

Type: MCQ

Q1. The XYZ Corporation is organized as follows: it has (1) a president, (2) a vice president in charge of finance, (3) a vice president in charge of marketing, and (4) a vice president in charge of human resource management. This firm is organized on the (0.5)

1. Customer basis
2. Product basis
3. **None of the answers are correct
4. Process basis

Q2. When an organization assigns specialists to groups according to the projects they are working on, this is called _____? (0.5)

1. divisional structure
2. product structure
3. functional structure
4. **matrix structure

Q3. True or False (with respect to Job analysis)?

- (a) Job description is prepared based on the work performance of an employee
- (b) "Training Prerequisites" for a job comes under job specification (0.5)
 1. Neither (a) nor (b) true
 2. **Only (b) is true
 3. Only (a) is true
 4. Both (a) and (b) true

Q4. True or False? It is recommended for departments to have a narrow span if:

- (a) subordinates are untrained/inexperienced
- (b) managers are untrained/inexperienced (0.5)
 1. **Both (a) and (b) true
 2. Only (a) is true
 3. Only (b) is true
 4. Neither (a) nor (b) true

Q5. According to Maslow's hierarchy, which of the following statements are true?

- (a) Humans give more priority to safety and security needs compared to basic needs.
- (b) Organizations can fulfil self-actualization needs of their employees by giving promotions. (0.5)
 1. Only (a) is true
 2. Only (b) is true
 3. Both (a) and (b) true
 4. **Neither (a) nor (b) true

Q6. True or False (with respect to Job analysis)?

(a) 'You are required to work for minimum 8 hours in a day'. This is an example for job specification.

(b) "Training Prerequisites" for a job comes under job description. (0.5)

1. Only (a) is true
2. Only (b) is true
3. Both (a) and (b) true
4. **Neither (a) nor (b) true

Q7. According to Frederick Herzberg, _____ are elements associated with conditions surrounding the job. (0.5)

1. **hygiene factors
2. motivating factors
3. economic factors
4. environmental factors

Q8. A plant manager in a small factory wishes to raise morale in his workforce. The manager notes that the working conditions at the plant are safe, clean, and pleasant, and that recent expansion of the workforce has assured the employees that their jobs are secure. Which of the following actions should the manager take to ensure that the "belongingness" needs in Maslow's hierarchy are satisfied? (0.5)

1. pay bonuses
2. publicly praise
3. **set up after-work clubs
4. foster the development of skills

Q9. According to McGregor's Theory "X" and Theory "Y" which of the following statements are true?

(a) A Theory Y manager assumes that an average person avoids responsibility

(b) Where a work provides a high level of intrinsic motivation, a Theory X approach might be more appropriate (0.5)

1. Only (a) is true
2. Only (b) is true
3. Both (a) and (b) true
4. **Neither (a) nor (b) true

Q10. The basic purpose of _____ process is to make the new employees aware of the organization's policies and procedures, and is conducted after the _____ process. (0.5)

1. induction, recruitment
2. placement, selection
3. placement, recruitment

4. **induction, selection

Type: DES

Q11. How can Maslow's hierarchy be used in motivating the subordinates? (2)

Listing the five levels – 0.5 marks

Giving examples on how it can be applied to motivate subordinates (With respect to any three levels) – $3 \times 0.5 = 1.5$ marks

Physiological Needs: Basic salary/protecting the salary mentioned in the appointment order

