HRM Final Sem Version 2

Chp 14. Total Quality And Human Resources Management

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **1 Total Quality is a total system approach and is an integral part of ……………….** | | |  |  | | --- | --- | |  | Human Resource Audit | |  | Human Resource Accounting | |  | High Level Strategy of the organization | |  | Customer Satisfaction and enhancement plan | | |
| |  | | --- | | **2 Total Quality Management takes care of …………….** | | |  |  | | --- | --- | |  | Employee satisfaction | |  | Stakeholder satisfaction | |  | Customer satisfaction | |  | Continuous improvement | | |
| |  | | --- | | **3 This statement does hold true in context with Total Quality Management** | | |  |  | | --- | --- | |  | Quality is considered as important while working on strategic plan | |  | Ensures that the employees are totally involved in the entire process | |  | Decision making is done with situational thinking and on personal opinion | |  | Customers are the backbone for the organization | | |
| |  | | --- | | **4 For any organization, the business objectives along with total quality management approach is to have** | | |  |  | | --- | --- | |  | Satisfied and happy customers | |  | Increased market share | |  | Improved quality | |  | All of them | | |
| |  | | --- | | **5 Traditionally human resource plans were integrated with the strategic plans of the organization.** | | |  |  | | --- | --- | |  | True | |  | False | | |
| |  | | --- | | **6 The human resources role can be of type(s)…………** | | |  |  | | --- | --- | |  | Operation and Strategic | |  | Execution | |  | Facilitator and administration | |  | Legislative and controlling | | |
| |  | | --- | | **7 Which of these is the major work carried out by the Total quality HR strategy managers in the organization** | | |  |  | | --- | --- | |  | Facilitate introduction and adoption of TQM | |  | Maintain and reinforce TQM within the organization | |  | Review the TQM implementation work | |  | All of them | | |
| |  | | --- | | **8 The review of Total Quality Management program done by the Total Quality HR Strategy manager facilitates the organization to** | | |  |  | | --- | --- | |  | Hiring new employees as and when needed | |  | Preparing a layoff policy with detail inputs | |  | Training and developing HR employees | |  | Creating own mission and vision statements | | |

Chapter Name:Chp 15. Human Resources And Records Accounting Audit

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **1 Human Resource Information System (HRIS) is very helpful for HR department to manage HR related activities. There are many aspects of Computerised HRIS systems. This is very important one….** | | |  |  | | --- | --- | |  | Only authorised HR persons should have access to this system | |  | It is method by which organization collects, analyses and reports information about the employees and their jobs | |  | It provides very accurate and updated information | |  | It can be customised as per the organization’s needs | | |
| |  | | --- | | **2 There are several advantages of Computerised HR systems, but this is not one of them….** | | |  |  | | --- | --- | |  | Training needs cannot be figured out for the employees | |  | Reduction in cost and maintaining data manually | |  | Easy to generate statutory reports | |  | Employee attendance can be maintained easily | | |
| |  | | --- | | **3 Human Resource Accounting is nothing but ……………** | | |  |  | | --- | --- | |  | Measurement of value of the people of the organization in terms of generating revenue | |  | Measurement of revenue generation, by the employees of the organization on period basis | |  | Measurement of cost and value of the people to the organization | |  | Measurement of cost and value due to organization’s HR department | | |
| |  | | --- | | **4 Which of the following is not the advantage of having Human Resource Accounting in an organization** | | |  |  | | --- | --- | |  | It provides inputs for employees training and development needs | |  | It helps to improve employee contribution in the form of increased productivity | |  | Effective monitoring of human resources by the management | |  | Helps individual employee to aspire for promotion and better benefits | | |
| |  | | --- | | **5 Human Resource Audit is done by many companies, and the frequency of carrying out Human Resource Audit is** | | |  |  | | --- | --- | |  | Quarterly | |  | Bi-monthly | |  | Half yearly | |  | Yearly | | |
| |  | | --- | | **6 Human Resource Audit which is carried out by the organization on a regular basis, and the emphasis is only given on the process of hiring of the employees** | | |  |  | | --- | --- | |  | True | |  | False | | |
| |  | | --- | | **7 In approach of Human Resource Audit carried out by Organization, auditors verify the various goals set by the organization, against which the employee performance can be measured.** | | |  |  | | --- | --- | |  | Comparative approach | |  | Statistical approach | |  | Management by objective approach | |  | Compliance approach | | |
| |  | | --- | | **8 The analysis which the organization in auditing overall strategic position of business and its environment is** | | |  |  | | --- | --- | |  | Performance analysis | |  | SWOT analysis | |  | Portfolio analysis | |  | Value chain analysis | | |
| |  | | --- | | **9 These are the advantages of having Human Resource Audit on a period basis for an organization, but …………** | | |  |  | | --- | --- | |  | Improves professional image of HR department | |  | HR departments duties and responsibilities are classified | |  | Human resources cost increases | |  | Critical personnel problems can be identified well in time | | |
| |  | | --- | | **10 These are some of the problems faced by organizations while carrying out Human Resource Audits** | | |  |  | | --- | --- | |  | Audits may turn into fault finding sessions | |  | Reduced cost towards the Human Resources | |  | It may create more problems than finding out solutions | |  | All of the above | | |
| |  | | --- | | **11 Human Resource Research is carried out by the organizations to HR problems and its logical solutions. There are many ways to carry out HR research. Which of the following may ne be a correct option** | | |  |  | | --- | --- | |  | Case study | |  | Real time analysis | |  | Surveys | |  | Experiments | | |

