Human Resource Management Final Semister

:Chp 8. Employee Welfare

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **1 Most welfare facilities are \_\_\_\_\_ which create dissatisfaction if not provided.** | | |  |  | | --- | --- | |  | Motivators | |  | Dissatisfiers | |  | Hygiene factors | |  | None of the above | | |
| |  | | --- | | **2 Welfare measures for employees include provision of good environment, conveniences, health facilities and** | | |  |  | | --- | --- | |  | Promotions | |  | Promotions | |  | Education | |  | Bonus | |  | Recreation | |  | Bonus | |  | None of the above | |  | None of the above | | |
| |  | | --- | | **3 Welfare measures for employees include provision of good environment, conveniences, health facilities as well as** | | |  |  | | --- | --- | |  | Counseling | |  | Promotions | |  | Bonus | |  | None of the above | | |
| |  | | --- | | **4 Welfare measures for employees include recreation facilities like library or** | | |  |  | | --- | --- | |  | Ambulance | |  | Internet café | |  | Cooperatives | |  | None of the above | | |
| |  | | --- | | **5 Safety training should be provided to workers \_\_\_\_\_\_ their experience.** | | |  |  | | --- | --- | |  | Based on | |  | Irrespective of | |  | Suited to | |  | None of the above | | |
| |  | | --- | | **6 Film shows are \_\_\_\_\_ effective when compared with posters to make workers safety conscious.** | | |  |  | | --- | --- | |  | More | |  | Equally | |  | Less | |  | None of the above | | |
| |  | | --- | | **7 Workplace bullying \_\_\_\_\_\_\_ in the industry in India.** | | |  |  | | --- | --- | |  | Is a new phenomenon | |  | Does not exist | |  | has always existed | |  | None of the above | | |
| |  | | --- | | **8 Workplace bullying is more common in industries like** | | |  |  | | --- | --- | |  | Media, call centers and BPO | |  | Construction and engineering | |  | Chemicals and metals | |  | None of the above | | |
| |  | | --- | | **9 \_\_\_\_\_\_ can resolve the problem of workplace bullying in the industry in India.** | | |  |  | | --- | --- | |  | Strict punishments | |  | Strict and quick punishments | |  | Clear policies about behavioural conduct | |  | Mere tolerance | |  | Positive organization culture | |  | Good organization structure | |  | None of the above | |  | None of the above | | |
| |  | | --- | | **10 Most welfare facilities are hygiene factors which create \_\_\_\_\_ provided.** | | |  |  | | --- | --- | |  | Satisfaction if | |  | Dissatisfaction if not | |  | Motivation if | |  | None of the above | | |
| |  | | --- | | **11 \_\_\_\_\_\_ can resolve the problem of workplace bullying in the industry in India.** | | |  |  | | --- | --- | |  | Strict punishments | |  | Strict and quick punishments | |  | Clear policies about behavioural conduct | |  | Mere tolerance | |  | Positive organization culture | |  | Good organization structure | |  | None of the above | |  | None of the above | | |
| |  | | --- | | **12 Welfare measures for employees include economic services like savings schemes or** | | |  |  | | --- | --- | |  | Ambulance | |  | Indoor games | |  | Cooperatives | |  | None of the above | | |
| |  | | --- | | **13 Welfare measures for employees include provision of good environment, conveniences, health facilities and** | | |  |  | | --- | --- | |  | Promotions | |  | Promotions | |  | Education | |  | Bonus | |  | Recreation | |  | Bonus | |  | None of the above | |  | None of the above | | |

