

MGT 501 HRM

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A Mega File for MiD Term Exams and Quizzes

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Quiz -2

Semester Spring, 2006

Human Resource Management-MGT (501)

*** Correct answers are shown green**

Q-1: Job posting is:

Marks: (10)

1. Internal advertisement by an organization to attract candidates from the existing employees, against a vacancy.
2. The system of transferring existing employees to comparable new jobs available in the organization.
3. An arrangement of in house training of employees for career advancement.
4. Grouping together of a family of similar jobs, under a single title to establish uniformity of standards in controls and compensations.

Q-2: Realistic job preview is a:

1. Technique for listing elements of job before selecting someone to perform it.
2. Performance appraisal technique.
3. A selection device that enables the candidates to learn both the negative and positive information about the job and organization.
4. None of the given options

Q-3: Job analysis can be performed in all of the following ways except:

1. Observing hourly work
2. Reviewing interviews conducted with departing employees
3. Studying diaries or daily journals that manager kept over a three-month period
4. Giving workers checklists to indicate which tasks on the list are performed during job execution

Q-4: Considering continuous process improvement activities in organizations, Should “Zero defects” really be a goal?

1. Yes perfection is reasonable goal.
2. No, 0.1 percent errors can be corrected much more efficiently than they can be prevented
3. Yes most industries find this an attainable goal.
4. Sometimes, for some mistakes, cost benefits can not be calculated

Q-5: Organizational efficiency is expressed as:

1. Planning for long-run goals
2. Making the best use of scarce resources
3. Goal attainment
4. Meeting deadlines

Q-6: Goal setting is:

1. Top down process
2. Bottom up process
3. A process of top down support and bottom up development
4. A function of senior management

Q-7: When the firm changes the way it operates, the process is known as:

1. Downsizing
2. Brain drain
3. Restructuring
4. Outsourcing

Q-8: Which one is not included in the hiring process?

1. Recruitment
2. Socialization
3. Selection
4. Job specification

Q-9: Effectiveness is -----

1. Do right things
2. Do things right
3. Productivity
4. All of the given options

Q-10: Extents of individual freedom and discretion employees have in performing their jobs is Known as

1. Capititation
2. Flextime
3. Empowerment
4. Autonomy

Semester Spring 2006(Quiz-1)
Human Resources Management (MGT-501)

Marks-10

1) Appraisal of a worker's performance can be described as:

- a) Planning Activity
- b) Organizing Activity
- c) Controlling Activity
- d) Leading Activity

2) Hawthorne studies depict the effects of work environment on:

- a) Human Behavior
- b) Human Performance
- c) Human Satisfaction
- d) All the given options

3) Process of working with different resources to accomplish organizational goals is known as:

- a) Strategic management

b) Human Resource management

c) Management

d) Team work

4) The concept of how a person behaves in a group can be attributed to:

a) Thermodynamics

b) Group Dynamics

c) MBO (Management by objectives)

d) Group Behavior

5) The study of Organizational Behavior is closely related to:

a) Human Psychology

b) Human Behavior in general

c) Human Behavior at work

d) Human-Machine Interaction

6) Essential component of an organization is:

a) Team

b) Structure

c) Individual

d) None of the given options

7) The whole is greater than the sum of its parts is known as:

a) Efficiency

b) Effectiveness

c) Productivity

d) Synergy

8) Virtual teams can contribute to better coordination among the team members because:

a) Technology brings them together on a forum.

b) Team members meet physically with each other

- c) Team members share views among themselves via communication links.
- d) Team members have the real time environment for interaction.

9) Setting standards should be left to the employee rather than organization leads to self controlling because:

- a) It follows the management by objective approach.
- b) It increases the productivity of the worker
- c) It increases the confidence of workers
- d) Workers come up to the high standard since they have no pressure from his superiors.**

10) Which one is not basic component of OB (Organizational Behavior) Model?

- a) Organization
- b) Group
- c) Team**
- d) Individual

Q1. Rewards offered to labors involved in production, are categorized as;

- A. Salary
- B. Fringe benefits
- C. Wage**
- D. Commission

Q2. The goal of pre-retirement educational programs is to;

- A. Improve job satisfaction
- B. Increase employee commitment
- C. Minimize medical claims from retirees
- D. Ease the transition from working life to retirement**

Q3. Organizations put maximum effort in measuring performance of organizational people because;

- A. It makes procedures cost effective
- B. It helps in detecting the problems**
- C. It leads to product innovation
- D. It assists in implementing new technology

Q4. Willingness, capacity & opportunity to perform are said to be;

- A. Performance outcomes**

B. Determinants of performance

C. Performance appraisals

D. Types of performance standards

Q5. One of the major barriers to career advancement experiencing by working ladies is;

A. Difficulty in balancing work and family life

B. Top management is usually male oriented

C. Lack of educational opportunities

D. Common perception that woman can not be better boss

Q6. Alternative work arrangements include all of the following **EXCEPT**;

A. Part-time work

B. Flexible hours

C. On-site child care

D. Job sharing

Q7. Mr. Ahmed is a cashier and he feels dissatisfied at work. What best justifies this situation?

A. His job may not be structured to suit his preferences

B. It involves physical toughness

C. It requires mental toughness

D. It involves too much customer interaction

Q8. The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.

A. Central tendency

B. Leniency

C. Strictness

D. Halo effect

Q9. The relationship between critical incident method & BARS (behaviorally anchored rating scale) is;

A. No relationship exists

B. Different methods to evaluate performance

C. Both are similar PA methods

D. Comparison method is used for PA, while BARS is related to training evaluation

Q10. What is another term for 360-degree feedback?

- A. Feedback loop
- B. Multi-source assessment**
- C. Upward feedback
- D. Circle feedback

Q11. Standards are established to;

- A. Achieve desired outcomes**
- B. Meet legal compliance
- C. Achieve competitive advantage
- D. Promote goodwill in market

Q12. The point method to evaluate job is an extension of;

- A. Ranking method
- B. Factor comparison method**
- C. Classification method
- D. Point factor method

Q13. Job evaluation is based on the;

- A. Physical skills required by the job
- B. Relative job worth for an organization**
- C. Complexity of the job to perform
- D. Conceptual skill required by the job

Q14. Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?

- A. Peers
- B. Customers
- C. Top management
- D. Immediate supervisor**

Q15. Groups are called _____ if jobs are similar.

- A. Classes**
- B. Grades
- C. Scales
- D. Roles

Q16. Train the raters prior to conduct the performance appraisal is an important responsibility of;

- A. Top management
- B. HR department
- C. Line managers
- D. Production department

Q17. Currently Organizations are providing benefits to their employees;

- A. To attract new blood in the organization
- B. To create stronger customer relationship
- C. To enhance the market share
- D. All of the above

Q18. Following are all examples of direct compensation EXCEPT;

- A. Pension
- B. Salary
- C. Bonus
- D. Income

Q19. One of the main flaws of Classification method to evaluate the jobs is;

- A. It is an expensive method
- B. Only beneficial for small organizations
- C. Maximum probability of biasness
- D. Not useful when jobs are different

Q20. Which of the following measurement methods rates employee performance? relative to other employees?

- A. Graphic rating scale
- B. Comparative method
- C. Essay method
- D. Critical incident method

Q1. HRM is associated with the management of;

- A. General people
- B. Financial resources
- C. Organizational people
- D. Community members

Q2. Cost of human resources refers to;

- A. Company profits
- B. Employee shares

C. Salary packages

D. Earned revenues

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Q3. Top level managers require _____ skills the most;

A. Technical

B. Interpersonal

C. Conceptual

D. Mechanical

Q4. Matching the job description with the individuals' qualification is an important aspect of;

A. IS

B. MIS

C. HRIS

D. DBMS

Q5. HR managers are generally the _____ managers;

A. Line

B. Middle

C. Staff

D. Top

Q6. Manufacturing was the main concern of personnel department during;

A. Mechanistic period

B. Catalytic period

C. Organist period

D. Strategic period

Q7. SWOT Analysis is a tool for;

A. Determining organization's mission

B. Developing organizational goals

C. Formulating strategies

D. Environmental scanning

Q8. Jobs are identified & grouped while;

A. Planning

B. Organizing

C. Leading

D. Controlling

Q9. According to the Hawthorne studies, the productivity of employees;

- A. Increased by increasing light
- B. Decreased by decreasing light
- C. Increased by observing them
- D. No change in their productivity

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Q10. Organizational goals should be;

- A. Achievable
- B. Ambiguous
- C. Random
- D. Vague

Q11. Which one of the following is **NOT** the source of workforce diversity?

- A. Age
- B. Gender
- C. Education
- D. Resentment

Q12. To anticipate the human resource needs of the organization based on some previous data or managerial judgment is known as;

- A. Demand forecasting
- B. Supplies forecasting
- C. Financial forecasting
- D. Sales forecasting

Q13. The thorough & detailed study regarding jobs within an organization is represented by;

- A. Job analysis
- B. Job description
- C. Job specification
- D. Job evaluation

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Q14. A practice used by companies to assign their costly activities to outside providers,

(for the purpose of cost saving), rather than completing it internally is called;

- A. Planning
- B. Decentralization
- C. Restructuring
- D. Outsourcing

Q15. Organizational behavior depicts the;

A. Jargons used within the organization

B. Collective behavior of an organization

C. Effect of society's common behavior on an organization

D. Culture prevails in an organization

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Q16. Leaders perform;

A. Decisional roles

B. Informal roles

C. Informational roles

D. Interpersonal roles

Q17. Organizations take inputs from its;

A. Rules & Policies

B. Internal Environment

C. External Environment

D. Legislations

Q18. As organizational activities are interrelated, it is said to be;

A. A closed system

B. An isolated system

C. An open system

D. A clogged system

Q19. Management sciences department is one of the _____ of the VU;

A. System

B. Subsystem

C. Board

D. Structure

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Q20. Shifting from manual to computerized system is resulted due to;

A. Workforce diversity

B. Technological advancement

C. Stake holder's involvement

D. Globalization

1. _____ is the process of acquiring, training, appraising and compensating employees, attending to their labor relations, health and safety and fairness concerns.

a. Labor Relations

- b. Organizational Behavior
 - c. Human Resource Management
 - d. Organizational Health and Safety Management
2. Which of these refers to the temporary, part-time and self-employed workers?
- a. Internal labor force
 - b. Contingent work force
 - c. High-performance work systems
 - d. Downsized employees
3. Which basic function of management includes delegating authority to subordinates and establishing channels of communication?
- a. Planning
 - b. Organizing
 - c. Leading
 - d. Staffing
4. Over the past 25 years, all of these areas of legal environment have influenced HRM except:
- a. Equal employment opportunity legislation
 - b. Employees pay and benefits
 - c. Employee competition legislation
 - d. Job security
5. One of the most popular methods of increasing employee responsibility and control is _____.
- a. Outsourcing
 - b. "Military model" of management
 - c. HRIS
 - d. Work teams
6. Which of these is a major dimension of HRM practices contributing to company competitiveness?
- a. Compensating human resources
 - b. Acquiring and preparing human resources
 - c. Managing the human resource environment
 - d. All of the given options
7. How has technology changed HRM practices?

- a. Recruiting using the web generates smaller, more focused applicant pools.
 - b. Employee training is offered through scheduled classes rather than on demand.
 - c. Electronic resumes take less time to evaluate than paper resumes.
 - d. None of the given options.
8. How do companies facilitate workforce diversity?
- a. Rely on external support systems for minority workers.
 - b. Encourage employees to challenge the beliefs and values of other employees.
 - c. Build in accountability through surveys and audits.
 - d. Reinforce traditional values.
9. Employee involvement requires extensive additional HRM activity in which of these areas?
- a. Training
 - b. Benefits
 - c. Labor negotiation
 - d. Marketing
10. Managers who meet designated goals are _____.
- a. Assertive
 - b. Efficient
 - c. Effective
 - d. Entitled
11. David conducts new employee orientation for a large organization. His work is within which basic HRM function?
- a. Management
 - b. Motivation
 - c. Career planning
 - d. Training and development
12. Employee relations specialists are involved in which of these activities?
- a. Handling employee complaints
 - b. Working with position control specialists in compensation
 - c. Negotiating benefits packages
 - d. Coordinating interview schedules

13.The father of scientific management is _____.

- a. Deming
- b. Burns
- c. Taylor
- d. Hawthorne

14.A large organization is an EEO employer with an affirmative action plan.
Which of these activities is performed as part of the plan?

- a. All job applicants must have a recommendation from current or past employee
- b. Insurance premiums from former employers of all applicants are analyzed
- c. Job requirements are determined based on skills, knowledge and abilities
- d. Job announcements are posted on the company bulletin board

15.Which of these items would be in the highest security category of a typical HRIS?

- a. Employee name
- b. Former employers
- c. Salary
- d. Work location

16.Which of these decreases in the labor supply is the easiest to predict?

- a. Transfers-in
- b. Retirements
- c. Voluntary quits
- d. Prolonged illnesses

17.Wal-Mart differentiates its business by offering the lowest prices.
Offering the lowest prices is Wal-Mart's _____.

- a. Functional strategy
- b. Competitive advantage
- c. Distinctive competence
- d. Corporate strategy

18._____ is the process of assessing progress toward strategic goals and taking corrective action as needed.

- a. Strategic management
- b. Strategic planning

- c. Strategic control
- d. Diversification

19. _____ is the right to make decisions, to direct the work of others and to give orders.

- a. Leadership
- b. Authority
- c. Delegation
- d. Management

20. Which of the following is considered a qualitative approach to job analysis?

- a. Position analysis questionnaire
- b. Interviews
- c. Department of Labor approach
- d. Functional job analysis

21. Which of the following personality characteristics are associated with people who are likely to exhibit violent behavior on the job?

- a. Neurotic
- b. Optimistic
- c. Extraverted
- d. Type A

22. Which of these suggestions is an effective way to deal with stress?

- a. Meditation
- b. Exercise
- c. Talking with others
- d. All of the given options

23. In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?

- a. Chief executive officer
- b. Chief safety officer
- c. Occupational safety and health officer
- d. Chief operations officer

24. Who distinguished between intrinsic motivation and extrinsic motivation?

- a. Frederick Taylor
- b. Frederick Herzberg
- c. David McClelland
- d. Edward Deci**

25. Which of the following is categorized as an indirect payment portion of employee compensation?

- a. Wages
- b. Salaries
- c. Employer-paid insurance**
- d. Commissions

26. Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?

- a. Family relationships
- b. Work performance
- c. Your attention to safety
- d. All of the given options**

27. Unemployment benefits are typically about _____ percent of a person's earnings and last for _____.

- a. 50; 26 weeks**
- b. 75; 1 year
- c. 100; 2 years
- d. 25; 4 weeks

28. Unsafe acts can be reduced through all of the following methods except:

- a. Job rotation**
- b. Screening
- c. Training
- d. Incentive programs

29. Which of these is the most common type of retirement plan?

- a. Defined benefit**
- b. ERISA

- c. Defined contribution
- d. Money purchase plan

30. Which one of the following statements is correct in relation to monetary rewards in accordance with Herzberg's Two-Factor theory?

- a. Pay increases are a powerful long-term motivator
- b. Inadequate monetary rewards are a powerful dissatisfier**
- c. Monetary rewards are more important than non-monetary rewards
- d. Pay can never be used as a motivator

31. Which pattern of communication is the quickest way to send a message?

- a. The circle
- b. The chain
- c. The Y
- d. The wheel**

32. Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress?

- a. An unhappy marriage
- b. Ongoing money problems
- c. Dissatisfaction with a job
- d. All of the given options**

33. The relative position of an organization's pay incentives compared to other companies in the same industry is known as:

- a. Pay structure
- b. Pay appraisal
- c. Pay level**
- d. Pay feedback

34. Poor quality lateral communication will result in which of the following?

- a. Lack of direction
- b. Lack of coordination**
- c. Lack of delegation
- d. Lack of control

35. Which of the following is a health hazard in the work place?
- a. Uncollected waste paper
 - b. Heavy object
 - c. Frayed crypt
 - d. All of the given options
36. Managers can motivate people to avoid performing dysfunctional behaviors by using:
- I. Extinction
 - II. Punishment
 - III. Negative reinforcement
- a. I, II, III
 - b. I and III
 - c. II and III
 - d. I and II
37. Workers' compensation benefits fall into all of these major categories except:
- a. Medical care
 - b. Retirement benefits
 - c. Disability income
 - d. Death benefits
38. Expectancy theory focuses on the relationships between which three factors?
- a. Needs, effort and persistence
 - b. Needs, performance and inputs
 - c. Inputs, performance and outcomes
 - d. Needs, performance and outcomes
39. A horizontal extension of the object to increase task variety is called:
- a. Job evaluation
 - b. Job enrichment
 - c. Job enlargement
 - d. Job rotation
40. Communication between two members of a project team from

different function, but the same level of authority is _____ communication.

- a. UP ward
- b. Downward
- c. Lateral**
- d. Diagonal

1. One reason for falling union membership in recent years is that _____

- a. Legislation protects workers in a way that was once only offered by the unions**
- b. Unions have been seen as largely ineffectual
- c. Union membership is too expensive
- d. Manufacturers will not hire union members
- e. Union members earn less on average compared to non-union members

2. All of the following types of organizations are covered by the Occupational Safety and Health Act except _____

- a. Federal agencies
- b. Hospitals
- c. Schools
- d. Self-employed persons**
- e. Manufacturing facilities

3. There is fairly strong evidence that traits can predict _____ more accurately than leadership effectiveness

- a. Leadership emergence**
- b. Extraversion in leaders
- c. Leadership awareness
- d. Leadership competence
- e. The conscientiousness of leaders

4. Which one of the following is not implied in the definition of power?

- a. Influence
- b. Potential
- c. Dependency
- d. Actualization**

e. Capacity

5. The conflict-handling intention of accommodating is _____

- a. assertive and uncooperative
- b. assertive and cooperative
- c. unassertive and uncooperative
- d. unassertive and cooperative**
- e. reflective and emotional

6. Which department enforces the standards set out in the Occupational Safety and Health Act?

- a. Department of Health Services
- b. Department of Labor**
- c. Department of Defense
- d. Department of Financial Services
- e. Economic Development Department

7. Family issues, economic problems, and personality characteristics are examples of the _____ factor of potential stress

- a. Social
- b. Environmental
- c. Personnel
- d. Psychological
- e. Personal**

8. The _____ form of union security means that it is up to the workers whether or not they join the union and only those who join must pay dues.

