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UNIVERSITY OF SKILLS TRAINING AND ENTREPRENEURIAL
DEVELOPMENT

DEPARTMENT OF MANAGEMENT STUDIES

END OF SEMESTER TWO EXAMINATION, AUGUST/SEPTEMBER 2021

Candidate Index Number:

COURSE TITLE	HUMAN RESOURCE MANAGEMENT
COURSE CODE	BME 361
LECTURER	VERONICA ADU-BROBBEY (MRS)
DURATION	2 HOURS 30 MINUTES
INSTRUCTION	ANSWER ALL QUESTIONS IN SECTIONS 'A' AND 'C' ON THE QUESTION PAPER AND SECTION 'B' IN THE ANSWER BOOKLET

SECTION A – CIRCLE THE RIGHT ANSWERS TO THE FOLLOWING QUESTIONS
(21 marks)

1. The concept of personnel management was introduced and gain prominence during:
 - A. Agrarian Revolution Era
 - B. Industrial Relations Era
 - C. Industrial Revolution Era
 - D. Agricultural Relations Era
2. The situation where employees have the perception that their long stay in an organisation should gain them the opportunity to be selected for a higher position when vacancies occur is termed as:
 - A. Petra principle
 - B. Philip principle
 - C. Petter principle
 - D. Peter principle
3. That method of appraisal that allows an HR representative to go to the workplace of the supervisor to obtain information about individuals employees is
 - A. Behavioural Anchored Rating Scales
 - B. Group appraisal
 - C. Field review
 - D. Management by Objectives
4. Select the odd one among the human resource functions listed below.
 - A. Policy initiation and formulation
 - B. Recruitment and selection
 - C. Salary specification

- D. Training and development
5. The organisational strategy that is adopted to reduce cost in response to economic difficulty is termed as
- A. Redundancy
 - B. Retrenchment
 - C. Recruitment
 - D. Retirement
6. Recruitment from within the organisation has the following advantages *except* that:
- A. it saves cost
 - B. it simplifies selection procedure
 - C. Management is aware of the capabilities of employees in the organisation
 - D. it leads to organisational 'in-breeding'
7. Recall from lay-offs is a source of one of the following.
- A. Internal Recruitment
 - B. External Recruitment
 - C. Internal Employment
 - D. External Employment
8. A test that ensures whether the applicant possesses the basic capacity or foundation to learn or perform on a job is:
- A. Proficiency Test
 - B. Intelligent Test
 - C. Psychomotor Test
 - D. Aptitude Test
9. The use of Mavis Beacon in training employees is an example of
- A. Classroom Method
 - B. Vestibule
 - C. Programmed Instruction
 - D. Simulation and Games
10. The method of selection which is the most frequently used is:
- A. Tests
 - B. verbal ability
 - C. perceptual speed
 - D. interview
11. The following are some of the importance of HRM except:
- A. efficient utilisation of clients
 - B. motivation
 - C. key to managerial functions
 - D. Managing an organisation's key resources

12. Which of the following appraisal methods is the oldest and the most widely used?
- A. Ranking
 - B. Behavioural Anchored Rating Scales
 - C. Rating
 - D. Critical incidence
13. Which of the following is not a consideration in choosing selection method?
- A. Cost
 - B. Environment
 - C. administrative ease
 - D. Accuracy
14. The appraisal method which requires the rater to distribute his ratings in a pattern to conform to a normal frequency distribution is referred to as
- A. Weighted check-list method
 - B. Rating method
 - C. Forced distribution method
 - D. Management by objective
15. One of the advantages of job rotation is that it helps to break provincialism. What is provincialism?
- A. Several executives post infused in one department
 - B. Guiding subordinates in different departments
 - C. The feeling that only one department is important
 - D. Concentration of few departments
16. Inter-rater variability occurs due to the subjective nature of man. What does it involve?
- A. Assigning only very high values to appraisees
 - B. Assigning high values or low values to appraisees
 - C. Assigning only low values to appraisees
 - D. Assigning one value to all appraisees
17. What does the societal objective of human resource management seek to achieve?
- A. That employees in an organization become sensitive to the needs of the society
 - B. That employees become aware of the society
 - C. That employees judiciously solve societal issues
 - D. That organizations' publics become aware of the societal problems
18. The following are purposes of medical examination *except to*
- A. Reject those whose physical qualification are insufficient for the job
 - B. Obtain a record of the physical conditions at the time of hiring
 - C. Select those without ailment

