method for obtaining feedback in training.

- (a) Structured Interview
- (b) Performance after Training
- (c) Improvement after Training
- (d) Employee Turnover Rate

22

Who is associated with the Factor Comparison Method?

- (a) E.J.Benge.
- (b) R. Hoppock
- (c) E.N. Hay
- (d) Meyers

23

Transfer is "the movement of an employee from one job to another on the same occupational level and at about the same level of wages or salary". Who has given this method?

- (a) Pigors & Meyers
- (b) R.Hoppock
- (c) E.N .Hay
- (d) E.J.Benge

24

This method is generally used to collect employee opinions about the factors which affect morale and their effect on personnel objectives.

- (a) Interview Method
- (b) The Questionnaire Method
- (c) Brainstorming
- (d) Focus Group

25

Whiting Williams of Cleveland, Ohio has developed the _____ technique.

- (a) Listening-in
- (b) Questionnaire
- (c) Interview
- (d) Analysis of Company records.

26

Joseph D. Mooney describes morale as "the sum total of several _____ qualities which include courage, fortitude, resolution, and above all, confidence."

- (a) Emotional
- (b) Physical
- (c) Psychological
- (d) Intellectual

27

Webster's Dictionary gives the meanings of the word _____ as follows:

"First, it is the training that corrects moulds, strengthens or perfects. Second, it is the control gained by enforcing obedience. The third meaning is punishment or chastisement"

- (a) Fine
- (b) Punishment
- (c) Rule
- (d) Discipline

28

Who says that, "discipline in the broad sense means orderliness-the opposite of confusion..."

- (a) Springer
- (b) Webster Dictionary
- (c) Bremblett, Earl R
- (d) Robbins

29

These theories often portray great leaders as heroic, mythical, and destined to rise to leadership when needed.

- (a) Relationship Theories
- (b) Management Theories
- (c) Great Man Theories.
- (d) Participative Theories

30

The word 'dynamics', is derived from a Greek word which means :

- (a) Power
- (b) Unique
- (c) Strength
- (d) Force

31

_____ is an outside third party who is brought in to settle a dispute, and he or she has the authority to make a decision.

- (a) Government
- (b) An arbitrator
- (c) Union
- (d) Legal Expert

32

Theory X and Theory Y is proposed by:

- (a) Maslow
- (b) McGregor
- (c) Vroom
- (d) Jucius

33

Which leadership term was first coined by J.V. Downton in 1973.

- (a) Transformational
- (b) Trait
- (c) Transactional
- (d) Situational

34

This method is generally used to collect employee opinions about the factors which affect morale and their effect on personnel objectives.

- (e) Interview Method
- (f) The Questionnaire Method
- (g) Brainstorming
- (h) Focus Group

35

This method depends upon recognition that there are differences in the levels of duties, responsibilities and skills required for the performance of different jobs. What method is being talked about here?

- (a) Point Method
- (b) Grade Description Method
- (c) Time Span Method
- (d) Ranking Method

36

Need Hierarchy Theory is propounded by:

- (a) Herzberg
- (b) Alderfer
- (c) Lewin

(d) Maslow

37

The term _____ is commonly used for those employees whose pay is calculated according to the number of hours worked.

- (a) Pay
- (b) Reward
- (c) Wage
- (d) Salary

38

In India, wages are classified as 3 types, identify the non applicable one from the list given below.

- (a) Minimum wage
- (b) Collective Wage
- (c) Fair wage; and
- (d) Living wage

39

_____ indicates the specific duties to be performed by the worker and the circumstances under which these duties are to be performed.

- (a) Job Descriptions
- (b) Job Specifications
- (c) Role
- (d) Job analysis

40

An employee's _____ environment encompasses his relations with his family, friends, and neighbours.

- (a) Professional
- (b) Social
- (c) National
- (d) Personal

group B

1

Incentive systems proposed by Kautilya are :

- (a) Saama, daana, danda, maya.
- (b) Sarasa- saama- daana- bheda- danda- catura
- (c) Shreni- Saama- Bheda-danda- catura
- (d) Saama-daana-danda-catura

2

The following four steps for HR planning are being given by Wickstrom.