- a. Closed shop
- b. Union shop
- c. Agency shop
- d. Open shop**
- e. Maintenance of agreement

9. The dimension of assertiveness refers to situations _____

- a. in which one party attempts to satisfy his/her own concerns**
- b. in which there is an expression of competition
- c. involving a major behavior change
- d. that lead to conflict

- e. in which one party behaves generously

10. Which of the following benefits could be awarded as workers' compensation?

- a. Cash benefit
- b. Medical services
- c. Time off with pay
- d. Time off without pay
- e. a and b**

1. A system used to acquire, store, manipulate, analyze, retrieve, and distributed information related to the company's human resources is called a(n) _____

- a. HRIS**
- b. Progressive discipline system
- c. IRS
- d. Contingent workforce system

2. Which of these is a major dimension of HRM practices contributing to company competitiveness?

- a. Compensating human resources
- b. Acquiring and preparing human resources
- c. Managing the human resource environment
- d. All of the given options**

3. HRM has primary responsibility for all of these implementation variables except:

- a. Task design
- b. People
- c. Reward systems
- d. Organization structure**

4. Which of these is the process of getting detailed information about jobs?

- a. Job design
- b. Job description
- c. Job analysis**

d. Job skills

5. In which of these steps, the HR manager attempts to ascertain the supply of and demand for various types of human resources?

- a. **Forecasting**
- b. Program implementation
- c. Evaluation
- d. Goal setting

6. Which of these is defined as any practice or activity carried on by the organization with the primary purpose of identifying and attracting potential employees?

- a. A leading indicator analysis
- b. **Recruitment**
- c. Personnel policies
- d. Selection

7. Scientific management was one of the earliest and best-known statements of the _____ approach.

- a. Biological
- b. Motivational
- c. Perceptual-Motor
- d. **Mechanistic**

8. Most HR functions spend very little time on:

- a. **Traditional activities**
- b. Transactional activities
- c. Transformational activities
- d. Day-to-day operational activities

9. Playing the role of _____ requires designing and delivering efficient and effective HR systems, processes, and practices.

- a. Administrative Agent
- b. Change Agent
- c. **Strategic Partner**
- d. Employee Advocate

10. Which of these refers to the degree to which decision-making authority resides at the top of the organizational chart?

- a. Job design
- b. Decentralization
- c. Unity of command
- d. **Centralization**

Q 1. Following are the basic principles or conditions that facilitate learning except

- a. Participation
- b. Relevance
- c. Feedback
- d. **Education**

Q 2. Career Development is:

- a. **A formal approach taken by an organization to help its people acquire the skills and experiences needed to perform current and future jobs.**
- b. An employee's progresses vertically upward in the organization from one specific job to the next.
- c. Both a vertical sequence of jobs and a series of horizontal opportunities.
- d. Self-understanding for future jobs. Then, the person is in a position to establish realistic goals and determine how to achieve these goals.

Q 3. _____ can provide an opportunity for the employee to share in decision making, to learn by watching others, and to investigate specific organizational problems.

- a. Lectures & Seminars
- b. Assistant to Position
- c. **Committee Assignments**
- d. Simulations:

Q 4. _____ is a career-path method recognizing that technical specialists can and should be allowed to continue to contribute their expertise to a company without having become managers.

- a. Demotion
- b. Lateral skill path
- c. **Dual-career path**

d. None of the given options

Training instruction for a small group, which employs such techniques as role-playing or simulation etc. and encounters give and take sessions and problem-solving techniques is called:

- a. Career counseling
- b. Workshop**
- c. Development Plan
- d. On the job training

Q 5. Barriers to career advancement include:

- a. Lack of time
- b. Rigid job specifications
- c. Short-term focus
- d. All of the given options**

Q 6. The basic skills possessed by the individual that are required to give certain performance are termed as:

- a. Ability**
- b. Motivation
- c. Experience
- d. Performance

Q 7. Using the _____ approach, managers evaluate organizational effectiveness.

- a. External resource
- b. Internal systems**
- c. Technical
- d. Systems

Q 8. A career stage in which one begins to search for work and finds a first job is:

- a. Exploration period
- b. Establishment period**
- c. Middle stage
- d. None of the given options

Q 9. Without proper feedback about an employee's effort and its effect on performance, we run the risk of decreasing his/ her _____.

- a. Salary
- b. Experience

- c. **Motivation**
- d. Performance appraisal

QUIZ NO. 4

Marks: 10

1. A process that significantly affects organizational success by having managers and employees work together to set expectations, review results, and reward performance.
 - a) Management by Objectives
 - b) Performance Appraisal
 - c) **Performance Management**
 - d) Organizational Planning
2. _____ is solely responsible for managing individual's career.
 - a) **Individual**
 - b) Team
 - c) Organization
 - d) HR Manager
3. The evaluator uses a list of behavioral descriptions and checks off those behaviors that apply to the employee. This method of appraisal is called
 - a) Forced-Choice Appraisal
 - b) Forced Distribution Appraisal
 - c) **Checklist Appraisal**
 - d) Behaviorally Anchored Rating Scales
4. Any compensation method that ties pay to the quantity or quality of work the person produces is called
 - a) Gain-sharing Plan
 - b) Incentive Plan
 - c) Compensation Plan

d) Pay for performance Plan

5. Employee evaluations are directly affected by a “supervisor’s perceptions of who is believed to be in control of the employee’s performance – the employer or the manager.” This theory is known as

a) Attribution Theory

b) Stereotype

c) Halo Effect

d) None of above options

6. Which has an impact on job pricing and the ultimate determination of an individual's financial compensation?
- a) The Organization
 - b) The Job
 - c) The Employee
 - d) All of the above options**
7. Office environment that contain harmful airborne chemicals, asbestos, or indoor pollution is referred to
- a) Homicide
 - b) Sick Building**
 - c) Green Environment
 - d) Environment pollution
8. Benefits offered to employees reflect many of the trends existing in our
- a) Country
 - b) Environment
 - c) Organization
 - d) Labor Force**
9. Recognition, positive reinforcement and employees' empowerment can be used to avoid the
- a) Turnover**
 - b) Conflict
 - c) Accident
 - d) Frustration
10. Not giving a compliment for a job done very well can cause
- a) Punishment
 - b) Extinction**
 - c) Negative Reinforcement
 - d) De-motivation

QUIZ NO. 6

(Marks: 10)

*Highlight the correct answer from the given options.

- 1) Which is a common law doctrine stating that employers have the right to hire, fire, demote, or promote whomever they choose, unless there is a law or contract to the contrary .
 - a. Management Rights
 - b. Employment at Will
 - c. Statutory Rights
 - d. Contractual Rights
- 2) The ability of one person to influence another is
 - a. Power
 - b. Responsibility
 - c. Authority
 - d. All given options
- 3) The first formal stage of the disciplinary procedure is
 - a. Written Verbal Warning
 - b. Written Warning
 - c. Employee Separation
 - d. Show-Cause Notice
- 4) A worker surplus forecasted results in
 - a. Creative Recruiting
 - b. Special Training Programs
 - c. Reduced Hours
 - d. Succession Planning
- 5) Which theory suggests that a leader should adapt his/her leadership style to the task?
 - a. Path-Goal Leadership Theory
 - b. Vroom-Jago-Yetton Model
 - c. LMX Theory
 - d. The Situational Leadership Model

- 6) To be effective, leaders must provide a _____ that is a general statement of the organization's intended direction that evokes positive emotional feelings in organization members.
- a. Vision
 - b. Mission
 - c. Goal
 - d. Declaration
- 7) These rights Protect employees from discrimination, Safe working conditions, Right to form unions
- a. Statutory Rights
 - b. Contractual Rights
 - c. Employment policies
 - d. Civil Rights
- 8) For simplicity's sake, we can classify the most frequent violations of discipline into _____ categories.
- a. Two
 - b. Three
 - c. Four
 - d. Six
- 9) To Becoming a Leader do all except
- a. Build Your Power Base
 - b. Develop Your Judgment
 - c. Use Your Management Skills
 - d. Do Not Trust Anyone
- 10) A forecasting tool that uses mathematical equations to predict the behavior of one variable on the basis of other known variable/s is known as
- a. Managerial judgment
 - b. Regression analysis
 - c. Trend analysis
 - d. Ratio analysis

Quiz No. 1

Please highlight the correct option.

- Q. 1 All of the following are External Environmental Factors except
- Legal Considerations
 - The Labor Force
 - Customers
 - Corporate Culture
- Q. 2 The people who perform tasks in a wide variety of human resource-related areas are called
- HR Executives
 - HR Generalists
 - HR Specialist
 - All of the given options
- Q. 3 A strategy intended to achieve fair employment by urging employers to hire certain groups of people who were discriminated against in the past is known as
- Fair employment
 - Equal Employment Opportunity (EEO)
 - Affirmative action
 - Employment discrimination
- Q. 4 Generally, the goal setting is a
- Top down process
 - Bottom up process
 - Process of top down support and bottom up development
 - Function of senior management
- Q. 5 Following are the reasons for conducting job analysis except
- Staffing workers
 - Observing workers
 - Training and Development
 - Legal Considerations
- Q. 6 The method that uses the organization's current level of employment as the starting point for determining future staffing needs is
- Zero Based Forecasting

- b. Bottom-Up Approach
- c. Forecasting Human Resource Availability
- d. None of the given options

Q. 7 job analysis can be performed in all of the following ways except

- a. Interviews conducted with departing employees
- b. Analyzing log books
- c. Observing hourly workers
- d. Giving workers checklist to indicate which tasks on the list are performed during job.

Q. 8 What specific activities listed below are part of the organizing function?

- a. Giving each subordinate a specific task
- b. Recruiting prospective employees
- c. Training and developing employees
- d. Developing rules and procedures

Q. 9 _____ are authorized to direct the work of subordinates.

- a. Staff managers
- b. Line managers
- c. Leaders
- d. Advisory board members

Q.10 What tactic will employers likely have to take to fill openings left by retiring employees?

- a. Instituting flexible work hours
- b. Providing elder care
- c. Hiring more women
- d. Rehiring retirees

What is the basic assumption of situational approaches to leadership?

- ▶ Increasing worker job satisfaction through consideration behavior will get leaders the best results
- ▶ Initiating structure for employees by telling them what to do and how to do.
- ▶ The appropriate leadership style varies from one set of circumstances to another (correct)
- ▶ Effective leaders possess certain traits that are situation specific

Lack of success in identifying an effective leadership style generalize-able to all situations led to consideration of situational factors—i.e., any particular style of leadership could be effective depending on the situation.

supplies or raw materials needed to create a product are called:

- ▶ Outputs
- ▶ Investments
- ▶ Processes
- ▶ Inputs (Correct)

Tone of voice, posture and nonverbal facial expressions are examples of which of the following?

- ▶ Body language (Correct)
- ▶ Feelings
- ▶ Formal communication
- ▶ Informal Communication

of the following are advantages of oral communication EXCEPT:

- ▶ It is easy to use
- ▶ It is accurate (Oral)
- ▶ It facilitates feedback
- ▶ It can be done with little preparation

Women tend to use which of the following leadership style?

- ▶ Autocratic
- ▶ Laissez-faire
- ▶ Dictatorial
- ▶ Democratic (Correct)

According to Herzberg's Motivation-Hygiene Theory, which of the following is NOT a motivator?

- ▶ Recognition
- ▶ Responsibility
- ▶ Advancement
- ▶ Status (Correct)

"Employees dislike work, they are lazy, dislike responsibilities and must be coerced to perform". Which of the following best describes this statement?

- ▶ Hygiene Factor Theory
- ▶ Resistance theory
- ▶ Theory X (Correct)
- ▶ Two factors theory

According to Maslow's hierarchy of needs, which needs are predominantly satisfied internally?

- ▶ Safety
- ▶ Esteem (Correct)
- ▶ Physiological
- ▶ social

Which of the following factor is more important for men than women?

- ▶ Opportunity to learn
- ▶ Flexibility
- ▶ Autonomy (Correct)
- ▶ Convenient

Question No: 15 (Marks: 1) - Please choose one

All of the following factors are the most challenging for the managers in today's competitive world EXCEPT:

- ▶ Meet the market demand of products
- ▶ Motivating competitors to do work efficiently
- ▶ Facing the competition
- ▶ Environmental uncertainty (Correct)

Question No: 16 (Marks: 1) - Please choose one

Which of the following organization has a limitless span of control?

- ▶ Learning (Correct)
- ▶ Boundaryless
- ▶ Team
- ▶ Matrix

Question No: 17 (Marks: 1) - Please choose one

A structure that is characterized by narrow span of management and many hierarchical levels is:

- ▶ Tall Structure (correct)
- ▶ Flat Structure
- ▶ Matrix Structure
- ▶ Divisional Structure

Question No: 18 (Marks: 1) - Please choose one

A company would have a characteristic of a mechanistic organization if:

- ▶ It contained cross-functional teams
- ▶ It had narrow spans of control (Correct)
- ▶ There is low formalization

- ▶ There is a free flow of information

Question No: 19 (Marks: 1) - Please choose one

Which of the following processes allows lower level employees to be involved in decision-making?

- ▶ Departmentalization
- ▶ Unity of command
- ▶ Span of control
- ▶ Decentralization (Correct)

Question No: 20 (Marks: 1) - Please choose one

Identify the organizational design process which has a potential weakness that, managers will not be able to provide necessary leadership and support?

- ▶ Span of control
- ▶ Decentralization (Correct)
- ▶ Departmentalization
- ▶ Chain of command

Question No: 21 (Marks: 1) - Please choose one

An organization that wants to be more responsive to changes in its environment, especially to customers, is likely to have which kind of organization structure?

- ▶ Decentralized
- ▶ Very formal and rule oriented
- ▶ Highly centralized
- ▶ Mechanistic (Correct)

Question No: 22 (Marks: 1) - Please choose one

Employees with more training and experience are able to work with less direct supervision which is the characteristics of which of the following?

- ▶ Wide span of control and a flatter organization
- ▶ Violates Fayol's principle of chain of command
- ▶ A highly centralized organization
- ▶ Very narrow span of control and more levels of managers

(Correct)

Question No: 23 (Marks: 1) - Please choose one

Explicit job descriptions and clearly defined procedures are part of which of the following organizational design process?

- ▶ Formalized (Correct)
- ▶ Process
- ▶ Centralized
- ▶ Functional

Question No: 24 (Marks: 1) - Please choose one

The accounting department in an organization is an example of which of the following?

- ▶ Product departmentalization
- ▶ Customer departmentalization
- ▶ Functional departmentalization (Correct)
- ▶ Geographical departmentalization

Question No: 25 (Marks: 1) - Please choose one

In BCG matrix which of the following businesses have a large share of a market that are not expected to grow substantially?

- ▶ Dogs
- ▶ Question mark
- ▶ Star
- ▶ Cash cow (Correct)

Question No: 26 (Marks: 1) - Please choose one

A strategy in which an organization seeks to distinguish itself from competitors through the quality of its products or services is called:

- ▶ Deliberate strategy
- ▶ Differentiation strategy
- ▶ Emergent strategy
- ▶ Focus Strategy (Correct)

Question No: 27 (Marks: 1) - Please choose one

ABC Company is in the process of buying a smaller competitor and incorporating that company's resources into his business. This is an example of which of the following types of strategies?

- ▶ Merger
- ▶ Stability
- ▶ Retrenchment
- ▶ Acquisition (Correct)

Question No: 28 (Marks: 1) - Please choose one

Which one of the following is a strength of MBO?

- ▶ Overemphasis of quantitative goals
- ▶ Requires training of employees (Correct)
- ▶ Clarify priorities and expectation
- ▶ Tends to falter without strong commitment

Question No: 29 (Marks: 1) - Please choose one

Most managers believe that if an MBO (management by objective)

program is to be successful, it must start at:

- ▶ Non-managerial level
- ▶ Top Level
- ▶ Middle level (Correct)
- ▶ Lower level

Question No: 30 (Marks: 1) - Please choose one

Organizations that exploit their distinctive competencies often attain above normal economic performance and obtain which of the following?

- ▶ Distinctive competencies
- ▶ Common strength
- ▶ Competitive edge (Correct)
- ▶ Competitive parity

Question No: 31 (Marks: 1) - Please choose one

Which of the following is a strategy that promotes a superior alignment between the organization and its environment and the achievement of strategic goals?

- ▶ Effective strategy
- ▶ Scope
- ▶ Emergent strategy (Correct)
- ▶ Deliberate strategy

Question No: 32 (Marks: 1) - Please choose one

Sony Recently set a goal of reducing its reliance on the consumer electronics market. Manager believes that the volatile nature of market made reliance too risky. It comes under which of the following goals?

- ▶ Strategic goal (Correct)
- ▶ Operational goal
- ▶ Tactical goal
- ▶ Personal goal

Question No: 33 (Marks: 1) - Please choose one

Mission Statement of Hoover Universal Inc is:

“Hoover universal is a diversified multi-industry corporation with strong manufacturing capabilities, entrepreneurial policies and individual business unit autonomy”

This statement shows which of the following attributes of mission statement?

- ▶ Customers
- ▶ Location
- ▶ Self concept

- ▶ Desired public image (Correct)

Question No: 34 (Marks: 1) - Please choose one
Competitor intelligence allows managers to do which of the following?

- ▶ React to competitor actions
- ▶ Cut cost below the competition
- ▶ Increase market diversification (correct)
- ▶ Predict competitor actions

Question No: 35 (Marks: 1) - Please choose one
Tactical and strategic plans differ in all of the following ways EXCEPT:

- ▶ Time frame
- ▶ Scope
- ▶ Known set of organizational objectives
- ▶ Environmental effects (correct)

Question No: 36 (Marks: 1) - Please choose one
A single use plan of less scope and complexity which may be a part of broader program or may be a self contained plan is called:

- ▶ A Program
- ▶ A project (Correct)
- ▶ A policy
- ▶ A rule

Question No: 37 (Marks: 1) - Please choose one
When a manager evaluates alternatives, selects it and then goes on to other problems without considering the remaining rational alternatives, it is known as:

- ▶ Optimizing
- ▶ Satisficing
- ▶ Bounded Rationality (Correct)
- ▶ Rational decision-making

Question No: 38 (Marks: 1) - Please choose one
Suppose you need a subject to take in order to graduate. There are five different courses you could take. You call one friend and on the basis of her excellent experiences in mathematics, you choose it. Which of the following would best describe this situation?