- D. Place properly those who are otherwise employable but are handicapped
19. During selection interviews, interviewers make observations and inferences. These include the following but not:
- A. Fluency of speech
 - B. Correctness of grammar and pronunciation
 - C. Good grooming
 - D. Mannerisms
20. One of the roles of the supervisor during orientation is to
- A. Review with the employee the nature of his duties
 - B. Show him the office and the work area of the Chief Executive Officer
 - C. Explain the duties and responsibilities of the secretary
 - D. Making the new employee anxious to work
21. I am an appraisal method, I consist of a large number of statement that describe various types and levels of behaviour for a particular job or family of jobs. Who am I?
- a. Critical incidents
 - b. Behavioural Anchored Rating Scales
 - c. Weighted check-list
 - d. Forced Distribution

SECTION C – PROVIDE ANSWERS TO THE FOLLOWING QUESTIONS IN THE ANSWER BOOKLET (28 marks)

22. Explain the evolution of Human Resource Management during the pre-industrial revolution era.
23. State any two (2) benefits of recruiting within an organisation.
24. Mention any two (2) contributions of FW Taylor in the development of Human Resource Management.
25. As an HR Manager in an organisation, explain understudies as a method of management training.
26. HRM is said to be a shared responsibility. What roles do line managers play as far as HR related issues are concerned?
27. Outline the basic conditions necessary for effective employee appraisal
28. Identify any two (2) situations under which dismissals may be deemed to be fair in an organisation.
29. Explain the organisation criteria in the selection of prospective employees.
30. As an interviewer during a selection process what is involved in the conduct an interview?
31. Explain negative discipline as a strategy in an organisation.

32. Explain any method available to HR officers to analyse jobs in your organisation.
33. As an HR Officer of your organisation, what will you do to facilitate performance of your employees?
34. Recruitment from outside is a major source that an organisation uses to get qualified human resource for the achievement of goals. Explain unsolicited application as a means of external recruitment
35. Identify any two (2) duties that an employer owes to the employee at the workplace.

SECTION C – INDICATE BY CIRCLING WHETHER THE FOLLOWING STATEMENTS ARE TRUE OR FALSE (11 marks)

36. Vestibule training is a technique for employee training .True/False?
37. Programmed instruction is the same techniques as multiple management True/False?
38. Performance appraisal considers only employee performance and skills. True/False?
39. Job rotation is a technique for employee training. True/False?
40. The human resource manager is solely in charge of HR functions in the organisation True/False?
41. A good HR policy seeks to satisfy the interest of the society as well. True/False?
42. The only means to gather data for job analysis is the use of questionnaire. True/False?
43. Advertising, unsolicited applications and labour unions are external source of recruiting. True/False?
44. Organisational, functional and individual criteria are all considered during appraisal of employees. True/False?
45. Background checks for selection include police report and school recommendation. True/False?
46. Ranking method is the current and the least used procedure for employee appraisal. True/False?
47. Unsolicited applications are applications for job positions that have not been advertised. True/False?
48. Job rotation injects new ideas into different departments in an organisation. True/False?
49. Providing information for an interview is done at the preparatory stage of the interview process. True/False?
50. Welfare services include help during bereavement and social activities. True/False?
51. Simulation as a training method can be used after a lecture on the subject has been given. True/False?
52. Management get to understand subordinates better during employee appraisal. True/False?
53. A company's health programme should include of education and diagnosis. True/False?
54. Job description translates into job modification and job analysis. True/False?

55. On-the-job safety and elimination of hazards are means of curbing health at the work place.

True/False?

56. Positive discipline is done to keep people in line with organizational policies, regulation and rules. True/False?

57. Reliability of a test is the degree of consistency of the results throughout a series of measurements

True/False?