- a. 1. Job Analysis 2. Recruitment 3. Selection 4. Induction.
- b. 1. Forecasting 2. Making an inventory of present manpower resources 3. Anticipating manpower problems 4. Planning.
- c. 1. Analysis 2. Projecting 3. Hiring 4. Retaining.
- d. 1. Planning 2. Directing 3. Controlling 4. Implementing

3

The two sources of recruitment are:

- (a) Newspaper and Consultants
- (b) Campus and Employment Exchange.
- (c) Transfer and References
- (d) Internal and External

4

To carry on its work each organization needs personnel with the _____, _____.

- (a) Age , Experience
- (b) Knowledge , Skill
- (c) Age , Recommendation
- (d) Reference , Experience

5

A Job Analysis record includes the preparation of _____ and _____.

- (a) Role and Task
- (b) KRA and Appraisal
- (c) Job Description , Job specification
- (d) Training Needs and Application Blank

6

_____ and _____ are associated with the Hawthorne studies.

- (a) Dale Yoder and Henemen
- (b) Elton Mayo and F.J. Roethlis Berger
- (c) Maslow and Herzberg
- (d) Taylor and Smith

7

KPO is related to _____ activities while BPO is related to _____ activities

- (a) Political , Economic
- (b) IT , Hardware
- (c) Financial , Operational
- (d) Advanced , Low skilled

8

A Human Relations program represents an attempt at improving employee _____ and _____ through an improved three way communication.

- (a) Pay and Bonus
- (b) Working hour and Attendance
- (c) Morale and Motivation
- (d) Commitment and Tenure

9

The industrial relations activity of a personnel officer includes _____.

- (a) Recruiting , interviewing
- (b) Grievance handling , contract Negotiations
- (c) Transfer , Termination
- (d) Leadership , motivation

10

Amongst the factors affecting Recruitment, the working conditions and _____ and _____ package offered by company may influence turnover and necessitate future Recruiting.

- (a) Leave and Holiday
- (b) Travel and Food
- (c) Health and Insurance
- (d) Salary and Benefit

11

Interviews are a combination of _____ and _____ questioning.

- (a) Long and Short
- (b) Open and Closed
- (c) Personal and Technical
- (d) Direct and Indirect

12

_____ And _____ are essential for learning.

- (a) Memory and Retention
- (b) Practice and Feedback
- (c) Theory and Experience
- (d) Games and Care

13

The direct methods to analysis organization climate include _____, _____.

- (a) Turnover, Absenteeism , Low morale data
- (b) Observation, Use of questionnaires interviews
- (c) Appraisal, Evaluation, Performance
- (d) Feedback, Training, SWOT analysis

14

The Thayer and McGhee model has following three factors.

- (a) Financial, Political, Social analysis
- (b) Organization, Task, Man analysis
- (c) Quality , Production, operation analysis
- (d) Markovian , Ratio, Trend analysis

15

The example of self assessment tools are:

- (a) Counseling and Mentoring

- (b) Psychoanalysis and 16 PF
- (c) Appraisal and Evaluation
- (d) Career planning workshops and Career workbooks

16

Wage Boards: The boards are appointed by the Government and usually consist of seven members –

- (a) three representatives of management, two of labour, one independent member and a chairman
- (b) two representatives of management, two of labour, two independent members and a chairman.
- (c) Three representatives of management, Three of labour, and a chairman
- (d) Four representatives of management, two of labour and a chairman

17

The National Commission of Labour states that complaints affecting one or more individual workers in respect of their wage payments, overtime, leave, _____, _____ seniority, work assignment, and discharges would constitute grievances.

- (a) Appointment, Dismissal
- (b) transfer, promotion
- (c) Pay, Promotion
- (d) Incentive, Punishment

18

In 1938, _____ and _____ proposed classifications of leaders based on how much involvement leaders placed into task and relationship needs.