Chp 16. Recent Techniques in Human Resource Management

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **1 This is not a feature which belongs to a learning organization** | | |  |  | | --- | --- | |  | Welcoming new ideas | |  | Not sharing knowledge with others | |  | Learning from past experiences | |  | Boosting creativity and innovation | | |
| |  | | --- | | **2 It becomes a challenging job profile for a HR manager to work for virtual organizations and carry out HR related activities in a manner that helps the organization to grow and carry out their day to day work without any problem** | | |  |  | | --- | --- | |  | True | |  | False | | |
| |  | | --- | | **3 In case of Matric Management in an organization, this is very much true belonging to day to day functioning of employees** | | |  |  | | --- | --- | |  | There is no employer and employee relationships, all staff is at same level | |  | Hierarchical reporting is strictly followed | |  | Project manager/officer reports to more than supervisor | |  | Employees are made to report to many managers for their work | | |
| |  | | --- | | **4 Which of the following is true in context with ‘Employer Brand’** | | |  |  | | --- | --- | |  | It creates value to the company in the external marketplace | |  | It gives competitive advantage | |  | Job seekers look at it as great place to work | |  | All of them | | |
| |  | | --- | | **5 These competencies characteristics are relatively difficult to develop for HR management in an organization** | | |  |  | | --- | --- | |  | Self-concepts and knowledge | |  | Motives and Skills | |  | Knowledge and Traits | |  | Motives and Traits | | |
| |  | | --- | | **6 Flexitime approach towards the work timings offered by the HR management in an organizations allows the employees to** | | |  |  | | --- | --- | |  | To carry out work from home | |  | To come to office little late | |  | To leave office little early | |  | To be flexible in starting and leaving times for the work | | |
| |  | | --- | | **7 By announcing employee referral scheme while hiring talent, organizations find ………. which they experience beyond monetary benefit** | | |  |  | | --- | --- | |  | Employees become happy when they get rewarded for referrals | |  | Organization can save cost on traditional recruitment procedure | |  | Employees are loyal to the company and enjoying their jobs | |  | Human Resource team is unable to tap appropriate potential from external sources | | |
| |  | | --- | | **8 From all the benefits the organization gets from Business Process Outsourcing, this does not belong to the list** | | |  |  | | --- | --- | |  | Focus on core objectives and business areas while giving away not so important business functions to the third party or outsourcing agency | |  | Lower cost and time saved by not engaging people on less important business activities | |  | Existing employees may feel the fear about losing their existing jobs due to outsourcing | |  | Controlled headcount and personnel cost | | |
| |  | | --- | | **9 How do you define Green Initiative in an organization? Choose the appropriate option.** | | |  |  | | --- | --- | |  | Planting many tress in the surrounding of the organization | |  | Promoting green tea in the company cafeteria | |  | Limiting usage of paper and hard copies at work place | |  | All of them | | |
| |  | | --- | | **10 These are core areas of talent management in an organization pertaining to employees. Which is from list does not hold true** | | |  |  | | --- | --- | |  | Attracting talent | |  | Providing training | |  | Assuring onsite opportunities | |  | Developing talent | | |