Chp 9. Compensation Administration

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **1 \_\_\_\_\_ become the foundation of any compensation package.** | | |  |  | | --- | --- | |  | Wage and salary | |  | Fringe benefits | |  | Variable pay parts | |  | None of the above | | |
| |  | | --- | | **2 \_\_\_\_\_\_ is an important external factor that determines firm’s compensation package.** | | |  |  | | --- | --- | |  | Business strategy | |  | Labour market | |  | Job evaluation | |  | None of the above | | |
| |  | | --- | | **3 If supply of unskilled labour exceeds that of skilled labour, this is reflected in \_\_\_\_\_ compensation being paid to them.** | | |  |  | | --- | --- | |  | Higher | |  | Fair | |  | Lower | |  | None of the above | | |
| |  | | --- | | **4 Existence of trade unions in an industry usually \_\_\_\_\_\_ compensation package of their members.** | | |  |  | | --- | --- | |  | Dilutes | |  | Strengthens | |  | Has no effect on | |  | None of the above | | |
| |  | | --- | | **5 A firm with \_\_\_\_ strategy pays higher compensation package to its workers.** | | |  |  | | --- | --- | |  | Reduction | |  | Subsistence | |  | Growth | |  | None of the above | | |
| |  | | --- | | **6 \_\_\_\_\_\_ is normally the wage paid which allows a worker to provide for the family and arrange for their education, insurance and health.** | | |  |  | | --- | --- | |  | Minimum | |  | Living | |  | Fair | |  | None of the above | | |
| |  | | --- | | **7 Commission is a source of income that is reserved for employees in \_\_\_\_\_\_\_ department.** | | |  |  | | --- | --- | |  | Accounts | |  | Factory | |  | Marketing | |  | None of the above | | |
| |  | | --- | | **8 \_\_\_\_\_\_ is a long term incentive usually offered to executives of the firm.** | | |  |  | | --- | --- | |  | Stock option | |  | Bonus | |  | Annuity | |  | None of the above | | |
| |  | | --- | | **9 \_\_\_\_\_ perquisite is offered to employees on a group basis.** | | |  |  | | --- | --- | |  | Life insurance | |  | Company car | |  | Spouse travel | |  | None of the above | | |
| |  | | --- | | **10 In contributory pension plans \_\_\_\_\_\_ cost of premiums is borne by employees.** | | |  |  | | --- | --- | |  | 100% | |  | No | |  | Partial | |  | None of the above | | |
| |  | | --- | | **11 Organizations these days allow usually \_\_\_\_ days of paternity leave to its male employees.** | | |  |  | | --- | --- | |  | Ten | |  | Fifteen | |  | Three | |  | None of the above | | |
| |  | | --- | | **12 Powerful past performance is employee’s key to** | | |  |  | | --- | --- | |  | Salary negotiation | |  | Job satisfaction | |  | Annual increments | |  | None of the above | | |
| |  | | --- | | **13 \_\_\_\_\_ is a periodical [usually monthly] amount paid to employees on retirement.** | | |  |  | | --- | --- | |  | Pension | |  | Gratuity | |  | Provident Fund | |  | None of the above | | |
| |  | | --- | | **14 In case you decide to ask for a pay raise, it is better to approach \_\_\_\_\_ first.** | | |  |  | | --- | --- | |  | Your department head | |  | Chief Executive officer | |  | HR Head | |  | None of the above | | |