- ▶ Bounded rationality
- ▶ Unbounded rationality
- ▶ Escalation of commitment
- ▶ Rational decision-making (Correct)

Question No: 39 (Marks: 1) - Please choose one

Only employees with top-secret clearance may enter the sealed room, is an example of which of the following?

- ▶ Rule (Correct)
- ▶ Procedure
- ▶ Policy
- ▶ Plan

Question No: 40 (Marks: 1) - Please choose one

"Whenever possible, we promote from within" is an example of which of the following?

- ▶ Rule
- ▶ Procedure (Correct)
- ▶ Policy
- ▶ Plan

Question No: 41 (Marks: 1) - Please choose one

Once a manager has identified a problem, the next step would be the identification of:

- ▶ Discrepancies (Correct)
- ▶ Decision criteria
- ▶ Scenarios
- ▶ Factor weights

Question No: 42 (Marks: 1) - Please choose one

In decision making process, ideas should be evaluated on the basis of:

- ▶ Acceptability (Correct)
- ▶ Durability
- ▶ Accountability
- ▶ Liability

Question No: 43 (Marks: 1) - Please choose one

All of the following are the assumptions of rational decision making EXCEPT:

- ▶ Alternatives are known
- ▶ Possible outcomes known
- ▶ Optimal decision is possible
- ▶ Information is unknown (Correct)

Question No: 44 (Marks: 1) - Please choose one

The choice of alternative is influenced by the limited amount of information available to the decision maker and by the psychological orientation of the decision maker under the conditions of:

- ▶ Certainty
- ▶ Uncertainty
- ▶ Risk
- ▶ Intuition (Correct)

Question No: 45 (Marks: 1) - Please choose one

All of the following are Dimensions of organizational culture EXCEPT:

- ▶ Innovation
- ▶ Aggressiveness
- ▶ Stability
- ▶ Customer orientation (Correct)

Question No: 46 (Marks: 1) - Please choose one

Which of the following is called an input to a system?

- ▶ Human (correct)
- ▶ Products
- ▶ Services
- ▶ Employee behavior

Question No: 47 (Marks: 1) - Please choose one

Group of studies that was conducted at Western Electric's during 1920 and 1930 are called:

- ▶ Social studies
- ▶ Moral studies
- ▶ Ethical studies
- ▶ Hawthorne studies (Correct)

Question No: 48 (Marks: 1) - Please choose one

Which of the following is NOT one of Fredrick Taylor's four

principles of management?

- ▶ Avoid cooperation with workers (Correct)
- ▶ Scientifically select and then train workers
- ▶ Divide work and responsibility
- ▶ Study tasks scientifically and develop best method to perform

it

Question No: 49 (Marks: 1) - Please choose one

Which of the following theory describes that effective group performance depends on the proper match between the leader's style of interacting with employees and the degree to which the situation gives control and influence to the leader?

- ▶ Fiedler's contingency model
- ▶ Path-goal theory (Correct)
- ▶ Hersey and Blanchard's model
- ▶ The Ohio State studies

Question No: 50 (Marks: 1) - Please choose one

A leader who emphasizes the technical aspects of the job and is concerned with accomplishing the group's tasks is said to be _____ according to the University of Michigan studies.

- ▶ Employee-oriented
- ▶ Initiating
- ▶ Considerate
- ▶ Production-oriented

While developing laws, management should be able to:

- ▶ Implement laws by force
- ▶ Modify as per requirement
- ▶ Defend their decisions
- ▶ Easily convey among employees confirmed

Question No: 10 (Marks: 1) - Please choose one

GHOSIA BUILDERS is a construction company; construct official & residential buildings, you are appointed to evaluate the performance of its employees, what method you will select for their evaluation?

- ▶ Project based method
- ▶ Focal point method
- ▶ Anniversary method
- ▶ Base timings method

Question No: 12 (Marks: 1) - Please choose one

Grouping of different jobs having similar job responsibilities & duties is called:

- ▶ Classes
- ▶ Grades

- ▶ Scales
- ▶ Roles

Question No: 13 (Marks: 1) - Please choose one

According to which of the following appraisal method, a set of compensable aspects are identified for determining the job worth?

- ▶ Essay method
- ▶ **Ranking method**
- ▶ Classification method
- ▶ Factor comparison method

Question No: 17 (Marks: 1) - Please choose one

Which one of the following is an example of downward communication?

- ▶ Birthday parties & official dinners
- ▶ Customers' responses through telephone calls
- ▶ **Monthly performance discussion meetings (confirmed)**
- ▶ Company's prospectus for stakeholders

The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:

- ▶ **Organizational development** not confirmed
- ▶ Career management
- ▶ Career development
- ▶ Career planning

Which performance appraisal technique lists the traits and a range of performance?

- ▶ **Paired comparison**
- ▶ Management by objective
- ▶ Alternation ranking
- ▶ Graphic rating scale

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FINALTERM EXAMINATION

Spring 2009

MGT501- Human Resource Management (Session - 4)

Ref No: 858690

Time: 120 min

Question No: 1 (Marks: 1) - Please choose one

Which of the following is said to be the main focus of Organization Behavior?

- ▶ How to become more effective in society
- ▶ **How to best utilize human resource**
- ▶ How to become environmental friendly
- ▶ How to become a market leader

Question No: 2 (Marks: 1) - Please choose one

In order to ensure better compensation & salary packages for employees, organization should develop:

- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation
- ▶ **All of the given options**

Question No: 3 (Marks: 1) - Please choose one

What could be the effect of HRIS on organizational cost?

- ▶ Cost remains unchanged
- ▶ Minimize manufacturing cost
- ▶ Maximize manufacturing cost
- ▶ Minimize administrative cost

Question No: 4 (Marks: 1) - Please choose one

The specific means used to attract potential candidates is referred as:

- ▶ Selection
- ▶ **Recruitment**
- ▶ HR planning
- ▶ Staffing

Question No: 5 (Marks: 1) - Please choose one

Successful managers are:

- ▶ **Efficient & effective**
- ▶ Goal achievers
- ▶ Strict to employees
- ▶ Policy makers

Question No: 6 (Marks: 1) - Please choose one

Jobs are identified & grouped during which of the following managerial function?

- ▶ Planning
- ▶ **Organizing**
- ▶ Leading
- ▶ Controlling

FINAL TERM EXAMINATION
Fall 2008

MGT501- Human Resource Management (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

While downsizing, organizations sometimes reduce the number of its employees by offering early retirements because:

- ▶ HR requirement is less than existing number of employees
- ▶ HR requirement is greater than the existing number of employees
- ▶ Company's cost in terms of employee compensation can be saved
- ▶ **Organizations can be more efficient by this action of management (correct)**

Question No: 2 (Marks: 1) - Please choose one

Which of the following can be an alternative decision to employee termination?

- ▶ Demotion
- ▶ Retirement
- ▶ Resignation
- ▶ **Lay-off (Correct)**

Question No: 3 (Marks: 1) - Please choose one

If the time between violation & the respective penalty implementation lengthens, the impact of the disciplinary action will:

- ▶ **Be exceeded (Correct)**
- ▶ Remain the same
- ▶ Become invisible
- ▶ Be reduced

Question No: 4 (Marks: 1) - Please choose one

Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

- ▶ **Manager only (Correct)**
- ▶ Charismatic leader
- ▶ Leader only
- ▶ Leader & manager at the same time

Question No: 5 (Marks: 1) - Please choose one

What sort of relationship exists between 'negative-reinforcement' & 'punishment'?

- ▶ Both are similar concepts
- ▶ **Punishment leads to negative-reinforcement (Correct)**
- ▶ Negative-reinforcement leads to punishment
- ▶ Both leads to similar consequences

Question No: 6 (Marks: 1) - Please choose one

'Federal law' requiring employers to give 60 days notice prior to plant closing or major layoff, as stated by:

- ▶ **Statutory right of employees (Correct)**
- ▶ Employer itself
- ▶ Due process by an employer
- ▶ Union recommendations

Question No: 7 (Marks: 1) - Please choose one

Which of the following facilitates the employer to hire, fire, demote or promote anyone, in the absence of any legal obligation?

- ▶ Discrimination law
- ▶ **Employment at will (Correct)**
- ▶ Affirmative action
- ▶ Equal employment opportunity

Question No: 8 (Marks: 1) - Please choose one

'Honda Pakistan', implemented a safety & health program for its employees after consulting experts and management in the organization. But, no reduction in the accidents or injuries is observed. Identify a reason which is least possible to the failure of this Safety & Health program?

- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Company is not considering inputs of employees regarding safety decisions
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Safety & health program is not communicated properly to all employees
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ **Proper safety & health training has not been provided to the employees (Correct)**
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Proper budget is not allocated to safety and health program as required

Question No: 9 (Marks: 1) - Please choose one

Which one of the following is NOT included in the content of 'Employee Handbook'?

- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Fringe benefits
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Safety procedures
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ **Financial statements (Correct)**
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Job duties

Question No: 10 (Marks: 1) - Please choose one

"Accounting staff of a EFU General Insurance ltd, share information of different departments to assist in preparing the annual budget on a consistent basis". Which type of communication it is?

- [illegible]

Question No: 11 (Marks: 1) - Please choose one

Under a strong union influence, the union members demanded the salary increment as per the rate of increase in inflation. As an HR manager what will be your initial step?

- ☐ ☐ ☐ ☐ ☐ ☐ ☒ Rejecting the request as it is unnecessary
- ☐ ☐ ☐ ☐ ☐ ☐ ☒ Approving the demand immediately
- ☐ ☐ ☐ ☐ ☐ ☐ ☒ Asking union to make a contract
- ☐ ☐ ☐ ☐ ☐ ☐ ☒ **Arranging negotiation to discuss the issue (Correct)**

Question No: 12 (Marks: 1) - Please choose one

According to which of the following view, "conflict is bad and should be avoided"?

- ☒ Behavioral view (**Correct**)
☐ Traditional View
☐ Human Relations View
☐ Interactionist View

Question No: 13 (Marks: 1) - Please choose one

If the political behavior is motivated by self-serving interests without taking into account the goals of the organization, the move would be considered as:

- ☐ ☐ ☐ ☐ ☐ ☒ Ethical
- ☐ ☐ ☐ ☐ ☐ ☒ Neutral
- ☐ ☐ ☐ ☐ ☐ ☒ **Unethical (Correct)**
- ☐ ☐ ☐ ☐ ☐ ☐ Intense

Question No: 14 (Marks: 1) - Please choose one

Legitimate power includes which of the following?

- ☐ ☐ ☐ ☐ ☐ ☐ ☒ **Acceptance of authority by organizational members (Correct)**
- ☐ ☐ ☐ ☐ ☐ ☐ ☐ Limited ability to reward employees
- ☐ ☐ ☐ ☐ ☐ ☐ ☐ Ability to only punish employees
- ☐ ☐ ☐ ☐ ☐ ☐ ☐ Limited control of company's physical resources

Question No: 15 (Marks: 1) - Please choose one

A power base that depends on fear comes under which of the following category of power?

- ☐ Reward power
- ☒ Coercive power (Correct)
- ☐ Referent power
- ☐ Legitimate power

Question No: 16 (Marks: 1) - Please choose one

Which of the following is NOT included in time-off benefits?

- ☐ On-the-job breaks
- ☐ Annual holidays
- ☒ **Flexi time (Correct)**
- ☐ Paid leaves

Question No: 17 (Marks: 1) - Please choose one

Ali was working as MTO in ABL & getting the package of Rs.20,000, few weeks ago he resigned from ABL & joined HBL which is offering him Rs.30,000 at the same post of MTO. In this situation HBL is adopting the _____ pay strategy.

- ☒ **Above market rate (Correct)**
- ☐ Below market rate
- ☐ At market rate
- ☐ All of the given options

Question No: 18 (Marks: 1) - Please choose one

What type of pay plan is being used when workers are paid a sum for each unit they produce?

- ☐ Base pay
- ☒ **Competency-based pay (Correct)**
- ☐ Bonus pay
- ☐ Piecework pay

Question No: 19 (Marks: 1) - Please choose one

To make the 'Ranking Method' of job evaluation more effective:

- ☐ Perform performance appraisals on regular basis
- ☐ Train employees prior to appraisals
- ☐ Develop high compensation packages
- ☒ **Clearly define job description initially (Correct)**

Question No: 20 (Marks: 1) - Please choose one

Miss. Fouzia wants to excel herself in the banking field by clearing the IBP Superior Qualification (ISQ) examination. But her current job's strict timings do not allow her to fulfill her plans. To address this problem, the bank could help her by:

- ☐ Providing her with a career coach
- ☐ Encouraging her to join a career success team
- ☒ **Facilitating her with flexible working hours (Correct)**
- ☐ Suggesting her a better occupation to adopt

Question No: 21 (Marks: 1) - Please choose one

Which of the following is part of a manager's role in the career development of an employee?

- ☐ Communicating the mission, policies and procedures
- ☐ Utilizing career development opportunities

- ▶ Participating in career development discussions
- ▶ **Establishing goals and career plans (Correct)**

Question No: 22 (Marks: 1) - Please choose one

Which of the following plays a role in assessing interests, seeking out career information and utilizing development opportunities in career development?

- ▶ Individual
- ▶ **Manager (Correct)**
- ▶ Supervisor
- ▶ Company

Question No: 23 (Marks: 1) - Please choose one

The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:

- ▶ Organizational development
- ▶ **Career management (Correct)**
- ▶ Career development
- ▶ Career planning

Question No: 24 (Marks: 1) - Please choose one

How do compensation and benefits with a career development focus differ from compensation and benefits with a traditional focus?

- ▶ Employee's productivity is rewarded
- ▶ Employee's efficiency is rewarded
- ▶ Enhancement in abilities is rewarded
- ▶ **All of the given options (Correct)**

Question No: 25 (Marks: 1) - Please choose one

Amjad has reached the age of full retirement, but he still wants to continue his job. Moreover, organization has not yet found any replacement to him. In such situation Amjad should pursue:

- ▶ Counseling to utilize his leisure time
- ▶ Search careers outside the company
- ▶ Psychological counseling to prepare for retirement
- ▶ **Extension of current job within company (Correct)**

Question No: 26 (Marks: 1) - Please choose one

Which of the given objective is mainly focused during pre-retirement educational programs?

- ▶ Improve job satisfaction among senior staff
- ▶ Enhance employee performances through such concerns
- ▶ **Prepare employees for their upcoming retired life (Correct)**
- ▶ Minimize medical claims from retirees

Question No: 27 (Marks: 1) - Please choose one

During which stage of socialization, employees successfully internalize the organizational norms & beliefs?

- ▶ Pre-arrival stage
- ▶ Encounter stage
- ▶ **Metamorphosis stage (Correct)**
- ▶ Post-retirement stage

Question No: 28 (Marks: 1) - Please choose one

During which of the following interview, an interviewer asks probing and open-ended questions?

- ▶ Structured interview
- ▶ **Unstructured interview (Correct)**
- ▶ Formal interview
- ▶ Planned interview

Question No: 29 (Marks: 1) - Please choose one

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

- ▶ Selection
- ▶ **Recruitment (Correct)**
- ▶ Staffing
- ▶ Enrollment

Question No: 30 (Marks: 1) - Please choose one

Which of the following is a force by which personality traits (expertise) affects others' behavior?

- ▶ Power
- ▶ **Influence (Correct)**
- ▶ Authority
- ▶ Command

Question No: 31 (Marks: 1) - Please choose one

Which of the following practice involves the selling off portions of the company and making severe staff reductions?

- ▶ Redesigning
- ▶ **Restructuring (Correct)**
- ▶ Organizational designing
- ▶ Reengineering

Question No: 32 (Marks: 1) - Please choose one

People can be more productive while working in:

- ▶ Isolation
- ▶ **Groups (Correct)**
- ▶ Crowd
- ▶ None of the given options

Question No: 33 (Marks: 1) - Please choose one

The MOST common reason that an expatriate fails at an international assignment is _____.

- ▶ Incompetency
- ▶ Technical demands of the job
- ▶ Expense
- ▶ **Family pressures (Correct)**

Question No: 34 (Marks: 1) - Please choose one

Previous company records & customer satisfaction surveys may serve as a source for:

- ▶ **Cultivating learning culture within the organization (Correct)**
- ▶ Determining deficiencies that require training
- ▶ Developing career development plans for employees
- ▶ Identifying training outcomes through evaluation

Question No: 35 (Marks: 1) - Please choose one

The best hiring occurs when the goals of which of the following should consistent to each other?

- ▶ HR managers, Finance managers
- ▶ Head office, Branch
- ▶ **Organization, Individual (Correct)**
- ▶ Lower managers, Top managers

Question No: 36 (Marks: 1) - Please choose one

Which one of the following is NOT the advantage of Workforce Diversity?

- ▶ Multiple perspectives
- ▶ Greater openness to new ideas
- ▶ Increased creativity and flexibility
- ▶ **Decreased problem-solving skills (Correct)**

Question No: 37 (Marks: 1) - Please choose one

Due to which of the following reason, subordinates may feel dissatisfied with their appraisal interviews?

- ▶ **They feel threatened during the interview (Correct)**
- ▶ They can influence the course of the interview
- ▶ Constructive interviewer is conducting the interview
- ▶ Their poor performance is being highlighted

Question No: 38 (Marks: 1) - Please choose one

Which of the given solution served as the best one for reducing the problem of central tendency in performance appraisals?

- ▶ Rank employees
- ▶ **Train supervisors to avoid it (Correct)**
- ▶ Impose a distribution for performance
- ▶ Consider the purpose of the appraisal

Question No: 39 (Marks: 1) - Please choose one

Some supervisors, when filling in rating scales, tend to avoid the highs and lows on the scale and rate most people in the middle. This type of evaluation is said to be effected by:

- ▶ Stereotyping
- ▶ **Central tendency (Correct)**
- ▶ Strictness
- ▶ Leniency

Question No: 40 (Marks: 1) - Please choose one

“Ongoing process of managing & evaluating both the behavior & outcomes in the workplace” is known as:

- ▶ Training & development
- ▶ **Performance appraisal (Correct)**
- ▶ Compensation management
- ▶ Job analysis

Question No: 41 (Marks: 1) - Please choose one

Employees' routine working is now being monitored through computers electronically; this trend has affected the Performance Appraisal (PA) system in which of the following manner?