- (a) Hersey and Blanchard
- (b) Blake and Mouton
- (c) Lewin and Lippitt
- (d) Likert and Lewin

19

The groups can provide, with or without the conscious knowledge of their members, a means of fulfilling many of the needs of the individuals in them, such as:

- (a) Physiological needs
- (b) Affinitive needs and Egoistic needs
- (c) Need for Power
- (d) Need for Money

20

Two types of promotion-

- (a) Post and Money
- (b) Transfer to good location and Deputation
- (c) Vertical & Horizontal promotion
- (d) Based on seniority and based on performance.

Group C

1

"The ultimate mission or purpose is to relate future human resources to future enterprise needs, so as to maximise the future return on investment in human resources. In effect, the main purpose is one of matching or fitting employee abilities to enterprise requirements, with an emphasis on future instead of present

What Particular process is being talked about here?

- (a) Demand and Supply
- (b) Forecasting
- (c) Human resource Planning
- (d) Human resource Development

2

Ramesh is conducting an interview for hiring the Sales Executive for his organization. He needs to know about the personality of the person. What method he may use:

- (a) Physical Examination
- (b) Reference Check
- (c) Psychological Test
- (d) Depth Interview

3

Green View Constructions is launching a new Township. They have made a rough estimation about how many more persons will be needed at different managerial positions. Now they want to record details of training, skills qualifications etc. which are needed for a Job. What action they shall take?

- (a) Performance Appraisal

- (b) Training
- (c) Interview
- (d) Job Analysis

4

Vidya is a personnel manager at Easy craft manufacturing company. The director discusses the issues related to termination and transfer of employees. He also asks her that how the improvement can be made in human climate in the organization

What role is played by Vidya?

- (a) Leadership
- (b) Advisory
- (c) Delegating
- (d) Organizing

5

Match the profession with correct varna according to the "varna shram"

- (a) Fighting (i) Brahmins
- (b) Manual work (ii) kshatriyas
- (c) Trade and Business (iii) shudras

(d) Teaching (iv) vaishyas

Choose correct option :

- (a) (i) a , (ii) b , (iii) d , (iv) c
- (b) (ii) a, (i) b , (iv) d , (iii) c.
- (c) (i) d, (ii) a , (iii) b , (iv) c.
- (d) (iv) a , (ii) c , (iii) a , (i) b.

6

Following are the steps of Grievance handling, they are not given in proper sequence.

I. Analyze and divide

II. Follow up

III. Receive and define the nature of the dissatisfaction

IV. Get the facts

V. Apply the answer

Choose the correct sequence from the options given below.

- (a) V,II,IV,III, I
- (b) III,IV,I, V,II
- (c) I, III,IV,II,V
- (d) I,II,V,IV,III

7

Veer Bhanu Rathore is the Manager in "Power Pumps", a manufacturing unit. There are around 50 employees in the unit ,which he is heading. He is always bothered about completing the manufacturing targets on time. He also proposes and assures certain financial rewards on timely completion of work. But at the same time he is quite strict while dealing with employees and often punishes if the work completion is hampered. He is a believer of Theory X of Douglas McGregor.

Identify the managerial style of Veer Bhanu Rathore.

- (a) The country club style (1, 9)
- (b) The impoverished style(1, 1)
- (c) The team style (9, 9)
- (d) The produce or perish style (9, 1)

8

High Horizons is a manufacturing Unit dealing with the manufacturing of car accessories. Currently it is not doing well because of tuff market competition and there are financial crisis also. The Manager Mr. R. Menon is worried because of decreasing interest of employees and low productivity. What steps he could take to improve the situation.

- (a) Introduce Monetary Incentives
- (b) Reduce the employee strength to cut costs.
- (c) Introduce certain recognition Programmes to improve Employee Morale
- (d) Suggest the management to sell of the unit.