Chapter Name:Chp 10. Separation

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **1 In case of involuntary separations the initiative rests with the** | | |  |  | | --- | --- | |  | Employer | |  | Employee | |  | Either of the two above | |  | None of the above | | |
| |  | | --- | | **2 In case of \_\_\_\_\_\_ separation the employee harbours feelings of injustice and may seek legal protection.** | | |  |  | | --- | --- | |  | Involuntary | |  | Voluntary | |  | Any | |  | None of the above | | |
| |  | | --- | | **3 Benefits like gratuity , pension are available to employees when they** | | |  |  | | --- | --- | |  | Quit | |  | Resign | |  | Retire | |  | None of the above | | |
| |  | | --- | | **4 Discharges, \_\_\_\_ , retrenchment, voluntary retirement scheme and right sizing are various methods of involuntary separation.** | | |  |  | | --- | --- | |  | Layoffs | |  | Layouts | |  | Sendoffs | |  | None of the above | | |
| |  | | --- | | **5 In case of continuous excessive absenteeism by an employee, management has no option but to \_\_\_\_\_\_ the concerned employee.** | | |  |  | | --- | --- | |  | Retire | |  | Layoff | |  | Dismiss | |  | None of the above | | |
| |  | | --- | | **6 When employers observe that there is excess manpower due to automation of a production process, employees are likely to be offered** | | |  |  | | --- | --- | |  | Retirement | |  | Retrenchment | |  | Layoff | |  | None of the above | | |
| |  | | --- | | **7 Voluntary Retirement Scheme is always announced with a promise of \_\_\_\_\_\_\_ compensation.** | | |  |  | | --- | --- | |  | Normal | |  | Bare minimum | |  | Handsome | |  | None of the above | | |
| |  | | --- | | **8 When an organization is continuously incurring losses, it resorts to** | | |  |  | | --- | --- | |  | Retrenchment | |  | Layoff | |  | Downsizing | |  | None of the above | | |
| |  | | --- | | **9 Valuable insights about the organization from departing employees are received through** | | |  |  | | --- | --- | |  | Job interviews | |  | Exit interviews | |  | Send off speeches | |  | None of the above | | |
| |  | | --- | | **10 Employee separations, whatever be the cause, must be handled with** | | |  |  | | --- | --- | |  | Aggression | |  | A long term plan | |  | Sensitivity | |  | None of the above | | |
| |  | | --- | | **11 Data gathered during exit interviews can help management to draw out plan for strengthening its \_\_\_\_\_ strategies.** | | |  |  | | --- | --- | |  | Compensation | |  | Retention | |  | Attrition | |  | None of the above | | |
| |  | | --- | | **12 Succession planning and career development are two tools for \_\_\_\_\_ strategies.** | | |  |  | | --- | --- | |  | Compensation | |  | Recruitment | |  | Retention | |  | None of the above | | |
| |  | | --- | | **13 The fact that it takes years to groom an effective manager has made \_\_\_\_\_\_\_ planning an important HR initiative.** | | |  |  | | --- | --- | |  | Compensation | |  | Recruitment | |  | Succession | |  | None of the above | | |
| |  | | --- | | **14 Implementation of succession planning and career development helps HR in building \_\_\_\_\_\_ capital.** | | |  |  | | --- | --- | |  | Intellectual | |  | Human | |  | Strategic | |  | None of the above | | |
| |  | | --- | | **15 When an employee quits, HR’s main focus is on division of employee’s responsibilities amongst remaining employees** | | |  |  | | --- | --- | |  | Until replacement is arranged | |  | During notice period | |  | Permanently | |  | None of the above | | |

Chapter Name:Chp 11. Human Resource Information System

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **1 In today’s corporate world Human Resources Department plays a central role in \_\_\_\_\_\_\_\_ the business process.** | | |  |  | | --- | --- | |  | Streamlining | |  | Evaluating | |  | Formulating | |  | None of the above | | | | |  | | --- | | **2 Human Resources Information System assists HR in three principal areas of \_\_\_\_\_\_, time and labor management and employee benefits.** | | |  |  | | --- | --- | |  | Labour turnover | |  | Payroll | |  | Absenteeism | |  | None of the above | | | | |  | | --- | | **3 Required data on Human Resources Information System can be accessed and used by** | | |  |  | | --- | --- | |  | HR department | |  | Employees at managerial level | |  | All employees | |  | None of the above | | | | |  | | --- | | **4 Implementing Human Resources Information System is usually perceived as \_\_\_\_\_ project.** | | |  |  | | --- | --- | |  | An IT | |  | A HR | |  | An Administration | |  | None of the above | | | | |  | | --- | | **5 Knowing the \_\_\_\_\_ of HR processes is critical to get the most from Human Resources Information System.** | | |  |  | | --- | --- | |  | How | |  | Why | |  | When | |  | None of the above | | | | |  | | --- | | **6 Change that new business processes, which come with Human Resources Information System, demands is usually \_\_\_\_\_\_\_ by organizations.** | | |  |  | | --- | --- | |  | Exaggerated | |  | Studied | |  | Under estimated | |  | None of the above | | | | |  | | --- | | **7 The \_\_\_\_\_\_ organization structure is most suited to support Human Resources Information System.** | | |  |  | | --- | --- | |  | Cross functional | |  | Vertical | |  | Horizontal | |  | None of the above | | | | |  | | --- | | **8 It is expected that Human Resources Information System would soon be an integral part of HR activities in \_\_\_\_ organizations.** | | |  |  | | --- | --- | |  | Small | |  | Small and middle sized | |  | All | |  | None of the above | | | | |  | | --- | | **9 Corporates are no happier with incremental growth; they look for \_\_\_\_\_ in performance.** | | |  |  | | --- | --- | |  | Revolution | |  | Magic | |  | Quantum jump | |  | None of the above | | | | |  | | --- | | **10 With globalization and competition, HR managers are required to be effective** | | |  |  | | --- | --- | |  | Administrative experts | |  | Change leaders | |  | Welfare custodians | |  | None of the above | | | | |  | | --- | | **11 Effective HR \_\_\_\_\_\_ practices bring quality and loyal workers who are committed and passionate about the success of their firm.** | | |  |  | | --- | --- | |  | Recruitment | |  | Planning and development | |  | Training | |  | None of the above | | | | |  | | --- | | **12 Average search time at Google is 0.2 second and they** | | |  |  | | --- | --- | |  | Plan to maintain it | |  | Do not consider it fast enough | |  | Would not allow it to exceed 0.5 | |  | None of the above | | | | |  | | --- | | **13 120 hours of training offered each year to its workers at Google is about \_\_\_\_ times the industry average.** | | |  |  | | --- | --- | |  | Two | |  | Three | |  | Four | |  | None of the above | | | |
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Chp 12. Participative Management