- ▶ Development of PA on more frequent basis
- ▶ Enhanced importance of PA for employees
- ▶ PA have became more accurate & efficient one
- ▶ **Human involvement is completely removed (Correct)**

Question No: 42 (Marks: 1) - Please choose one

By what means, organizations show concerns for their employees and earn their commitment?

- ▶ Solely ensuring job security of employees
- ▶ **Provide career development opportunities (Correct)**
- ▶ Promise after retirement incentives only
- ▶ Offer stock options limited to senior employees

Question No: 43 (Marks: 1) - Please choose one

The frequency of conducting the performance appraisal depends on:

- ▶ Environmental challenges
- ▶ Training sessions

- ▶ Job analysis
- ▶ **Organizational policies (Correct)**

Question No: 44 (Marks: 1) - Please choose one

Evaluation method generally adopted by most of the educational institutes to evaluate the students' academic performance is:

- ▶ **Project based method (Correct)**
- ▶ Focal point method
- ▶ Anniversary method
- ▶ Base timings method

Question No: 45 (Marks: 1) - Please choose one

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

- ▶ Scientific approach
- ▶ Rational approach
- ▶ Human relations approach
- ▶ **Systematic approach (Correct)**

Question No: 46 (Marks: 1) - Please choose one

In Hawthorne studies which decisive factor was used in the variation of the workers' performance?

- ▶ Safety measures
- ▶ Health condition
- ▶ Light variation
- ▶ Salary bonuses

Question No: 47 (Marks: 1) - Please choose one

Which of the following signifies a term "Task" as a component of an organization?

- ▶ Organizational HR
- ▶ Organizational hierarchy
- ▶ **Mechanical process (Correct)**
- ▶ Existence purpose

Existence purpose

Question No: 48 (Marks: 1) - Please choose one

Which of the following abilities are categorized as the Technical skill of an individual?

- ▶ Judgment & creativity
- ▶ Analysis & communication
- ▶ **Knowledge & proficiency (Correct)**
- ▶ Innovation & advancement

Question No: 49 (Marks: 1) - Please choose one

Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:

- ▶ Equal employment opportunity
- ▶ **Affirmative action (Correct)**
- ▶ HR planning
- ▶ Litigation process

Question No: 50 (Marks: 1) - Please choose one

The cognitive component consists of a person's:

- ▶ Emotions
- ▶ **Knowledge (Correct)**
- ▶ Attitude
- ▶ Feelings

Question No: 51 (Marks: 5)

Yousaf has beaten his fellow employee for which his manager has dismissed him. Evaluate manager's response in terms of ethical application of power.

Answer:

No employee is supposed to get physical with any of the colleagues. Manager's decision was the extreme as he could have brought both employees together and tried to know the problem between them. I see this move as an unethical act by the manager.

Question No: 52 (Marks: 10)

What measures should be taken to limitize the union membership by employees? Explain each in detail.

Answer:

Question No: 53 (Marks: 10)

When do organizational people indulged themselves in organizational politics? Discuss any five factors in detail.

Answer:

Organizational politics are actions that allow people in organizations to attain goals without going through ceremonial channels. Whether political activities help or hurt the organization depends on whether the person's goals are steady with the organization's goals. In the impartial model of organizations, people are assumed to manage sensibly, based on clear information and well-defined goals.

There are few factors that result in political activities in an organization and are explained as under.

1. **Changes in Leadership** which changes conventional associations and processes can create an opportunity for increased political behavior.
2. **Changes in Coordination and integration** of organizational activities used to achieve common goals can also lead to an increase in political behavior.
3. **Changes in any of the five contextual forces, i.e.** environment, technology, strategy, culture, and structure, can generate uncertainty over resource allocation, leading to an increase in political behavior.
4. **Blame & Integration.** Blaming and attacking others to deflect attention from one's mistakes and using ingratiating behavior to gain favor are unethical and negative types of political actions.
5. **Building Relationship.** People develop relationships through coalitions, grouping, networks, and accommodating managerial linkages. Coalitions are relationships formed over specific issues. Alliances are general agreements of support among different individuals and groups; and networks are broad, loose support systems. Relationship building can either help or harm the organization.

Question No: 54 (Marks: 10)

In order to get advantage of each method, will it be a sensible decision to simultaneously apply all the four methods of job evaluation?

Answer:

Four methods of Job evaluation

1. **Ranking Method:** Raters examine the description of each job being evaluated and assemble the jobs according to their value to the corporation. This technique requires a team characteristically composed of both management and employee delegate to arrange job in a simple rank order from uppermost to lowest. The most noticeable restraint to the ranking method is its utter lack of ability to be managed when there are a large number of jobs.
2. **Classification Method:** A job evaluation method by which a number of classes or ratings are defined to explain a group of jobs is known as categorization method. The classifications are created by identifying some common denominator skills, knowledge, and responsibilities with the desired goal being the criterion of a number of distinctive classes or grades of jobs.
3. **Factor Comparison Method** Raters need not keep the entire job in mind as they evaluate instead, they make decisions on separate phases, or issues, of the job. A basic fundamental hypothesis is that there are five universal job factors: (1) Mental Requirements (2) Skills (3) Physical Requirements (4) Responsibilities 5) Working Conditions.
4. **Point Method:** Raters assign numerical values to specific job components, and the sum of these values provides a quantitative appraisal of a job's relative significance. The point method requires selection of job factors according to the nature of the specific group of jobs being evaluated. After determining the group of jobs to be studied, analysts conduct job analysis and write job descriptions. Next, the analysts select and define the factors to be used in measuring job value and which become the standards used for the evaluation of jobs. Education, experience, job knowledge, mental effort, physical effort, responsibility, and working conditions are examples of factors typically used.

FINALTERM EXAMINATION

Fall 2008

MGT501- Human Resource Management (Session - 1)

Question No: 1 (Marks: 1) - Please choose one

A psychological condition in which a person is put into a deep sleep-like state, while still remaining awake. It can be used to relieve pain & stress is called:

- ▶ **Hypnosis**
- ▶ **Biofeedback**
- ▶ **Transcendental mediation**
- ▶ **Burnout**

Question No: 2 (Marks: 1) - Please choose one

Employees quit the organizations at their own choice through:

- ▶ Outplacement, restructuring
- ▶ Discharging, layoff
- ▶ Transfer, demotion
- ▶ **Resigning, retirement**

Question No: 3 (Marks: 1) - Please choose one

According to which of the following it is better to convince the employees to abide by the company's rules, rather than promptly responding with written or oral warnings to employees?

- ▶ Hot stove rule
- ▶ **Positive discipline**
- ▶ Progressive discipline
- ▶ Implied discipline

Question No: 4 (Marks: 1) - Please choose one

General practice carried out by Mr. Aslam is to encourage the participation of his subordinates while making departmental decisions. He is therefore said to be:

- ▶ Involved in practicing his referent power
- ▶ Involved in practicing legitimate power
- ▶ **Involved in a leadership process**
- ▶ Involved in making efforts to get favors from employees

Question No: 5 (Marks: 1) - Please choose one

The CEO has appointed Amjad to lead the current project as he has the talent to handle critical situations with an ease which enhances the followers' morale as well. He is said to be a successful leader as per:

- ▶ **Leadership Theory**
- ▶ Trait Theory
- ▶ Behavioral Theory
- ▶ Motivational Theory

Question No: 6 (Marks: 1) - Please choose one

Creating conditions for a team to be effective is the responsibility of a(n):

- ▶ **Leader**
- ▶ Employee
- ▶ Organization
- ▶ HR department

Question No: 7 (Marks: 1) - Please choose one

United Nations sent a rescue team in the supervision of Mr. Kim from Geneva to the northern areas of Pakistan affected by the destructive earthquake of 2005. Mr. Kim is a/an:

- ▶ **Parent-country national**
- ▶ Host-country national

- ▶ Third-country national
- ▶ Local-country national

Question No: 8 (Marks: 1) - Please choose one

Employee handbook is a tool used for:

- ▶ **Communicating rules & policies within an organization**
- ▶ Providing information to stakeholders outside the organization
- ▶ Manipulating the competitors with false information
- ▶ Providing information about salary scale only

Question No: 9 (Marks: 1) - Please choose one

Organizational guarantee about the job security is a functional form of:

- ▶ **Statutory law**
- ▶ Contractual law
- ▶ Public policy
- ▶ Management rights

Question No: 10 (Marks: 1) - Please choose one

Ahmed has provided the personal contact numbers of his subordinates to one of his friend who is working as an insurance agent in a private insurance firm, to help him in achieving his monthly sales target. This practice is:

- ▶ Clear violation of labor laws
- ▶ Implementation of discrimination law
- ▶ **Prohibited by the privacy rights**
- ▶ Violation of employment at will

Question No: 11 (Marks: 1) - Please choose one

Organizations are bound to pay its employees at least the defined minimum wage as per government decision. This obligation resulted because:

- ▶ It is necessary to build goodwill
- ▶ **It is the statutory right of an employee**
- ▶ It enhances the market share of a company's product
- ▶ It provides benefits to all of its stakeholders

Question No: 12 (Marks: 1) - Please choose one

The BEST indicator of an effective safety and health program of an organization is:

- ▶ Employees do not feel hesitant while sharing their problems
- ▶ Employees feel motivated to perform well and show loyalty
- ▶ Employees feel honor that organization is concerned about their problems
- ▶ **Employees do not face injuries and illnesses on regular basis**

Question No: 13 (Marks: 1) - Please choose one

The physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:

- ▶ Exhaustion
- ▶ **Burnout**

- ▶ Collapse
- ▶ Fatigue

Question No: 14 (Marks: 1) - Please choose one

For which of the following reason, union-membership in organizations losses it's importance during recent years?

- ▶ **Legislation protects workers in a better way**
- ▶ Unions give advantage to union leaders
- ▶ Union membership is quite expensive
- ▶ Companies do not hire union members

Question No: 15 (Marks: 1) - Please choose one

All of the following are reasons of conflicts in an organization, EXCEPT:

- ▶ Everyone competing for scarce resources
- ▶ **Interactionist view about employees**
- ▶ Poor coordination among employees
- ▶ Stereotypical views about employees

Question No: 16 (Marks: 1) - Please choose one

Which of the following is an incentive plan that rewards employees for exceeding a predetermined goal by sharing the extra profits?

- ▶ Scanlon plan
- ▶ Piece-work plan
- ▶ **Gainsharing plan**
- ▶ Variable pay plan

Question No: 17 (Marks: 1) - Please choose one

Which one of the following does NOT categorized as 'pay-for-performance' program?

- ▶ **Piecework plan**
- ▶ Scanlon plan
- ▶ Gainsharing plan
- ▶ Profit sharing plan

Question No: 18 (Marks: 1) - Please choose one

Which of the given expression is termed as 'equity'?

- ▶ $\frac{\text{Output 1}}{\text{Input}} < \text{Output 2}$
- ▶ **$\frac{\text{Output 1}}{\text{Input}} = \text{Output 2}$**
- ▶ $\frac{\text{Output 1}}{\text{Input}} \leq \text{Output 2}$
- ▶ $\frac{\text{Output 1}}{\text{Input}} > \text{Output 2}$

Question No: 19 (Marks: 1) - Please choose one

An employee's compensation usually comprises of:

- ▶ High monetary rewards
- ▶ Quality rewards requested by employees
- ▶ Benefits like medical & transport allowances
- ▶ **Financial & non-financial rewards**

Question No: 20 (Marks: 1) - Please choose one

To make the 'Ranking Method' of job evaluation more effective:

- ▶ Perform performance appraisals on regular basis
- ▶ Train employees prior to appraisals
- ▶ Develop high compensation packages
- ▶ **Clearly define job description initially**

Question No: 21 (Marks: 1) - Please choose one

Which of the following is most popular technique for appraising employee performance?

- ▶ Alternation ranking
- ▶ Graphic rating scale
- ▶ **Management by objective**
- ▶ Paired comparison

Question No: 22 (Marks: 1) - Please choose one

Which is the best time or occasion to discuss career-related issues with an employee?

- ▶ Weekly staff meeting
- ▶ Social lunch
- ▶ **Employee's annual appraisal**
- ▶ Career success team meeting

Question No: 23 (Marks: 1) - Please choose one

The basis for promotion will typically be competence rather than seniority when:

- ▶ Team cohesiveness is important
- ▶ **Company is promoting competition**
- ▶ Union agreements are involved
- ▶ Organization is Legaly bound by government

Question No: 24 (Marks: 1) - Please choose one

Which of the following is a part of organization's role in the career development of an employee?

- ▶ Communicating the mission, policies and procedures
- ▶ Providing timely performance feedback
- ▶ **Participating in career development discussions**
- ▶ Seeking out career information

Question No: 25 (Marks: 1) - Please choose one

Amjad has reached the age of full retirement, but he still wants to continue his job. Moreover, organization has not yet found any replacement to him.

In such situation Amjad should pursue:

- ▶ Counseling to utilize his leisure time
- ▶ Search careers outside the company
- ▶ Psychological counseling to prepare for retirement
- ▶ **Extension of current job within company**

Question No: 26 (Marks: 1) - Please choose one

Which of the following is the utmost preference of an organization while selecting a training and development program?

- ▶ **Ensure the cost effectiveness of the training session**
- ▶ Expert & professional trainers should be hired
- ▶ Training should be provided to all the employees
- ▶ Maximum training mediums should be used

Question No: 27 (Marks: 1) - Please choose one

Which of the following is the greatest contributor towards the success of an organization?

- ▶ Prevailed grapevine network of employees
- ▶ Conduct frequent trainings to employees
- ▶ **Set goals to define the direction to pursue**
- ▶ Implementation of the newest technology

Question No: 28 (Marks: 1) - Please choose one

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

- ▶ Task analysis
- ▶ Organizational analysis
- ▶ Person analysis
- ▶ **Management analysis**

Question No: 29 (Marks: 1) - Please choose one

Which of the following term reflects the process of preparing organizational people according to the future needs?

- ▶ Learning
- ▶ Training
- ▶ **Development**
- ▶ Need analysis

Question No: 30 (Marks: 1) - Please choose one

Which of the following is a test validation method that determines whether a test measures certain traits that are important in performing a job or not?

- ▶ Concept validity
- ▶ **Criterion validity**

- ▶ **Construct validity**
- ▶ Content validity

Question No: 31 (Marks: 1) - Please choose one

Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?

- ▶ **Curriculum vitae**
- ▶ Educational record
- ▶ Career goal
- ▶ Interview questioning

Question No: 32 (Marks: 1) - Please choose one

Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?

- ▶ Power
- ▶ Influence
- ▶ **Authority**
- ▶ Command

Question No: 33 (Marks: 1) - Please choose one

Previous company records & customer satisfaction surveys may serve as a source for:

- ▶ Cultivating learning culture within the organization
- ▶ **Determining deficiencies that require training**
- ▶ Developing career development plans for employees
- ▶ Identifying training outcomes through evaluation

Question No: 34 (Marks: 1) - Please choose one

Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?

- ▶ Counseling simulations
- ▶ Vocational interest test
- ▶ Role playing
- ▶ **Employment interview**

Question No: 35 (Marks: 1) - Please choose one

Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?

- ▶ In-basket technique
- ▶ **Role playing**
- ▶ Interview simulations
- ▶ Case study

Question No: 36 (Marks: 1) - Please choose one

As an HR manager, what should be your main focus while recruitment?

- ▶ The potential candidate must possess interpersonal and analytical skills
- ▶ The potential candidate should be very confident and sharp
- ▶ The potential candidate must be attractive enough to fit in the position
- ▶ **The potential candidate should match the requirements of the job**

Question No: 37 (Marks: 1) - Please choose one

What could be the main consideration of an HR manager during recruitment?

- ▶ Outsource the employee selection to recruiting agencies
- ▶ Screen the pool of appropriate applicants
- ▶ **Attract a large number of applicants**
- ▶ Only hire the experienced candidates

Question No: 38 (Marks: 1) - Please choose one

'There is no need to make any new appointment'; therefore, the organization has transferred Mr. Azam to another branch. This step of the organization is taken to:

- ▶ Increase the labor supply than demand
- ▶ **Maintain the balance of labor supply and demand**
- ▶ Decrease the labor supply than demand
- ▶ Devastate the balance of labor supply and demand

Question No: 39 (Marks: 1) - Please choose one

Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:

- ▶ **Labor market**
- ▶ Employment market
- ▶ Employee market
- ▶ Job market

Question No: 40 (Marks: 1) - Please choose one

The best way of reducing the problems of leniency or strictness in performance appraisals is to:

- ▶ Rank employees
- ▶ **Train supervisors to avoid it**
- ▶ Impose a distribution for performance
- ▶ Consider the purpose of the appraisal

Question No: 41 (Marks: 1) - Please choose one

Which of the following problem occurs when supervisors tend to rate all their subordinates consistently low?

- ▶ Central tendency
- ▶ Leniency
- ▶ **Strictness**

- ▶ Halo effect

Question No: 42 (Marks: 1) - Please choose one

Rating a person high or low on all items because of one characteristic during performance appraisal, is known as:

- ▶ Halo effect
- ▶ Central tendency
- ▶ Stereotyping
- ▶ Biasness

Question No: 43 (Marks: 1) - Please choose one

Which of the following performance appraisal method is usually adopted for evaluating performance at managerial positions?

- ▶ Management by objective
- ▶ Critical incident
- ▶ Paired comparison
- ▶ Essay method

Question No: 44 (Marks: 1) - Please choose one

In which method supervisor keeps a log of positive and negative examples of a subordinate's work-related behavior?