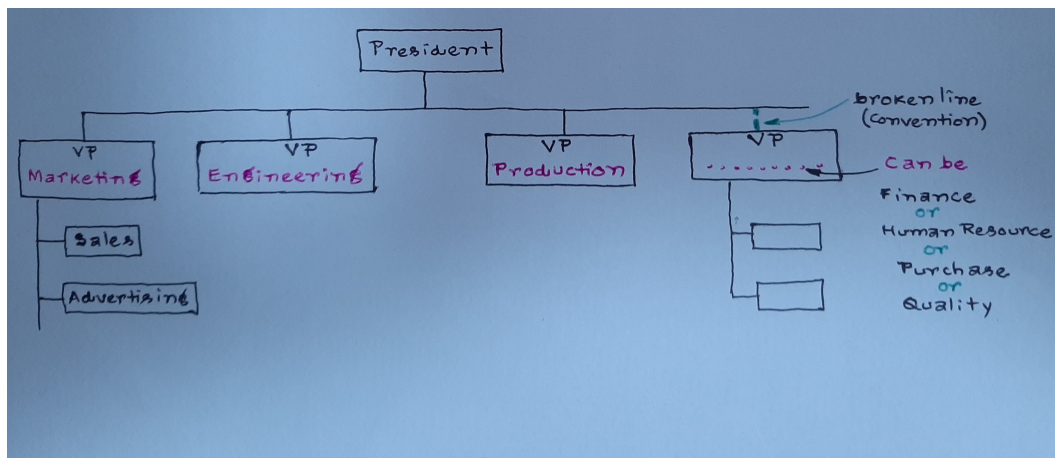
Safety/Security Needs: Pension plan (financial security)/Personal Security/identifying and providing a job that suits the person (this provides security on job)

Acceptance/Social/Belonging Needs: Friends at work/by arranging picnics or social gatherings/by making member in various projects

Esteem Needs: Prestige/Reputation/Respect by others/Achievement/Competence/by providing challenging job or job title or promotion or position and power

Self-actualization Needs: Living to one's highest potential including creativity and problem solving/by providing training to reach one's highest potential

Q12. For a manufacturing company, draw an organization chart showing line departments and staff (service providing) departments using proper conventions. (2)



For mentioning the service providing department properly – 0.5 marks

For representing the service providing department using broken line (convention) – 0.5 marks

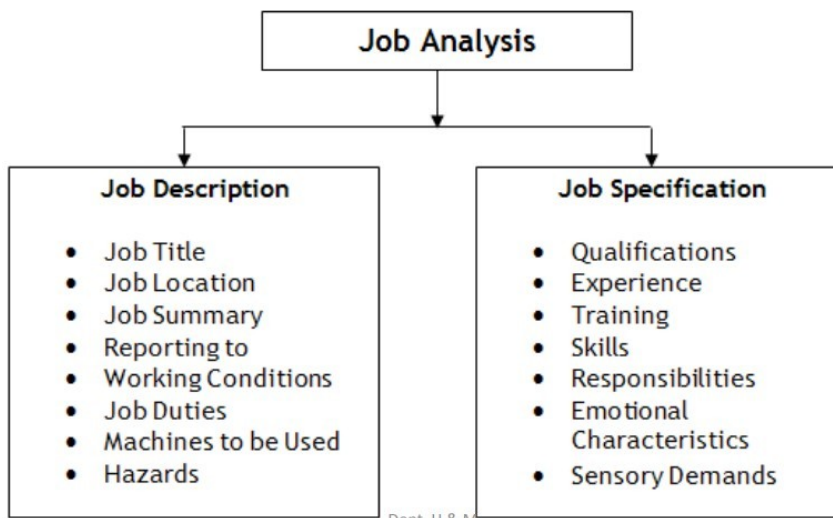
For the remaining part of diagram showing line departments – 1 mark

Q13. Mention a job title of any organization and develop job description and job specification for the same. (3)

Job description – 1.5 marks (Job Title, Reporting to, Job Location, Job Duties are the main points expected)

Job specification – 1.5 marks (Qualifications, Experience, Skills, Responsibilities (Responsibilities can be written under Job Description or Job Specification) are the main points expected)

NOTE: Allot maximum 2.5 marks if job responsibilities are not mentioned.



Q14. Mr. Raman, CEO of Metro Ltd. is interested in hiring people from outside. For casual vacancies of unskilled or semi-skilled jobs, a notice is placed on the enterprise specifying the details of the jobs available. He is also planning to call some potential employees out of the database of unsolicited applications in their offices. For technical, professional and managerial jobs, he is planning to hire youngsters directly from universities, vocational schools and management institutes. Mention the sources and methods of recruitment Mr. Raman is planning by citing the lines from above description. Justify your answer. (3)

		Source	Method
(i)	Casual vacancies of unskilled or semi-skilled jobs	External	Indirect
(ii)	Potential employees out of the database of unsolicited applications	Internal or External	Indirect
(iii)	Technical, professional and managerial jobs	External	Direct

6 points x 0.5 marks each = 3 marks.