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **1 Participative management is also known as…………….** | | |  |  | | --- | --- | |  | Calculative Management | |  | Collaborative Management | |  | Consultative Management | |  | Computerised Management | | | | |  | | --- | | **2 Which of the below is the advantage of having Participative Management at workplace** | | |  |  | | --- | --- | |  | Reduced cost | |  | Improved quality | |  | Increased productivity | |  | All of them | | | | |  | | --- | | **3 Information sharing is one of the aspects of participative management. According to you what is meant by information sharing at workplace?** | | |  |  | | --- | --- | |  | Sharing knowledge with the employees about the work they have been assigned from time to time | |  | Sharing information with workers about the organizational changes | |  | Keeping the employees updated with the economic knowhow of the company | |  | Keeping the employees updated about the latest changes in the organizational hierarchy | | | | |  | | --- | | **4 Participative management style has many benefits at the organization level. Employees are also benefited from it. In a way….** | | |  |  | | --- | --- | |  | They feel less concerned about the organization | |  | They concentrate on their work and are not ready to provide inputs on other areas of workplace | |  | Creativity and innovation rises at employee level | |  | Lack of self-motivation among employees | | | | |  | | --- | | **5 Participative management is nothing but a suggestion box which is required to fill in the employees of the organization when it is been asked by their superiors** | | |  |  | | --- | --- | |  | True | |  | False | | | | |  | | --- | | **6 Participative Management style is easier to implement and become successful in carrying out the desired changes when the organization is of small size.** | | |  |  | | --- | --- | |  | True | |  | False | | | | |  | | --- | | **7 This type of participative management program has equal number of employees and employers to work together in an organization** | | |  |  | | --- | --- | |  | Project Committee | |  | Apex committee | |  | Works committee | |  | Co-partnership | | | | |  | | --- | | **8 This is one of the major advantages of keeping consistent participation of employees in the organization decision making.** | | |  |  | | --- | --- | |  | Increased Innovation | |  | Increased Creativity | |  | Lowered attrition | |  | Lowered retention |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | Chp 13. Work Life Quality And Related Issues  **1 Quality of Work Life can be best described using which of the below phrases** | | |  |  | | --- | --- | |  | Making work place to be a place where people would like to spend their time working for an organization | |  | Taking care of higher-order needs of an employee along with their basic needs | |  | Thinking about and taking care of factors like social, physical, cultural well-being of the workers while obtaining organizational goals | |  | Any one of the above | | | | |  | | --- | | **2 In any given organization, employees or workers working for them are absolutely happy with the monetary benefits they receive from their employer.** | | |  |  | | --- | --- | |  | Yes | |  | No | | | | |  | | --- | | **3 Arti has recently joined a financial consultant firm and is very happy about her new job and the company. As per the Quality of Work Life which of the following might create an issue for Arti to continue her job?** | | |  |  | | --- | --- | |  | The department she has joined as appropriate number of employees and the work load is distributed equally | |  | Organization allows her to carry out work in case of personal emergencies, sitting out at home | |  | The package which is provided her is little less than the overall experience she has | |  | Department for which is working, timely provides feedback about the work and also encourages the employees by rewarding them for good work | | | | |  | | --- | | **4 Which of these can be considered as workplace violence?** | | |  |  | | --- | --- | |  | Verbal abuse | |  | Physical assault | |  | Threats | |  | All of them | | | | |  | | --- | | **5 Which of these can be one of the reasons for the workplace violence?** | | |  |  | | --- | --- | |  | Satisfied, happy and a good team player as an employee | |  | Lack of background check while hiring a new employee | |  | Satisfied and happy customers | |  | None of the above | | | | |  | | --- | | **6 This is the after-effect of the sexual harassment in the workplaceon an employee** | | |  |  | | --- | --- | |  | Physical health | |  | Financial challenges | |  | Emotional well-being | |  | All of them | | | | |  | | --- | | **7 This is the ill-effect of consuming alcohol or drugs by an employee of the organization at the workplace or day to day office work** | | |  |  | | --- | --- | |  | Increased energy and positive thinking about the workplace | |  | Increased productivity | |  | Improved morale of co-workers | |  | None of the above | | | | |  | | --- | | **8 Consuming drugs or alcohol by employees rises ……….. at workplace** | | |  |  | | --- | --- | |  | Turnover | |  | Productivity | |  | Ability to take appropriate decisions | |  | Efficiency |   HRM Final Sem Version 2  Chp 14. Total Quality And Human Resources Management   |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **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   |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **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   |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | **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 | | | | | | |  | | | |
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Chp 17. Ethics in Human Resource Management