- ▶ Management by objective
- ▶ Comparison method
- ▶ Essay method
- ▶ Critical incident method

Question No: 45 (Marks: 1) - Please choose one

When supervisors are indulged in identifying the subordinates' performance deficiencies & provide suggestions for improvements , the process is said to be:

- ▶ Strategic performance appraisal
- ▶ Organizational development
- ▶ Upward feedback
- ▶ Downward feedback

Question No: 46 (Marks: 1) - Please choose one

Grouping of different jobs having similar job responsibilities & duties is called:

- ▶ Classes
- ▶ Grades
- ▶ Scales
- ▶ Roles

Question No: 47 (Marks: 1) - Please choose one

According to which of the following method, each job is assigned to a

particular grade/category depending on the type of jobs, the organizations required?

- ▶ Ranking method
- ▶ **Classification method**
- ▶ Factor comparison method
- ▶ Point factor method

Question No: 48 (Marks: 1) - Please choose one

Which of the following step is MOST important in creating job-fit?

- ▶ **An effective selection process**
- ▶ Promotion and transfer of existing employees
- ▶ Training of employees
- ▶ Competitive compensation packages

Question No: 49 (Marks: 1) - Please choose one

Organization has legitimacy and rationale configuration that is why it is said to be a/an:

- ▶ **Formal organization**
- ▶ Informal organization
- ▶ Virtual organization
- ▶ Learning organization

Question No: 50 (Marks: 1) - Please choose one

According to the 'Hawthorne Studies' productivity of employees:

- ▶ Increased by increasing light intensity
- ▶ Decreased by decreasing light intensity
- ▶ **Increased by observing them**
- ▶ None of the given options

Question No: 51 (Marks: 5)

Company consults its legal advisor for some legal assistance, what sort of power that legal advisor will practice?

ANS: The legal advisor will practice the following power:

Expertise: It is a type of power which is possessed by a person due to personal expertise and knowledge.

Using his expertise and knowledge advisor will provide legal assistance to the company and help them to get rid of their problems.

Question No: 52 (Marks: 10)

Identify the measures that should be taken to make the performance appraisal system of an organization more effective.

ANS: Effective Performance Appraisal: In order to make performance appraisal more effective the following measures should be taken:

1. **Providing training to appraiser:** Before starting the appraisal it is important that the appraiser must be trained well so that he/she does not commit the common mistakes of performance appraisal.
2. **Ensuring mistakes are not made during appraisal:** An effective appraisal system is free of errors and appraiser carries appraisal well.
3. **Proper methods are used:** A proper method to carry performance appraisal should be adopted to make it effective.
4. **Clear objectives:** It should be clear in appraiser's mind that what should be evaluated and for what reason he/she is being evaluated.

Question No: 53 (Marks: 10)

Being a manager how can you make the performance appraisal system of your organization legally defensible?

ANS: Being a manager I can make my performance appraisal system legally defensible by

Question No: 54 (Marks: 10)

Identify the methods that can be adopted to maximize the effectiveness of learning.

ANS: Maximize Effectiveness of Learning:

To maximize the effectiveness of learning the following methods (learning principles) should be adopted:

1. **Participation:** Learning is only effective when the learners participate in the learning process. So such conditions should be provided to learners so that they participate in the learning process.
2. **Repetition:** An important aspect to enhance learning is repetition that is given the learner the opportunity to practice what he is being taught.
3. **Relevance:** Learning must be problem centered rather than content centered. People should be trained when there is some deficiency in them and the learning is solving that problem.
4. **Transference:** Learning is no effective if it is not transferred to actual workplace so that trainees should apply what they have learned the skills and knowledge to workplace to increase their productivity. So it should be ensured that transfer of learning takes place.
5. **Feedback:** Feedback of performance is necessary for learning. Feedback helps employees to improve their performance.

MIDTERM EXAMINATION
Fall 2008
MGT501- Human Resource Management (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

- ▶ Task analysis
- ▶ Organizational analysis
- ▶ Person analysis
- ▶ **Management analysis**

Question No: 2 (Marks: 1) - Please choose one

Decision regarding the delivery medium for training is made prior to which of the following step?

- ▶ Evaluating the training program
- ▶ **Designing the contents of training to be delivered**
- ▶ Identifying whether the training is required or not
- ▶ Conducting need assessment to identify issues

Question No: 3 (Marks: 1) - Please choose one

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

- ▶ Formal
- ▶ Informal
- ▶ Bureaucratic
- ▶ **Learning**

Question No: 4 (Marks: 1) - Please choose one

Which of the following statement defines 'Socialization'?

- ▶ **The formation of an attachment bond between an infant and its career**
- ▶ The tendency of social theorists to explain everything in terms of social causes
- ▶ The process of becoming part of a society by learning its norms and values
- ▶ The historical process by which societies change from traditional to modern ones

Question No: 5 (Marks: 1) - Please choose one

The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:

- ▶ **Physical examination**
- ▶ Personality test
- ▶ Polygraph test
- ▶ Substance abuse

Question No: 6 (Marks: 1) - Please choose one

In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to

deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali?

- ▶ Reliable test
- ▶ Content-valid test
- ▶ Face-valid test
- ▶ **Construct-valid test**

Question No: 7 (Marks: 1) - Please choose one

What measure should be needed to ensure effective recruitment?

- ▶ **Keep pool of large size to get best out of it**
- ▶ Address personnel needs of applicants
- ▶ Meet economies of scale for an organization
- ▶ Clearly understand organizational goals

Question No: 8 (Marks: 1) - Please choose one

Which of the following identifies the minimum acceptable qualification that the incumbent must possess to perform a particular job successfully?

- ▶ Job analysis
- ▶ **Job specification**
- ▶ Job description
- ▶ Job evaluation

Question No: 9 (Marks: 1) - Please choose one

SWOT Analysis is a tool for:

- ▶ Determining the mission
- ▶ Dividing missions into goals
- ▶ **Scanning the environment**
- ▶ Monitoring frequent performances

Question No: 10 (Marks: 1) - Please choose one

People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

- ▶ Information collector roles
- ▶ **Task oriented roles**
- ▶ Relationship oriented roles
- ▶ Individual roles

Question No: 11 (Marks: 1) - Please choose one

Individual's behavior comprises of:

- ▶ Heritage

- ▶ Perception
- ▶ Emotions
- ▶ **All of the given options**

Question No: 12 (Marks: 1) - Please choose one

Which of the following term is used to study the collective behavior of individuals within an organization?

- ▶ Organizational culture
- ▶ Organizational norms
- ▶ **Organizational behavior**
- ▶ Organizational rules

Question No: 13 (Marks: 1) - Please choose one

Which of the following skills are required most by the Top-level managers?

- ▶ Technical skills
- ▶ Interpersonal skills
- ▶ **Conceptual skills**
- ▶ All of the given options

Question No: 14 (Marks: 1) - Please choose one

Which of the following department of an organization perform the managerial function of matching organizational needs with the skills & abilities of the employees?

- ▶ Finance department
- ▶ Marketing department
- ▶ Production department
- ▶ **Human Resource department**

Question No: 15 (Marks: 1) - Please choose one

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

- ▶ Planning
- ▶ Decentralization
- ▶ Restructuring
- ▶ **Outsourcing**

Question No: 16 (Marks: 1) - Please choose one

Which of the following aspect should be considered during task analysis, before conducting the training in an organization?

- ▶ Individuals who require training
- ▶ Shortcomings in existing technology
- ▶ Ineffective feedback system of organization
- ▶ **Areas where training is required**

Question No: 17 (Marks: 1) - Please choose one

As an HR manager you have collected and reviewed the information\data related to

a particular job, while conducting the job analysis. What will be your next step in this situation?

- ▶ Maintaining and updating the jobs
- ▶ Identify objectives of job analysis
- ▶ Identify the job to be analyzed
- ▶ **Draft job description & job specification**

Question No: 18 (Marks: 1) - Please choose one

Which of the following step is MOST important in creating job-fit?

- ▶ **An effective selection process**
- ▶ Promotion and transfer of existing employees
- ▶ Training of employees
- ▶ Competitive compensation packages

Question No: 19 (Marks: 1) - Please choose one

Members of an effective team should be more:

- ▶ Extrovert
- ▶ **Homogeneous**
- ▶ Inflexible
- ▶ Introvert

Question No: 20 (Marks: 1) - Please choose one

_____ team allows groups to meet without concern for space or time and enables organizations to link workers together.

- ▶ Process
- ▶ Self-managed
- ▶ **Virtual**
- ▶ Cross-functional

Question No: 21 (Marks: 1) - Please choose one

Which one of the following is NOT the characteristic of a Virtual Team?

- ▶ Lack of nonverbal signals
- ▶ Limited social contact
- ▶ **Increased social relationship**
- ▶ Ability to overcome time and space constraints

Question No: 22 (Marks: 1) - Please choose one

_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.

- ▶ **Synergy**
- ▶ Enthusiasm
- ▶ Energy
- ▶ Initiative

Question No: 23 (Marks: 1) - Please choose one

Which is NOT a weakness of group decision-making?

- ▶ Group decisions are time-consuming
- ▶ **Groups enhance creativity through diverse views**
- ▶ Group members suffer from ambiguous responsibilities
- ▶ Groups can be dominated by one or a few members

Question No: 24 (Marks: 1) - Please choose one

Managers who are indulged in establishing policies & procedures are fall under which category?

- ▶ Staff
- ▶ **Line**
- ▶ Functional
- ▶ Operational

Question No: 25 (Marks: 1) - Please choose one

Which of the following term best represents the individuals who have interests in an organization and influenced by it?

- ▶ Workforce
- ▶ Stakeholders
- ▶ Customers
- ▶ Stockholders

Question No: 26 (Marks: 1) - Please choose one

Who collects information from institutions & organizations outside their own, and facilitate the organizational personnels with that gathered information?

- ▶ Monitor
- ▶ Liaison
- ▶ Disseminator
- ▶ Figurehead

Question No: 27 (Marks: 1) - Please choose one

Being a Figurehead, manager has to perform which of the following role?

- ▶ Informational roles
- ▶ Decisional roles
- ▶ Interpersonal roles
- ▶ Sequential roles

Question No: 28 (Marks: 1) - Please choose one

How many levels of management are in a traditional organization?

- ▶ 5
- ▶ 3
- ▶ 8
- ▶ 4

Question No: 29 (Marks: 1) - Please choose one

The ability to think about abstract & complex situations is referred to as:

- ▶ Mechanical skill
- ▶ Technical skill
- ▶ Interpersonal skill
- ▶ **Conceptual skill**

Question No: 30 (Marks: 1) - Please choose one

Controlling is mandatory to:

- ▶ Large organizations
- ▶ Small & medium enterprises
- ▶ **All of the given options**
- ▶ Private organizations

Question No: 31 (Marks: 1) - Please choose one

"Management" is concerned with the administration of:

- ▶ Human resource
- ▶ Financial resource
- ▶ Physical resource
- ▶ **All of the given options**

Question No: 32 (Marks: 1) - Please choose one

A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

- ▶ Cooperative work
- ▶ Student placement
- ▶ **Internship program**

- ▶ Student leasing

Question No: 33 (Marks: 1) - Please choose one

Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?

- ▶ Affirmative action
- ▶ Legal compliance
- ▶ **Equal employment opportunity**
- ▶ Stereotype

Question No: 34 (Marks: 1) - Please choose one

If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

- ▶ Performance
- ▶ Gaps
- ▶ **Effectiveness**
- ▶ Discrepancies

Question No: 35 (Marks: 1) - Please choose one

Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?

- ▶ **Trade unions**
- ▶ Human relation movement
- ▶ Employment legislations
- ▶ None of the given options

Question No: 36 (Marks: 1) - Please choose one

HR department became the main force behind all changes during:

- ▶ Mechanistic period
- ▶ **Catalytic period**
- ▶ Organistic period
- ▶ Strategic period

Question No: 37 (Marks: 1) - Please choose one

As a result of which of the following activity, HRIS is gaining popularity day by day?

- ▶ Generating organizational reports
- ▶ **Managing resources effectively**
- ▶ Retrieving timely information
- ▶ Handling bundles of data

Question No: 38 (Marks: 1) - Please choose one

Achievable & quality performance standards can be set with the help of accurate:

- ▶ **Job analysis**
- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation

Question No: 39 (Marks: 1) - Please choose one

Organizational Behavior is a study of investigating the impact of:

- ▶ **Employees' behavior in an organization**
- ▶ Societal behavior on an organization
- ▶ Country's culture on an organization
- ▶ Country's economy on an organization

Question No: 40 (Marks: 1) - Please choose one

Which of the following is the main focus of Organizational Behavior?

- ▶ Society
- ▶ Stockholders
- ▶ **People at work**
- ▶ Union

Question No: 41 (Marks: 10)

Explain the following terms:

Personality
Perception
Attitude
Values
Ethics

ANSWER:

PERSONALITY: Personality is a combination of psychological traits that describes a person.

PERCEPTION: Perception is the mental process to pay attention selectively to some stimuli in the environment.

ATTITUDE: Attitude comprises of feelings, beliefs and behaviors.

VALUES: Values are the basic conviction about what is right and wrong.

ETHICS: Ethics are the rules and principles that tell what is right and wrong.

Chapter 01

The Management of Human Resources

Question 1

What were Britain's 19th century railway workers called?

- ☐ a) Railway workers
- ☐ b) Agricultural workers
- ☐ c) Irish navvies
- ☐ d) Unemployed factory workers

Question 2

Portfolio working is working which is:

- ☐ a) Not attached to a single employer and contract of employment
- ☐ b) An individual who works at home for a single employer
- ☐ c) A person who demonstrates his/her work in a portfolio
- ☐ d) A person who chooses more than one career

Question 3

Why has the power of managers to act unilaterally in work organisations in the UK been reduced? Is it due to:

- ☐ a) More powerful trade unions
- ☐ b) Management training
- ☐ c) Benevolent managers
- ☐ d) UK and European legislation

Question 4

What changes have evolved from inward foreign investment in the UK?

- ☐ a) The harmonisation of terms and conditions of employment
- ☐ b) Life time employment
- ☐ c) Multiple union recognition
- ☐ d) Comprehensive provision of welfare benefits

Question 5

What did the Hawthorne experiments discover?

- ☐ a) That people need to belong to a 'social group'
- ☐ b) That people need heat and good lighting to work well
- ☐ c) Money is a motivator
- ☐ d) It makes no difference how you treat people at work in relation to their behaviour

Question 6

What is the meaning of 'toxicity'? Is it:

- ☐ a) Emotional pain
- ☐ b) Physical pain
- ☐ c) Psychological pain
- ☐ d) A state of well being

Question 7

Post modernist ideas have impacted on our understanding of the role of rationality in workplaces by recognising:

- ☐ a) One type of rationality prevails
- ☐ b) More than one type of rationality prevails in work organisations
- ☐ c) That managements type of rationality is the only true one to exist at work
- ☐ d) Employees must learn to respect managements version of rationality at work

Question 8

According to Cloke and Goldsmith the biggest change to the history of management is:

- ☐ a) Decline in hierarchy and bureaucracy

- ☐ **b)** The continuation of autocratic management
- ☐ **c)** Workers directives
- ☐ **d)** Team working

Question 9

A philosophy of management...

- ☐ **a)** Doesn't exist
- ☐ **b)** Is the assumptions managers make about people
- ☐ **c)** Is more than a single ingredient
- ☐ **d)** Is a style of management

Question 10

Treating employees as people or as an economic resources is:

- ☐ **a)** A choice all managers have to make
- ☐ **b)** Mutually exclusive
- ☐ **c)** A question of balance which will be affected by the context of each organisation
- ☐ **d)** A matter of luck

Chapter 02

HRM: An Academic and Professional Perspective

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Question 1

The creation of personnel as a specialist function dealing with people issues from the latter part of the twentieth century has been responsible in part for:

- ☐ a) Disenfranchising line managers in dealing with key aspects of people management
- ☐ b) Reducing the stress and work load of line managers
- ☐ c) Creating greater workplace efficiency
- ☐ d) Bureaucratising the people function in workplaces

Question 2

The origins of Personnel Management was an outcome of:

- ☐ a) Welfare workers
- ☐ b) Legislation relating to factory reform
- ☐ c) The work of nineteenth century social reformers and Quaker employers
- ☐ d) The government

Question 3

Scientific management contributed to the development of a more rational approach to management by developing which characteristics?

- ☐ a) The planning and organisation of work based on scientific principles
- ☐ b) Time and motion studies
- ☐ c) Standardised pay
- ☐ d) The encouragement of trade unions

Question 4

One final development influencing the practice of Personnel Management in the 1960s was:

- ☐ a) The effect of recession
- ☐ b) Powerful trade unions
- ☐ c) Globalisation

- ☐ d) Growing importance of training

Question 5

A distinction can be made between 'hard' and 'soft' types of HRM. Soft HRM can be characterized by:

- ☐ a) Seeing people as organisational assets
- ☐ b) A quantitative approach to HRM
- ☐ c) A mutual commitment of employees and employers to the goals of the organisation
- ☐ d) Being driven by costs

Question 6

The resource based view of the firm is one that believes the key human resources are:

- ☐ a) Those employees not members of trade unions
- ☐ b) Knowledge workers
- ☐ c) Used to create new capabilities that help achieve organisational success
- ☐ d) Those willing to work overtime

Question 7

SHRM is also about strategic choice, which refers to:

- ☐ a) The processes and decisions that shape the organisation's philosophy towards its employees
- ☐ b) Managerial prerogative in decision making
- ☐ c) Negotiating with trade unions or employee associations over the direction of the organisation
- ☐ d) Giving employees their 'say' in organisational concerns

Question 8

Do HR activities have an effect on employee and managerial behaviour?

- ☐ a) Yes, but these effects can be negative as well as positive
- ☐ b) HR has limited impact on either employee behaviour or managerial
- ☐ c) HR impacts on employee behaviour but not on managerial
- ☐ d) No, it is managerial behaviour which impacts on HR

Question 9

The view that employees are critical to organisational success is now generally accepted. Does this mean that:

- ☐ a) All employees have the same value or potential for the organisation
- ☐ b) It reflects the unprecedented success of HR practitioners to deliver
- ☐ c) Good management of people will prevail
- ☐ d) Managing the human resource has become even more important because it is the one resource most difficult to replicate

Question 10

The most common activities performed by HR, which are often outsourced, are:

- ☐ a) Recruitment and selection
- ☐ b) Occupational health, payroll, pensions and training
- ☐ c) Human resource planning
- ☐ d) Assessment centres

Chapter 03

Recruitment and Selection

Question 1

Recruitment and selection must be effective to ensure it:

- ☐ **a)** Offsets high labour turnover
- ☐ **b)** Delivers the highest calibre of individuals at optimum most
- ☐ **c)** To have a surplus in case of sickness and absence
- ☐ **d)** Encourages new blood into the organisation

Question 2

Can the assessment and selection of applicants be carried out in such a way that the 'best' or 'right' person will always be identified?