9

There was a large scale expansion of the trade union movement after the Second World War - especially after the independence. There existed four-fold reasons for this rapid growth. These were as follows:

(1) _____,

(2) the development of three more central labour organizations and the competition among them,

- (3) the labour policy of the Government based on adjudication rather than collective bargaining, and
(4) The growth of the spirit of trade unionism among the workers. Identify the correct missing reason.

- (a) Demand of goods increased and led to industrial growth
(b) People got united during the process of attaining independence.
(c) Establishment of International Labour Organization.
(d) the cumulative impact of the acute economic distress stemming from war conditions and the removal of the war-time restrictions on strikes

10 HR masters is an agency engaged in employee performance Appraisal. Recently it was got an assignment from Quick Retail. The requirements are:

- 1) Giving the best picture of performance
- 2) Maintain the confidentiality
- 3) Keeping the named of appraiser's anonymous
- 4) Requires a subjective feedback and comments

Choose the correct opinion

- (a) Management by objectives
(b) BARS
(c) Paired comparison
(d) 360 degree Appraisal

11

Rajeev is a content developer for e-learning solutions company. He has been working there for past 5 years and has done well in different projects. But since past few months, he has displayed certain different behaviours.

- 1) He reacted badly in the meeting when a new responsibility was given to him.
- 2) He often comes late to office
- 3) He is forwarding his resume to Recruiters
- 4) He continuously complains about the working condition

What does this indicate?

- (a) Rajeev is highly motivated
(b) He want promotion
(c) He is not satisfied with Job
(d) He is under stress.

12

"Moon rays" is a electronic equipment manufacturing company. The Boar comprises of Dhiraj, Viraj, Ananya and Raheem.

- 1) Raheem is a person who sticks to routine and pleases superiors, he avoids subordinates
- 2) Dhiraj is an opportunity who exploits subordinates and they do not trust him.
- 3) Vinay is directive and expects obedience from his followers.
- 4) Ananya is a person who identifies herself with the followers. She is liked by the followers but most of her colleagues and superiors do not like her. Classify the four people with their respective leadership style.

- (a) Quarter back
(b) Autocrat
(c) Diplomat
(d) Bureaucrat

Choose the correct sequence

1. Dhiraj (a), Raheem (b), Ananya (d), Viraj (c)
2. Ananya (b), Raheem (a), Viraj (d), Dhiraj (c)
3. Ananya (a), Viraj (b), Raheem (d), Dhiraj (c)
4. Dhiraj (b), Ananya (a), Raheem (c), Viraj (d)

13

Match the statements This techniques duplicates as nearly as

1. Possible the actual conditions encountered in a job
2. This method emphasis on achieving through group process and dynamics, a better understanding of oneself and others. Experimental methods:
3. In these methods, an effort is made to explore participants to concept and Theories, basic principles and pure and applied knowledge in any subject area.

- (a) : Simulation (a), Experimental methods (c), Knowledge based methods (d)
(b) : Experimental methods (a), Knowledge based methods (b), Simulation methods (c)
(c) : Knowledge based methods (a), Experimental method (c), Simulation method (b)
(d) : Experimental method (b), Simulation (a), Knowledge based method (c)

14

Match the description with correct needs as explained by Marrow.

1. Basic to life, hunger, thirst
2. Need for love and affection
3. Protection against danger
4. Need for self respect

Choose the correct order

- (a) Social (1), Physiological (2), Safety (4), Esteem (3)
- (b) Physiological (1), social (2), Safety (3), Esteem (4)
- (c) Safety (2), Esteem (3), Social (1), Physiological (4)
- (d) Esteem (1), Safety (2), Social (3), Physiological (4)

15

Choose the correct order of steps taken for dismissal of an employee

1. Receipt of explanation
2. The findings
3. The holdings of enquiry
4. Issue of notice of enquiry
5. Charge sheet is framed and issued

- (a) (1) (3) (2) (4) (5)
- (b) (5) (1) (4) (3) (2)
- (c) (5) (2) (3) (1) (4)
- (d) (4) (3) (2) (5) (1)

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