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **1 Organizations which are reputed and carry out Human Resource Functions in an ethical manner usually differentiate their employees on the basis of** | | |  |  | | --- | --- | |  | Gender | |  | Disability | |  | Performance | |  | Race | | |
| |  | | --- | | **2 Mahesh is working in Human Resource Department of ABC Phama Limited. They have an opening for a Senior Research Executive to work in their laboratory and Mahesh has been assigned this work to find out the suitable candidate. While hiring candidate Mahesh might not feel burdened if** | | |  |  | | --- | --- | |  | Is asked to hire a candidate who has been recommended by his top executive | |  | Is asked to hire a candidate on his own way | |  | A candidate referred by his friend | |  | A candidate name proposed by his family member | | |
| |  | | --- | | **3 Amit is working for TechoSoft India Pvt Ltd since last 5 years. Recently he has been diagnosed with blood cancer and is not keeping well. What is according you is ethical in case of Amit’s professional life which belongs to his workplace** | | |  |  | | --- | --- | |  | HR department should announce his illness to the entire company | |  | HR should convey about his not keeping well to all the clients he is dealing with as part of projects/meetings | |  | HR or Company need not expose the kind of illness Amit is suffering to the entire company | |  | HR should simply ask Amit to not to come office as he is suffering from cancer | | |
| |  | | --- | | **4 Mehta Chemicals have their chemical manufacturing plant in Maharashtra state. Employees working for their plant should have these most important measures in place irrespective of any other thing on their plant site.** | | |  |  | | --- | --- | |  | Crèche to take care of children of female employee | |  | Tea & Coffee vending machine | |  | Safety and health provisions of all employees as well as plant site | |  | Canteen facilities at a subsidised rate | | |
| |  | | --- | | **5 Employee Performance appraisal helps the employees to know more about organizations future growth plans and development in the future business plan** | | |  |  | | --- | --- | |  | Yes | |  | No | | |
| |  | | --- | | **6 This is not true in the context of Layoffs given to employees by the organizations** | | |  |  | | --- | --- | |  | They happen always by giving a notice to the employee | |  | It is not the fault of the employee, when he/she gets the Layoff | |  | Layoffs may happen when company goes for restructuring of their existing organization | |  | Layoff is termination of employment with or without giving a prior notice | | |
| |  | | --- | | **7 This is one of the advantages to a candidate/employee, whose behaviour at the workplace supports the organizational ethics.** | | |  |  | | --- | --- | |  | Helps in getting higher pay scale | |  | Helps in getting more challenging jobs | |  | Helps in getting long-term career success | |  | Helps in getting more family support | | |
| |  | | --- | | **8 These are some of the benefits for managing ethics at workplace, except** | | |  |  | | --- | --- | |  | Strong teamwork and improved productivity | |  | Employee growth is affected by ethics programs | |  | They lower or minimise criminal acts at workplace | |  | Society as a whole is benefitted by the business ethics | | |
| |  | | --- | | **9 For the business groups those run ethics programs and are ethical while carrying out their business, they are build their image in the eyes of public very strong and powerful** | | |  |  | | --- | --- | |  | True | |  | False | | |
| |  | | --- | | **10 Which of these factors is really important and need to be taken care while developing codes of ethics at workplace?** | | |  |  | | --- | --- | |  | Strategic planning | |  | Culture of the organization | |  | Valuing diversity | |  | All of them | | |
| |  | | --- | | **11 This action if taken at the organizational level, it may hamper the idea and motive behind the ethical behaviour of the employees** | | |  |  | | --- | --- | |  | Involving staff in review of codes related to ethics program | |  | Train the employees about the policies and procedures pertaining to ethics at workplace | |  | Employees may get punished for their ethical behaviour in front of entire organization | |  | Make the new joined employees aware about the workplace ethics during induction programs | | |