- ☐ **a)** Yes
- ☐ **b)** No
- ☐ **c)** If enough money is invested in the process
- ☐ **d)** If managers use their intuition or 'gut reaction' in making recruitment decisions

Question 3

The solution to many so-called 'people problems' is often associated with improving the effectiveness of the recruitment process by:

- ☐ **a)** Having a robust HR department to carry out the process
- ☐ **b)** Outsourcing the HR department
- ☐ **c)** Careful selection of the right people for the job
- ☐ **d)** Devolving to line managers

Question 4

The science and engineering sectors reflect significant under representation of which group of employees?

- ☐ **a)** Highly skilled operators
- ☐ **b)** Young people
- ☐ **c)** Over 50s

- ☒ d) Women

Question 5

The target figure of the Sussex Police Race Equality Scheme to increase ethnic representation in its work force is:

- ☐ a) 10.5%
- ☐ b) 20%
- ☐ c) 3.5%
- ☐ d) 5%

Question 6

Are the best and most productive employees likely to be:

- ☐ a) The least costly in terms of recruitment and employment costs
- ☐ b) A matter of 'pot luck' in terms of recruitment decisions
- ☐ c) The most costly to employ
- ☐ d) Have no bearing on recruitment and selection costs

Question 7

In the CIPD survey (2007) the estimated costs of recruitment for a single employee was:

- ☐ a) £4333
- ☐ b) £2555
- ☐ c) £8000
- ☐ d) £3400

Question 8

Too great a reliance on internal recruitment can result in:

- ☐ a) Reduced job performance

- ☐ **b)** High labour turnover
- ☐ **c)** Internal conflict
- ☐ **d)** Poor group dynamics

Question 9

What strategies deployed by HR for attracting potential candidates to apply for vacancies might be seen to result in indirect discrimination?

- ☐ **a)** Advert in local press
- ☐ **b)** Word of mouth
- ☐ **c)** Now recruiting banners/notices
- ☐ **d)** Agency or job centre

Question 10

According to O'Leary et al (2002) the most important property of the assessment instruments used to measure or assess applicants against set criteria is their ability to predict what?

- ☐ **a)** Whether a person will be a good team player
- ☐ **b)** Length of service
- ☐ **c)** Future job performance
- ☐ **d)** Time it will take to train the person

Chapter 04

Managing Employee Relations

Question 1

The employment contract provides a set of rights, responsibilities and obligations that structure the behaviour of whom?

- ☐ **a)** Both parties
- ☐ **b)** The employee
- ☐ **c)** The employer
- ☐ **d)** Trade unions

Question 2

What did the Whitely Councils establish? Was it:

- ☐ a) Tripartite employee relations
- ☐ b) Collective bargaining framework
- ☐ c) Trade unions
- ☐ d) Employer associations

Question 3

Substantive rules are those which determine:

- ☐ a) Rules governing redundancy
- ☐ b) Rules governing discipline and grievance
- ☐ c) Trade union recognition
- ☐ d) Rates of pay and how levels are determined

Question 4

Are those employers that reflect a unitary perspective to employee relations generally:

- ☐ a) Welcoming of them
- ☐ b) Hostile to trade unions
- ☐ c) Seeking agreement with single unions
- ☐ d) None committal either way

Question 5

What % of membership does a trade union have to demonstrate amongst the group it is wishing to represent before it can apply to the Central Arbitration Committee (CAC)?

- ☐ a) 10%

- ☐ **b) 40%**
- ☐ **c) 20%**
- ☐ **d) 5%**

Question 6

If a local collective agreement on pay and conditions is in place, who benefits?

- ☐ **a) Only those employees who are members of the trade union**
- ☐ **b) All employees regardless of union membership**
- ☐ **c) All employees in that industry nationwide**
- ☐ **d) All employees regardless of union membership who are in the grade of work covered by the agreement**

Question 7

Apart from pay what is the second most common reason for employees to join a trade union?

- ☐ **a) Group solidarity**
- ☐ **b) Friendship groups**
- ☐ **c) Political reasons**
- ☐ **d) Wide range of personal benefits**

Question 8

In organising industrial action a Union is encouraging its members to break their contractual obligation to attend work. Is this action:

- ☐ **a) Protected by union immunity**
- ☐ **b) Unlawful**
- ☐ **c) Referred to as a 'wild cat strike'**
- ☐ **d) Such that employers can sue the union for loss of earnings**

Question 9

What are the types of industrial action a union is most likely to engage in?

- ☐ a) Unofficial action
- ☐ b) Strike action
- ☐ c) Action short of a strike
- ☐ d) Absence

Question 10

The psychological contract refers to the obligations that an employer and an employee perceive to exist between each other as part of the employment relationship. As such it will include:

- ☐ a) The loyalty and trust of employees
 - ☐ b) Pay and working conditions
 - ☐ c) Managers pay only 'lip service' to consultation
 - ☐ d) Managers reneges on commitments to employees
-

Chapter 09

HR Planning and Measurement

Question 1

What was the traditional term used for HRP and the one often associated with personnel management?

- ☐ a) Gap analysis
- ☐ b) Human resource Planning
- ☐ c) Employee planning
- ☐ d) Manpower planning

Question 2

Human resource planning (HRP) is not simply about meeting the demand for labour but also involves:

- ☐ a) Redeploying staff
- ☐ b) Directing line managers
- ☐ c) Costs associated with employing any given number of people
- ☐ d) Making redundancies

Question 3

What % of payroll costs did Bob Cotton the chief executive of the British hospitality Association estimate as a result of the increase in the statutory number of holidays from 20 days to 28 days?

- ☐ a) 1.5%
- ☐ b) 2.5%
- ☐ c) 3.5%
- ☐ d) 5%

Question 4

There is, however, a degree of choice in the way in which job cuts and employment losses are implemented, and making the right choice can minimize the consequences of job losses, preserve the reputation of the employer and maintain good employee relations. Who would in the main be responsible for making such decisions?

- ☐ a) Line managers
- ☐ b) Senior management
- ☐ c) HR specialists
- ☐ d) Personnel

Question 5

Why is it important to ensure that HR plans are flexible?

- ☐ a) To accommodate changes to senior management teams

- ☐ **b) To adapt to changing skills and qualifications**
- ☐ **c) To accommodate the rapidly changing environments in which most organisations operate**
- ☐ **d) To ensure a diverse labour force is maintained at all times**

Question 6

The prevalent approach to planning an organization's human resources in the 1970s and 1980s is seen, in retrospect, as having been overly prescriptive and inflexible (bin Idris and Eldridge, 1998). Why?

- ☐ **a) Because it was overly quantitative in direction**
- ☐ **b) Because it was underdeveloped**
- ☐ **c) Because it wasn't necessary as the pace of change was not so rapid**
- ☐ **d) Because it was not carried out by professionals**

Question 7

What is the estimated cost to the UK businesses of days lost due to sickness?

- ☐ **a) £5.4 bn**
- ☐ **b) £7.4 bn**
- ☐ **c) £10.4bn**
- ☐ **d) £13.4bn**

Question 8

The Bradford absence index is useful because it:

- ☐ **a) Penalises those employees who are absence for long periods of time**
- ☐ **b) Predicts those taking 'sickies'**

- ☐ c) Calculated the actual costs of any given level or individual pattern of absence
- ☐ d) Gives weightings to the frequency of absence

Question 9

2004 absence surveys - average recorded days absence per employee per year in public and private sectors demonstrates that:

- ☐ a) Public sector employees take more absence than those in the private sector
- ☐ b) Public and private sector employees take about the same number of days for absence
- ☐ c) That there is no discernable pattern
- ☐ d) Public sector employees take less absence than those in the private sector

Question 10

'Vitality' is a method of measuring:

- ☐ a) *The balance of internal promotions versus external recruitment or loss of employees*
- ☐ b) Training and development costs
- ☐ c) Retention of skilled staff
- ☐ d) Levels of apprenticeships

Human resource management

Quiz 1

1) Appraisal of a worker's performance can be described as:

- a) Planning Activity
- b) Organizing Activity
- c) Controlling Activity**
- d) Leading Activity

2) Hawthorne studies depict the effects of work environment on:

a) Human Behavior

b) Human Performance

c) Human Satisfaction

d) All the given options

3) Process of working with different resources to accomplish organizational goals is known as:

a) Strategic management

b) Human Resource management

c) Management

d) Team work

4) The concept of how a person behaves in a group can be attributed to:

a) Thermodynamics

b) Group Dynamics

c) MBO (Management by objectives)

d) Group Behavior

5) The study of Organizational Behavior is closely related to:

a) Human Psychology

b) Human Behavior in general

c) Human Behavior at work

d) Human-Machine Interaction

6) Essential component of an organization is:

- a) Team
- b) Structure**
- c) Individual
- d) None of the given options

7) The whole is greater than the sum of its parts is known as:

- a) Efficiency
- b) Effectiveness
- c) Productivity
- d) Synergy**

8) Virtual teams can contribute to better coordination among the team members because:

- a) Technology brings them together on a forum.**
- b) Team members meet physically with each other
- c) Team members share views among themselves via communication links.
- d) Team members have the real time environment for interaction.

9) Setting standards should be left to the employee rather than organization leads to self controlling because:

- a) It follows the management by objective approach.
- b) It increases the productivity of the worker
- c) It increases the confidence of workers
- d) Workers come up to the high standard since they have no pressure from his superiors.**

10) Which one is not basic component of OB (Organizational Behavior) Model?

- a) Organization
- b) Group
- c) Team**
- d) Individual

quiz 2

1. A system used to acquire, store, manipulate, analyze, retrieve, and distributed information related to the company's human resources is called a(n) _____

- 1. HRIS**
- 2. Progressive discipline system
- 3. IRS
- 4. Contingent workforce system

2. Which of these is a major dimension of HRM practices contributing to company competitiveness?

- 1. Compensating human resources
- 2. Acquiring and preparing human resources
- 3. Managing the human resource environment
- 4. All of the given options**

3. HRM has primary responsibility for all of these implementation variables except:

- 1. Task design
- 2. People
- 3. Reward systems
- 4. Organization structure**

4. Which of these is the process of getting detailed information about jobs?

- 1. Job design

2. Job description

3. Job analysis

4. Job skills

5. In which of these steps, the HR manager attempts to ascertain the supply of and demand for various types of human resources?

1. Forecasting

2. Program implementation

3. Evaluation

4. Goal setting

6. Which of these is defined as any practice or activity carried on by the organization with the primary purpose of identifying and attracting potential employees?

1. A leading indicator analysis

2. Recruitment

3. Personnel policies

4. Selection

7. Scientific management was one of the earliest and best-known statements of the _____ approach.

1. Biological

2. Motivational

3. Perceptual-Motor

4. Mechanistic

8. Most HR functions spend very little time on:

1. Traditional activities

2. Transactional activities

3. Transformational activities

4. Day-to-day operational activities

9. Playing the role of _____ requires designing and delivering efficient and effective HR systems, processes, and practices.

1. Administrative Agent
2. Change Agent
- 3. Strategic Partner**
4. Employee Advocate

10. Which of these refers to the degree to which decision-making authority resides at the top of the organizational chart?

1. Job design
2. Decentralization
3. Unity of command
- 4. Centralization**

Quiz 3

1. Following are the basic principles or conditions that facilitate learning except

- 1. Participation**
- 2. Relevance**
- 3. Feedback**
- 4. Education**

2. Career Development is:

- 1. A formal approach taken by an organization to help its people acquire the skills and experiences needed to perform current and future jobs.**
- 2. An employee's progresses vertically upward in the organization from one specific job to the next.**
- 3. Both a vertical sequence of jobs and a series of horizontal opportunities.**
- 4. Self-understanding for future jobs. Then, the person is in a position to establish realistic goals and determine how to achieve these goals.**

3. _____ can provide an opportunity for the employee to share in decision making, to learn by watching others, and to investigate specific organizational problems.

- 1. Lectures & Seminars**
- 2. Assistant to Position**
- 3. Committee Assignments**
- 4. Simulations:**

4. _____ is a career-path method recognizing that technical specialists can and should be allowed to continue to contribute their expertise to a company without having become managers.

- 1. Demotion**
- 2. Lateral skill path**
- 3. Dual-career path**
- 4. None of the given options**

Training instruction for a small group, which employs such techniques as role-playing or simulation etc. and encounters give and take sessions and problem-solving techniques is called:

- 1. Career counseling**
- 2. Workshop**
- 3. Development Plan**
- 4. On the job training**

5. Barriers to career advancement include:

- 1. Lack of time**
- 2. Rigid job specifications**
- 3. Short-term focus**
- 4. All of the given options**

6. The basic skills possessed by the individual that are required to give certain performance are termed as:

- 1. Ability**
- 2. Motivation**
- 3. Experience**
- 4. Performance**

7. Using the _____ approach, managers evaluate organizational effectiveness.

- 1. External resource**
- 2. Internal systems**
- 3. Technical**
- 4. Systems**

8. A career stage in which one begins to search for work and finds a first job is:

- 1. Exploration period**
- 2. Establishment period**
- 3. Middle stage**

4. None of the given options

9. Without proper feedback about an employee's effort and its effect on performance, we run the risk of decreasing his/ her _____.

- 1. Salary**
- 2. Experience**
- 3. Motivation**
- 4. Performance appraisal**

Quiz 4

Q1. HRM is associated with the management of;

- A. General people
- B. Financial resources
- C. Organizational people
- D. Community members

Q2. Cost of human resources refers to;

- A. Company profits
- B. Employee shares
- C. Salary packages
- D. Earned revenues

Q3. Top level managers require _____ skills the most;

- A. Technical
- B. Interpersonal
- C. Conceptual
- D. Mechanical

Q4. Matching the job description with the individuals' qualification is an important aspect of;

- A. IS

- B. MIS
- C. HRIS
- D. DBMS

Q5. HR managers are generally the _____ managers;

- A. Line
- B. Middle
- C. Staff
- D. Top

Q6. Manufacturing was the main concern of personnel department during;

- A. Mechanistic period
- B. Catalytic period
- C. Organist period
- D. Strategic period

Q7. SWOT Analysis is a tool for;

- A. Determining organization's mission
- B. Developing organizational goals
- C. Formulating strategies
- D. Environmental scanning

Q8. Jobs are identified & grouped while;

- A. Planning
- B. Organizing
- C. Leading
- D. Controlling

Q9. According to the Hawthorne studies, the productivity of employees;

- A. Increased by increasing light
- B. Decreased by decreasing light
- C. Increased by observing them

D. No change in their productivity

Q10. Organizational goals should be;

A. Achievable

B. Ambiguous

C. Random

D. Vague

Q11. Which one of the following is **NOT** the source of workforce diversity?

A. Age

B. Gender

C. Education

D. Resentment

Q12. To anticipate the human resource needs of the organization based on some previous data or managerial judgment is known as;

A. Demand forecasting

B. Supplies forecasting

C. Financial forecasting

D. Sales forecasting

Q13. The thorough & detailed study regarding jobs within an organization is represented by;

A. Job analysis

B. Job description

C. Job specification

D. Job evaluation

Q14. A practice used by companies to assign their costly activities to outside providers,

(for the purpose of cost saving), rather than completing it internally is called;

A. Planning

- B. Decentralization
- C. Restructuring
- D. Outsourcing

Q15. Organizational behavior depicts the;

- A. Jargons used within the organization
- B. Collective behavior of an organization
- C. Effect of society's common behavior on an organization
- D. Culture prevails in an organization

Q16. Leaders perform;

- A. Decisional roles
- B. Informal roles
- C. Informational roles
- D. Interpersonal roles

Q17. Organizations take inputs from its;

- A. Rules & Policies
- B. Internal Environment
- C. External Environment
- D. Legislations

Q18. As organizational activities are interrelated, it is said to be;

- A. A closed system
- B. An isolated system
- C. An open system
- D. A clogged system

Q19. Management sciences department is one of the _____ of the VU;

- A. System
- B. Subsystem

- C. Board
- D. Structure

Q20. Shifting from manual to computerized system is resulted due to;

- A. Workforce diversity
- B. Technological advancement
- C. Stake holder's involvement
- D. Globalization

Quiz 5

1. _____ is the process of acquiring, training, appraising and compensating employees, attending to their labor relations, health and safety and fairness concerns.
 1. Labor Relations
 2. Organizational Behavior
 3. Human Resource Management
 4. Organizational Health and Safety Management
2. Which of these refers to the temporary, part-time and self-employed workers?
 1. Internal labor force
 2. Contingent work force
 3. High-performance work systems
 4. Downsized employees
3. Which basic function of management includes delegating authority to subordinates and establishing channels of communication?
 1. Planning
 2. Organizing
 3. Leading

4. Staffing

4. Over the past 25 years, all of these areas of legal environment have influenced HRM except:

1. Equal employment opportunity legislation
2. Employees pay and benefits
3. Employee competition legislation
4. Job security

5. One of the most popular methods of increasing employee responsibility and control is _____.

1. Outsourcing
2. "Military model" of management
3. HRIS
4. Work teams

6. Which of these is a major dimension of HRM practices contributing to company competitiveness?

1. Compensating human resources
2. Acquiring and preparing human resources
3. Managing the human resource environment
4. All of the given options

7. How has technology changed HRM practices?

1. Recruiting using the web generates smaller, more focused applicant pools.
2. Employee training is offered through scheduled classes rather than on demand.
3. Electronic resumes take less time to evaluate than paper resumes.
4. None of the given options.

8. How do companies facilitate workforce diversity?

1. Rely on external support systems for minority workers.

2. Encourage employees to challenge the beliefs and values of other employees.
3. Build in accountability through surveys and audits.
4. Reinforce traditional values.

9. Employee involvement requires extensive additional HRM activity in which of these areas?

1. Training
2. Benefits
3. Labor negotiation
4. Marketing

10. Managers who meet designated goals are _____.

1. Assertive
2. Efficient
3. Effective
4. Entitled

11. David conducts new employee orientation for a large organization. His work is within which basic HRM function?

1. Management
2. Motivation
3. Career planning
4. Training and development

12. Employee relations specialists are involved in which of these activities?

1. Handling employee complaints
2. Working with position control specialists in compensation
3. Negotiating benefits packages
4. Coordinating interview schedules

13. The father of scientific management is _____.

1. Deming
2. Burns
3. Taylor
4. Hawthorne

14. A large organization is an EEO employer with an affirmative action plan. Which of these activities is performed as part of the plan?

1. All job applicants must have a recommendation from current or past employee
2. Insurance premiums from former employers of all applicants are analyzed
3. Job requirements are determined based on skills, knowledge and abilities
4. Job announcements are posted on the company bulletin board

15. Which of these items would be in the highest security category of a typical HRIS?

1. Employee name
2. Former employers
3. Salary
4. Work location

16. Which of these decreases in the labor supply is the easiest to predict?

1. Transfers-in
2. Retirements
3. Voluntary quits
4. Prolonged illnesses

17. Wal-Mart differentiates its business by offering the lowest prices. Offering the lowest prices is Wal-Mart's _____.

1. Functional strategy
2. Competitive advantage
3. Distinctive competence

4. Corporate strategy

18. _____ is the process of assessing progress toward strategic goals and taking corrective action as needed.

1. Strategic management
2. Strategic planning
3. Strategic control
4. Diversification

19. _____ is the right to make decisions, to direct the work of others and to give orders.

1. Leadership
2. Authority
3. Delegation
4. Management

20. Which of the following is considered a qualitative approach to job analysis?

1. Position analysis questionnaire
2. Interviews
3. Department of Labor approach
4. Functional job analysis

21. Which of the following personality characteristics are associated with people who are likely to exhibit violent behavior on the job?

1. Neurotic
2. Optimistic
3. Extraverted
4. Type A

22. Which of these suggestions is an effective way to deal with stress?

1. Meditation

2. Exercise
3. Talking with others
4. **All of the given options**

23. In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?

1. Chief executive officer
2. **Chief safety officer**
3. Occupational safety and health officer
4. Chief operations officer

24. Who distinguished between intrinsic motivation and extrinsic motivation?

1. Frederick Taylor
2. Frederick Herzberg
3. David McClelland
4. **Edward Deci**

25. Which of the following is categorized as an indirect payment portion of employee compensation?

1. Wages
2. Salaries
3. **Employer-paid insurance**
4. Commissions

26. Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?

1. Family relationships
2. Work performance
3. Your attention to safety
4. **All of the given options**

27. Unemployment benefits are typically about _____ percent of a person's earnings and last for_____.

- 1. 50; 26 weeks**
2. 75; 1 year
3. 100; 2 years
4. 25; 4 weeks

28. Unsafe acts can be reduced through all of the following methods except:

- 1. Job rotation**
2. Screening
3. Training
4. Incentive programs

29. Which of these is the most common type of retirement plan?

- 1. Defined benefit**
2. ERISA
3. Defined contribution
4. Money purchase plan

30. Which one of the following statements is correct in relation to monetary rewards in accordance with Herzberg's Two-Factor theory?

1. Pay increases are a powerful long-term motivator
- 2. Inadequate monetary rewards are a powerful dissatisfier**
3. Monetary rewards are more important than non-monetary rewards
4. Pay can never be used as a motivator

31. Which pattern of communication is the quickest way to send a message?

1. The circle
2. The chain
3. The Y
4. **The wheel**

32. Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress?

1. An unhappy marriage
2. Ongoing money problems
3. Dissatisfaction with a job
4. **All of the given options**

33. The relative position of an organization's pay incentives compared to other companies in the same industry is known as:

1. Pay structure
2. Pay appraisal
3. **Pay level**
4. Pay feedback

34. Poor quality lateral communication will result in which of the following?

1. Lack of direction
2. **Lack of coordination**
3. Lack of delegation
4. Lack of control

35. Which of the following is a health hazard in the work place?

1. Uncollected waste paper
2. Heavy object

3. Frayed crypt
4. **All of the given options**

36. Managers can motivate people to avoid performing dysfunctional behaviors by using:

I. Extinction

II. Punishment

III. Negative reinforcement

1. I, II, III
2. I and III
3. II and III
4. **I and II**

37. Workers' compensation benefits fall into all of these major categories except:

1. Medical care
2. **Retirement benefits**
3. Disability income
4. Death benefits

38. Expectancy theory focuses on the relationships between which three factors?

1. Needs, effort and persistence
2. Needs, performance and inputs
3. Inputs, performance and outcomes
4. **Needs, performance and outcomes**

39. A horizontal extension of the object to increase task variety is called:

1. Job evaluation
2. Job enrichment
3. **Job enlargement**
4. Job rotation

40. Communication between two members of a project team from different function, but the same level of authority is _____ communication.

1. UP ward
2. Downward
- 3. Lateral**
4. Diagonal

Quiz 6

1. One reason for falling union membership in recent years is that _____

- 1. Legislation protects workers in a way that was once only offered by the unions**
2. Unions have been seen as largely ineffectual
3. Union membership is too expensive
4. Manufacturers will not hire union members
5. Union members earn less on average compared to non-union members

2. All of the following types of organizations are covered by the Occupational Safety and Health Act except _____

1. Federal agencies
2. Hospitals
3. Schools
- 4. Self-employed persons**
5. Manufacturing facilities

3. There is fairly strong evidence that traits can predict _____ more accurately than leadership effectiveness

- 1. Leadership emergence**
2. Extraversion in leaders

3. Leadership awareness
4. Leadership competence
5. The conscientiousness of leaders

4. Which one of the following is not implied in the definition of power?

1. Influence
2. Potential
3. Dependency
- 4. Actualization**
5. Capacity

5. The conflict-handling intention of accommodating is _____

1. assertive and uncooperative
2. assertive and cooperative
3. unassertive and uncooperative
- 4. unassertive and cooperative**
5. reflective and emotional

6. Which department enforces the standards set out in the Occupational Safety and Health Act?

1. Department of Health Services
- 2. Department of Labor**
3. Department of Defense
4. Department of Financial Services
5. Economic Development Department

7. Family issues, economic problems, and personality characteristics are examples of the _____ factor of potential stress

1. Social
2. Environmental
3. Personnel

4. Psychological

5. **Personal**

8. The _____ form of union security means that it is up to the workers whether or not they join the union and only those who join must pay dues.

1. Closed shop

2. Union shop

3. Agency shop

4. **Open shop**

5. Maintenance of agreement

9. The dimension of assertiveness refers to situations _____

1. **in which one party attempts to satisfy his/her own concerns**

2. in which there is an expression of competition

3. involving a major behavior change

4. that lead to conflict

5. in which one party behaves generously

10. Which of the following benefits could be awarded as workers' compensation?

1. Cash benefit

2. Medical services

3. Time off with pay

4. Time off without pay

5. **a and b**

quiz 7

Please highlight the correct option.

Q. 1 All of the following are External Environmental Factors except

1. Legal Considerations
2. The Labor Force
3. Customers
4. Corporate Culture

Q. 2 The people who perform tasks in a wide variety of human resource-related areas are called

1. HR Executives
2. HR Generalists
3. HR Specialist
4. All of the given options

Q. 3 A strategy intended to achieve fair employment by urging employers to hire certain groups of people who were discriminated against in the past is known as

1. Fair employment
2. Equal Employment Opportunity (EEO)
3. Affirmative action
4. Employment discrimination

Q. 4 Generally, the goal setting is a

1. Top down process
2. Bottom up process
3. Process of top down support and bottom up development
4. Function of senior management

Q. 5 Following are the reasons for conducting job analysis except

1. Staffing workers
2. Observing workers
3. Training and Development
4. Legal Considerations

Q. 6 The method that uses the organization's current level of employment as the starting point for determining future staffing needs is

1. Zero Based Forecasting
2. Bottom-Up Approach
3. Forecasting Human Resource Availability
4. None of the given options

Q. 7 job analysis can be performed in all of the following ways except

1. Interviews conducted with departing employees
2. Analyzing log books
3. Observing hourly workers
4. Giving workers checklist to indicate which tasks on the list are performed during job.

Q. 8 What specific activities listed below are part of the organizing function?

1. Giving each subordinate a specific task
2. Recruiting prospective employees
3. Training and developing employees
4. Developing rules and procedures

Q. 9 _____ are authorized to direct the work of subordinates.

1. Staff managers
2. Line managers
3. Leaders
4. Advisory board members

Q.10 What tactic will employers likely have to take to fill openings left by retiring employees?

1. Instituting flexible work hours
2. Providing elder care
3. Hiring more women
4. Rehiring retirees

Quiz 8

1. **A process that significantly affects organizational success by having managers and employees work together to set expectations, review results, and reward performance.**
 1. **Management by Objectives**
 2. **Performance Appraisal**
 3. **Performance Management**
 4. **Organizational Planning**

2. **_____ is solely responsible for managing individual's career.**
 1. **Individual**
 2. **Team**
 3. **Organization**
 4. **HR Manager**

3. **The evaluator uses a list of behavioral descriptions and checks off those behaviors that apply to the employee. This method of appraisal is called**
 1. **Forced-Choice Appraisal**
 2. **Forced Distribution Appraisal**
 3. **Checklist Appraisal**
 4. **Behaviorally Anchored Rating Scales**

4. **Any compensation method that ties pay to the quantity or quality of work the person produces is called**
 1. **Gain-sharing Plan**
 2. **Incentive Plan**

- 3. Compensation Plan**
- 4. Pay for performance Plan**
- 5. Employee evaluations are directly affected by a “supervisor’s perceptions of who is believed to be in control of the employee’s performance – the employer or the manager.” This theory is known as**
 - 1. Attribution Theory**
 - 2. Stereotype**
 - 3. Halo Effect**
 - 4. None of above options**
- 6. Which has an impact on job pricing and the ultimate determination of an individual’s financial compensation?**
 - 1. The Organization**
 - 2. The Job**
 - 3. The Employee**
 - 4. All of the above options**
- 7. Office environment that contain harmful airborne chemicals, asbestos, or indoor pollution is referred to**
 - 1. Homicide**
 - 2. Sick Building**
 - 3. Green Environment**
 - 4. Environment pollution**
- 8. Benefits offered to employees reflect many of the trends existing in our**
 - 1. Country**
 - 2. Environment**
 - 3. Organization**
 - 4. Labor Force**

9. Recognition, positive reinforcement and employees' empowerment can be used to avoid the

- 1. Turnover**
- 2. Conflict**
- 3. Accident**
- 4. Frustration**

10. Not giving a compliment for a job done very well can cause

- 1. Punishment**
- 2. Extinction**
- 3. Negative Reinforcement**
- 4. De-motivation**

Quiz 9

1. Which is a common law doctrine stating that employers have the right to hire, fire, demote, or promote whomever they choose, unless there is a law or contract to the contrary .

1. Management Rights
2. **Employment at Will**
3. Statutory Rights
4. Contractual Rights

2. The ability of one person to influence another is

1. **Power**
2. Responsibility
3. Authority
4. All given options

3. The first formal stage of the disciplinary procedure is

1. Written Verbal Warning
2. **Written Warning**

3. Employee Separation

4. Show-Cause Notice

4. A worker surplus forecasted results in

1. Creative Recruiting

2. Special Training Programs

3. Reduced Hours

4. Succession Planning

5. Which theory suggests that a leader should adapt his/her leadership style to the task?

1. Path-Goal Leadership Theory

2. Vroom-Jago-Yetton Model

3. LMX Theory

4. The Situational Leadership Model

6. To be effective, leaders must provide a _____ that is a general statement of the organization's intended direction that evokes positive emotional feelings in organization members.

1. Vision

2. Mission

3. Goal

4. Declaration

7. These rights Protect employees from discrimination, Safe working conditions, Right to form unions

1. Statutory Rights

2. Contractual Rights

3. Employment policies
4. Civil Rights
8. For simplicity's sake, we can classify the most frequent violations of discipline into _____ categories.
 1. Two
 2. Three
 3. Four
 4. Six
9. To Becoming a Leader do all except
 1. Build Your Power Base
 2. Develop Your Judgment
 3. Use Your Management Skills
 4. Do Not Trust Anyone
10. A forecasting tool that uses mathematical equations to predict the behavior of one variable on the basis of other known variable/s is known as
 1. Managerial judgment
 2. Regression analysis
 3. Trend analysis
 4. Ratio analysis

Quiz 10

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

- ? Task analysis
- ? Organizational analysis
- ? Person analysis
- ? **Management analysis**

Question No: 2 (Marks: 1) - Please choose one

Decision regarding the delivery medium for training is made prior to which of the following step?

- ? Evaluating the training program
- ? **Designing the contents of training to be delivered**
- ? Identifying whether the training is required or not
- ? Conducting need assessment to identify issues

Question No: 3 (Marks: 1) - Please choose one

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

- ? Formal
- ? Informal
- ? Bureaucratic
- ? **Learning**

Question No: 4 (Marks: 1) - Please choose one

Which of the following statement defines 'Socialization'?

- ? **The formation of an attachment bond between an infant and its career**
- ? The tendency of social theorists to explain everything in terms of social causes
- ? The process of becoming part of a society by learning its norms and values
- ? The historical process by which societies change from traditional to modern ones

Question No: 5 (Marks: 1) - Please choose one

The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:

- ☐ **Physical examination**
- ☐ Personality test
- ☐ Polygraph test
- ☐ Substance abuse

Question No: 6 (Marks: 1) - Please choose one

In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali?

- ☐ Reliable test
- ☐ Content-valid test
- ☐ Face-valid test
- ☐ **Construct-valid test**

Question No: 7 (Marks: 1) - Please choose one

What measure should be needed to ensure effective recruitment?

- ☐ **Keep pool of large size to get best out of it**
- ☐ Address personnel needs of applicants
- ☐ Meet economies of scale for an organization
- ☐ Clearly understand organizational goals

Question No: 8 (Marks: 1) - Please choose one

Which of the following identifies the minimum acceptable qualification that the incumbent must possess to perform a particular job successfully?

- ? Job analysis
- ? **Job specification**
- ? Job description
- ? Job evaluation

Question No: 9 (Marks: 1) - Please choose one

SWOT Analysis is a tool for:

- ? Determining the mission
- ? Dividing missions into goals
- ? **Scanning the environment**
- ? Monitoring frequent performances

Question No: 10 (Marks: 1) - Please choose one

People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

- ? Information collector roles
- ? **Task oriented roles**
- ? Relationship oriented roles
- ? Individual roles

Question No: 11 (Marks: 1) - Please choose one

Individual's behavior comprises of:

- ? Heritage
- ? Perception
- ? Emotions
- ? **All of the given options**

Question No: 12 (Marks: 1) - Please choose one

Which of the following term is used to study the collective behavior of individuals within an organization?

- ? Organizational culture
- ? Organizational norms
- ? **Organizational behavior**
- ? Organizational rules

Question No: 13 (Marks: 1) - Please choose one

Which of the following skills are required most by the Top-level managers?

- ? Technical skills
- ? Interpersonal skills
- ? **Conceptual skills**
- ? All of the given options

Question No: 14 (Marks: 1) - Please choose one

Which of the following department of an organization perform the managerial function of matching organizational needs with the skills & abilities of the employees?

- ? Finance department
- ? Marketing department
- ? Production department
- ? **Human Resource department**

Question No: 15 (Marks: 1) - Please choose one

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

- ? Planning
- ? Decentralization
- ? Restructuring
- ? **Outsourcing**

Question No: 16 (Marks: 1) - Please choose one

Which of the following aspect should be considered during task analysis, before conducting the training in an organization?

- ? Individuals who require training
- ? Shortcomings in existing technology
- ? Ineffective feedback system of organization
- ? **Areas where training is required**

Question No: 17 (Marks: 1) - Please choose one

As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?

- ? Maintaining and updating the jobs
- ? Identify objectives of job analysis
- ? Identify the job to be analyzed
- ? **Draft job description & job specification**

Question No: 18 (Marks: 1) - Please choose one

Which of the following step is MOST important in creating job-fit?

- ? **An effective selection process**
- ? Promotion and transfer of existing employees
- ? Training of employees
- ? Competitive compensation packages

Question No: 19 (Marks: 1) - Please choose one

Members of an effective team should be more:

- ? Extrovert
- ? **Homogeneous**
- ? Inflexible
- ? Introvert

Question No: 20 (Marks: 1) - Please choose one

_____ team allows groups to meet without concern for space or time and enables organizations to link workers together.

- ? Process
- ? Self-managed
- ? **Virtual**
- ? Cross-functional

Question No: 21 (Marks: 1) - Please choose one

Which one of the following is NOT the characteristic of a Virtual Team?

- ? Lack of nonverbal signals
- ? Limited social contact
- ? **Increased social relationship**
- ? Ability to overcome time and space constraints

Question No: 22 (Marks: 1) - Please choose one

_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.

- ? **Synergy**
- ? Enthusiasm
- ? Energy
- ? Initiative

Question No: 23 (Marks: 1) - Please choose one

Which is NOT a weakness of group decision-making?

- ? Group decisions are time-consuming
- ? **Groups enhance creativity through diverse views**
- ? Group members suffer from ambiguous responsibilities
- ? Groups can be dominated by one or a few members

Question No: 24 (Marks: 1) - Please choose one

Managers who are indulged in establishing policies & procedures are fall under which category?

- ? Staff
- ? **Line**
- ? Functional
- ? Operational

Question No: 25 (Marks: 1) - Please choose one

Which of the following term best represents the individuals who have interests in an organization and influenced by it?

- ? Workforce
- ? **Stakeholders**
- ? Customers
- ? Stockholders

Question No: 26 (Marks: 1) - Please choose one

Who collects information from institutions & organizations outside their own, and facilitate the organizational personnels with that gathered information?

- ? Monitor
- ? Liaison
- ? **Disseminator**
- ? Figurehead

Question No: 27 (Marks: 1) - Please choose one

Being a Figurehead, manager has to perform which of the following role?

- ? Informational roles
- ? Decisional roles
- ? **Interpersonal roles**
- ? Sequential roles

Question No: 28 (Marks: 1) - Please choose one

How many levels of management are in a traditional organization?