Chp 18. E Human Resource Management

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **1 E-Human Resource Management is the integration of all HR ………………….. using the web based technologies** | | |  |  | | --- | --- | |  | Policies and documents | |  | Practices | |  | Systems and activities | |  | All of the above | | |
| |  | | --- | | **2 Records related to employee payroll and personal data maintained using internet/intranet systems in the organization. This is nothing but** | | |  |  | | --- | --- | |  | Relational e-HRM | |  | Operational e-HRM | |  | Transactional e-HRM | |  | Transformational e-HRM | | |
| |  | | --- | | **3 AMC Company is using e-HRM system to promote Human Resource Management. Which of the flowing is little difficult to carry out using e-HRM for ABC?** | | |  |  | | --- | --- | |  | Training | |  | Financial Audit | |  | Compensation | |  | Selection | | |
| |  | | --- | | **4 E-Recruitment helps companies to find right candidate at right time using online job portals available over the internet. It has many advantages but this may not one of them…** | | |  |  | | --- | --- | |  | It saves the time and cost which may be required while recruiting the candidate with the traditional method | |  | It gives exposure to all candidates over the world to be searched and tobe contacted by the companies | |  | Companies can be rest assured as the data available is online and there almost nil chances of candidate being fake or fraud profiles | |  | It facilitates the entire recruitment process being more efficient and easy to record | | |
| |  | | --- | | **5 E-Selection of Human Resource Management while hiring a suitable candidate shows many advantages but this does not belong to the list** | | |  |  | | --- | --- | |  | Carrying out Psychological tests easily is one of the plus point of e-Selection | |  | Candidate do not have move from his/her place for various tests and interview rounds | |  | Time required for selection of a candidates is lessened | |  | Overall cost of selection is minimised | | |
| |  | | --- | | **6 This is the element which shows goals of the organization, linked to the E-Performance Management web based system, which helps organization to review performance of the employee** | | |  |  | | --- | --- | |  | Monthly Performance Card | |  | Overall Dashboard | |  | Balanced Score Card | |  | Monthly Review Card | | |
| |  | | --- | | **7 Effectively implemented E-Performance Management System helps the employee to understand ……………** | | |  |  | | --- | --- | |  | Improved productivity | |  | Improved performance | |  | Training needs | |  | Feedback from managers | | |
| |  | | --- | | **8 E-Learning helps the employee to update his/her knowledge, learn new techniques, and join work related training programs without taking a break from the work environment. This has many advantages but …………** | | |  |  | | --- | --- | |  | More flexible and reduced cost | |  | Chances of employees not taking it seriously | |  | Content can be made available as per the employee needs | |  | Travel time is eliminated | | |