- ? 5
- ? **3**
- ? 8
- ? 4

Question No: 29 (Marks: 1) - Please choose one

The ability to think about abstract & complex situations is referred to as:

- ? Mechanical skill
- ? Technical skill
- ? Interpersonal skill
- ? **Conceptual skill**

Question No: 30 (Marks: 1) - Please choose one

Controlling is mandatory to:

- ? Large organizations
- ? Small & medium enterprises
- ? **All of the given options**
- ? Private organizations

Question No: 31 (Marks: 1) - Please choose one

"Management" is concerned with the administration of:

- ? Human resource
- ? Financial resource
- ? Physical resource
- ? **All of the given options**

Question No: 32 (Marks: 1) - Please choose one

A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

- ? Cooperative work
- ? Student placement
- ? **Internship program**
- ? Student leasing

Question No: 33 (Marks: 1) - Please choose one

Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?

- ? Affirmative action
- ? Legal compliance
- ? **Equal employment opportunity**
- ? Stereotype

Question No: 34 (Marks: 1) - Please choose one

If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

- ? Performance
- ? Gaps
- ? **Effectiveness**
- ? Discrepancies

Question No: 35 (Marks: 1) - Please choose one

Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?

- ? **Trade unions**
- ? Human relation movement
- ? Employment legislations
- ? None of the given options

Question No: 36 (Marks: 1) - Please choose one

HR department became the main force behind all changes during:

- ? Mechanistic period
- ? **Catalytic period**
- ? Organistic period
- ? Strategic period

Question No: 37 (Marks: 1) - Please choose one

As a result of which of the following activity, HRIS is gaining popularity day by day?

- ? Generating organizational reports
- ? **Managing resources effectively**
- ? Retrieving timely information
- ? Handling bundles of data

Question No: 38 (Marks: 1) - Please choose one

Achievable & quality performance standards can be set with the help of accurate:

- ? **Job analysis**

- ? Job description
- ? Job specification
- ? Job evaluation

Question No: 39 (Marks: 1) - Please choose one

Organizational Behavior is a study of investigating the impact of:

- ? **Employees' behavior in an organization**
- ? Societal behavior on an organization
- ? Country's culture on an organization
- ? Country's economy on an organization

Question No: 40 (Marks: 1) - Please choose one

Which of the following is the main focus of Organizational Behavior?

- ? Society
- ? Stockholders
- ? **People at work**
- ? Union

Question No: 41 (Marks: 10)

Explain the following terms:

Personality

Perception

Attitude

Values

Ethics

ANSWER:

PERSONALITY: Personality is a combination of psychological traits that describes a person.

PERCEPTION: Perception is the mental process to pay attention selectively to some stimuli in the environment.

ATTITUDE: Attitude comprises of feelings, beliefs and behaviors.

VALUES: Values are the basic conviction about what is right and wrong.

ETHICS: Ethics are the rules and principles that tell what is right and wrong.

Courtesy mobeen <mirza.mobeen@gmail.com>

Google groups

Question # 4 of 10 (Start time: 10:57:40 AM) Total Marks: 1

vuZs

Which of the following measures are taken to assess the intensity of employees' satisfaction and their attitude toward the training program?

[Visit this group](#)

Select correct option:

- Continuous feedback
- Profitability rate
- Market share
- Productivity levels

Question # 5 of 10 (Start time: 10:58:34 AM) Total Marks: 1

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

Select correct option:

- Formal
- Informal
- Bureaucratic
- Learning

Question # 6 of 10 (Start time: 10:59:01 AM) Total Marks: 1

Under which of the following no screening of applicant pool is conducted before making final selection?

Select correct option:

- Walk-in applicants
- Employee referrals
- Employment agency
- School placement

Question # 7 of 10 (Start time: 10:59:49 AM) Total Marks: 1

Which of the following is NOT a concern of Human Resource Development (HRD)?

Select correct option:

- Employee training
- Employee orientation
- Employee rights
- Employee appraisals

Question # 8 of 10 (Start time: 11:00:59 AM) Total Marks: 1 (Solution courtesy Marina Khan)

Employee commitment has suffered in recent years because of:

Select correct option:

- Downsizing
- Training issues
- Appraisals
- Performance standards

Question # 9 of 10 (Start time: 11:01:34 AM) Total Marks: 1 (Solution courtesy Marina Khan)

The process through which someone becomes aware of personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals is called _____.

Select correct option:

- Organizational development
- Career management
- Career development
- Career planning

Question # 10 of 10 (Start time: 11:03:04 AM) Total Marks:

1

Following are the stages of socialization process, EXCEPT:

Select correct option:

- Pre-arrival stage
- Encounter stage
- Metamorphosis stage
- Completion stage

mester Spring 2006(MCQ-2)
Human Resources Management (MGT-501)

- 1) Appraisal of a worker's performance can be described as:
- a) Planning Activity
 - b) Organizing Activity
 - c) Controlling Activity**
 - d) Leading Activity
- 2) Hawthorne studies depict the effects of work environment on:
- a) Human Behavior**
 - b) Human Performance
 - c) Human Satisfaction
 - d) All the given options
- 3) Process of working with different resources to accomplish organizational goals is known as:
- a) Strategic management
 - b) Human Resource management
 - c) Management**
 - d) Team work
- 4) The concept of how a person behaves in a group can be attributed to:
- a) Thermodynamics
 - b) Group Dynamics**
 - c) MBO (Management by objectives)
 - d) Group Behavior
- 5) The study of Organizational Behavior is closely related to:
- a) Human Psychology
 - b) Human Behavior in general
 - c) Human Behavior at work**
 - d) Human-Machine Interaction
- 6) Essential component of an organization is:
- a) Team
 - b) Structure**
 - c) Individual
 - d) None of the given options
- 7) The whole is greater than the sum of its parts is known as:
- a) Efficiency
 - b) Effectiveness
 - c) Productivity
 - d) Synergy**

8) Virtual teams can contribute to better coordination among the team members because:

- a) **Technology brings them together on a forum.**
- b) Team members meet physically with each other
- c) Team members share views among themselves via communication links.
- d) Team members have the real time environment for interaction.

9) Setting standards should be left to the employee rather than organization leads to self controlling because:

- a) It follows the management by objective approach.
- b) It increases the productivity of the worker
- c) It increases the confidence of workers
- d) **Workers come up to the high standard since they have no pressure from his superiors.**

10) Which one is not basic component of OB (Organizational Behavior) Model?

- a) Organization
- b) Group
- c) **Team**
- d) Individual

MIDTERM EXAMINATION
Fall 2009

MGT501- Human Resource Management (Session - 5)

Question No: 1 (Marks: 1) - Please choose one

Organizational Behavior is a study of investigating the impact of:

- ▶ **Employees' behavior in an organization**
- ▶ Societal behavior on an organization
- ▶ Country's culture on an organization
- ▶ Country's economy on an organization

Question No: 2 (Marks: 1) - Please choose one

With the emergence of Information Technology (IT), organizations are needed to perform which of the following activity in response to this new technological trend?

- ▶ Job evaluation
- ▶ Job specification
- ▶ Job description
- ▶ **Job analysis**

Question No: 3 (Marks: 1) - Please choose one

Which of the following is said to be the main focus of Organization Behavior?

- ▶ How to become more effective in society
- ▶ **How to best utilize human resource**
- ▶ How to become environmental friendly

- ▶ How to become a market leader

Question No: 4 (Marks: 1) - Please choose one

'Job specification' is said to be an outcome of which of the given term?

- ▶ **Job analysis**
- ▶ Job title
- ▶ Job evaluation
- ▶ Job worth

Question No: 5 (Marks: 1) - Please choose one

Jobs are compensated on the basis of:

- ▶ **Job analysis**
- ▶ Job specification
- ▶ Job worth
- ▶ Job description

Question No: 6 (Marks: 1) - Please choose one

Technically HRIS is a/an:

- ▶ **System software**
- ▶ System hardware
- ▶ Database system
- ▶ Operating system

Question No: 7 (Marks: 1) - Please choose one

HRIS is used to facilitate the decisions related to:

- ▶ Overall organization
- ▶ **Employment planning**
- ▶ Sales forecasting
- ▶ Resource allocation

Question No: 8 (Marks: 1) - Please choose one

As a result of which of the following activity, HRIS is gaining popularity day by day?

- ▶ **Generating organizational reports**
- ▶ Managing resources effectively
- ▶ Retrieving timely information
- ▶ Handling bundles of data

Question No: 9 (Marks: 1) - Please choose one

HR department maintains _____ records.

- ▶ **Employee**
- ▶ Sales
- ▶ Production
- ▶ Inventory

Question No: 10 (Marks: 1) - Please choose one

Why organizational goals should be measurable?

- ▶ Ensure goal ambiguity
- ▶ **Ensure goal attainment**
- ▶ Put high effort
- ▶ Encourage employee participation

Question No: 11 (Marks: 1) - Please choose one
_____ is the main source of innovations.

- ▶ Upgraded technology
- ▶ **Human mind**
- ▶ Competitors' pressure
- ▶ Research & Development

Question No: 12 (Marks: 1) - Please choose one
Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?

- ▶ **Trade unions**
- ▶ Human relation movement
- ▶ Employment legislations
- ▶ None of the given options

Question No: 13 (Marks: 1) - Please choose one
Who is responsible to take corrective actions in response to unforeseen problems?

- ▶ Liaison
- ▶ **Disturbance-handler**
- ▶ Figurehead
- ▶ Spokesperson

Question No: 14 (Marks: 1) - Please choose one
Which of the following role a manager performs as a Resource allocator?

- ▶ Interpersonal role
- ▶ **Decisional role**
- ▶ Informational role
- ▶ Supportive role

Question No: 15 (Marks: 1) - Please choose one
Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?

- ▶ **Negotiator**
- ▶ Spokesperson
- ▶ Disseminator
- ▶ Entrepreneur

Question No: 16 (Marks: 1) - Please choose one
Organization is said to be an open system, because:

- ▶ **It operates within an environment**
- ▶ It operates in isolation

- ▶ Its activities are random
- ▶ Its activities are independent

Question No: 17 (Marks: 1) - Please choose one

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

- ▶ Scientific approach
- ▶ Rational approach
- ▶ **Human relations approach**
- ▶ Systematic approach

Question No: 18 (Marks: 1) - Please choose one

How often HR planning process is implemented within an organization?

- ▶ **Continuously**
- ▶ Annually
- ▶ Bi-annually
- ▶ Quarterly

Question No: 19 (Marks: 1) - Please choose one

The best hiring occurs when the goals of which of the following should consistent to each other?

- ▶ HR managers, Finance managers
- ▶ Head office, Branch
- ▶ **Organization, Individual**
- ▶ Lower managers, Top managers

Question No: 20 (Marks: 1) - Please choose one

Why organizations provide attractive salaries, fringe benefits, career development opportunities and respect to their employees?

- ▶ **To retain valuable human resource**
- ▶ To be the market leader in the future
- ▶ To attract more and more people
- ▶ To enforce government regulations

Question No: 21 (Marks: 1) - Please choose one

An organization posts advertisement in the news paper as:

“Approximate Gross salary is Rs. 24,000/ per month. In addition to above salary the candidate on appointment will also be entitled for other attractive benefits/facilities like pick and drop, indoor medical facility, housing subsidy etc”.

This represents:

- ▶ **The organization's policy for attracting more potential candidates**
- ▶ The organization is creating its positive image in the market
- ▶ The organization is clearly defining the job position
- ▶ The organization's policy to retain valuable employees

Question No: 22 (Marks: 1) - Please choose one

A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetease, heart diseases, neurological disorders etc, is termed as:

- ▶ Hereditary testing
- ▶ **Gene testing**
- ▶ Instinct testing
- ▶ Genetic testing

Question No: 23 (Marks: 1) - Please choose one

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

- ▶ Planning
- ▶ Decentralization
- ▶ Restructuring
- ▶ **Outsourcing**

Question No: 24 (Marks: 1) - Please choose one

People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

- ▶ Information collector roles
- ▶ **Task oriented roles**
- ▶ Relationship oriented roles
- ▶ Individual roles

Question No: 25 (Marks: 1) - Please choose one

Organizations started emphasizing on making rules and regulations during:

- ▶ Mechanistic period
- ▶ **Legalistic period**
- ▶ Catalytic period
- ▶ Strategic period

Question No: 26 (Marks: 1) - Please choose one

'Career counseling' is part of which of the following functions of HRM?

- ▶ Compensation & benefits
- ▶ Planning & selection
- ▶ **Training & development**
- ▶ Maintenance of HRIS

Question No: 27 (Marks: 1) - Please choose one

Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?

- ▶ Power
- ▶ Influence
- ▶ **Authority**
- ▶ Command

Question No: 28 (Marks: 1) - Please choose one

SWOT Analysis is a tool for:

- ▶ Determining the mission
- ▶ Dividing missions into goals
- ▶ **Scanning the environment**
- ▶ Monitoring frequent performances

Question No: 29 (Marks: 1) - Please choose one

What comes prior to environmental scanning of an organization?

- ▶ **Determining organizational mission**
- ▶ Monitoring the action plans
- ▶ Developing budgets for plans

- ▶ None of the given options

Question No: 30 (Marks: 1) - Please choose one

What measure should be needed to ensure effective recruitment?

- ▶ Keep pool of large size to get best out of it
- ▶ Address personnel needs of applicants
- ▶ Meet economies of scale for an organization
- ▶ Clearly understand organizational goals

Question No: 31 (Marks: 1) - Please choose one

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

- ▶ Selection
- ▶ Recruitment
- ▶ Staffing
- ▶ Enrollment

Question No: 32 (Marks: 1) - Please choose one

The extent to which an employment selection test provides consistent results is known as:

- ▶ Reliability
- ▶ Dependability
- ▶ Consistency
- ▶ Trustworthiness

Question No: 33 (Marks: 1) - Please choose one

Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?

- ▶ Cognitive aptitude test
- ▶ Job knowledge test
- ▶ Vocational interest test
- ▶ Psychomotor abilities test

Question No: 34 (Marks: 1) - Please choose one

Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

- ▶ Vocational interest test
- ▶ Cognitive aptitude test
- ▶ Personality test
- ▶ Psychomotor abilities test

Question No: 35 (Marks: 1) - Please choose one

Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

- ▶ Reference check
- ▶ Criminal record
- ▶ Application form
- ▶ Credit history

Question No: 36 (Marks: 1) - Please choose one

Background investigations and reference checks are considered to verify candidate's

- ▶ Age
- ▶ Marital status
- ▶ **Credentials**
- ▶ Gender

Question No: 37 (Marks: 1) - Please choose one

Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to this restriction, McDonalds made local hiring for its subsidiaries in these regions. Which hiring approach they have adopted in response to this limitation?

- ▶ Parent-country national
- ▶ **Host-country national**
- ▶ Third-country national
- ▶ Headquarter national

Question No: 38 (Marks: 1) - Please choose one

Decision regarding the delivery medium for training is made prior to which of the following step?

- ▶ Evaluating the training program
- ▶ **Designing the contents of training to be delivered**
- ▶ Identifying whether the training is required or not
- ▶ Conducting need assessment to identify issues

Question No: 39 (Marks: 1) - Please choose one

HRM is said to be effective when _____ is achieved.

- ▶ Minimization of wastage
- ▶ **Cohesive work environment**
- ▶ Customer satisfaction
- ▶ Large market share

Question No: 40 (Marks: 1) - Please choose one

"Effectiveness" is represented by:

- ▶ Doing things before time
- ▶ **Doing right things right**
- ▶ Doing things in minimum time
- ▶ Doing things with minimum resources

Question No: 41 (Marks: 10)

What measures can be taken by the employer to prevent negligent hiring? Explain in detail.

Answer:-

Tips on How to Avoid Negligent Hiring Lawsuits

In these tough economic times companies may be thinking about saving time and money by cutting back on their employee screening programs. This would be a big mistake! If you hire a dangerous or unfit person without doing proper "due diligence" and harm occurs, you are opening yourself up to a negligent hiring lawsuit.

Here are several tips to help you avoid a negligent hiring lawsuit :

1. Create a Program

Create an employee screening program for your company. This program should document employee screening policies and procedures for each position in the organization.

2. Train to Ensure Hiring Managers Follow the Program

Train all hiring managers on the employee screening policies and procedures. Document this training.

3. Audit Employee Screening Program

Create an audit procedure to make sure the employee screening program is being followed throughout the organization. Document this procedure.

4. Ensure FCRA Compliance

If you are using a third party employee screening service make sure they are in compliance with the Fair Credit Reporting Act (FCRA).

(OR)

Answer 2:

There are quite a few different measures that can be taken to ensure that a firm hires the best possible candidates for open positions. I suggest using Google to search for "best hiring practices."

Here are a few such practices:

- Write a good job description that will attract the kinds of candidates you need.
- Have professionals from the relevant department (rather than from HR) have the most contact with the candidate.
- Give the candidate as much information about your firm as possible before the job interview. This allows the candidate to talk more knowledgeably and relevantly about your firm and his/her fit with your needs.
- Interview in a way that lets your candidates show their skills instead of just talking about them.

MIDTERM EXAMINATION

Fall 2008

MGT501- Human Resource Management (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

- Task analysis

- ▶ Organizational analysis
- ▶ Person analysis
- ▶ **Management analysis**

Question No: 2 (Marks: 1) - Please choose one

Decision regarding the delivery medium for training is made prior to which of the following step?

- ▶ Evaluating the training program
- ▶ **Designing the contents of training to be delivered**
- ▶ Identifying whether the training is required or not
- ▶ Conducting need assessment to identify issues

Question No: 3 (Marks: 1) - Please choose one

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

- ▶ Formal
- ▶ Informal
- ▶ Bureaucratic
- ▶ **Learning**

Question No: 4 (Marks: 1) - Please choose one

Which of the following statement defines 'Socialization'?

- ▶ **The formation of an attachment bond between an infant and its career**
- ▶ The tendency of social theorists to explain everything in terms of social causes
- ▶ The process of becoming part of a society by learning its norms and values
- ▶ The historical process by which societies change from traditional to modern ones

Question No: 5 (Marks: 1) - Please choose one

The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:

- ▶ **Physical examination**
- ▶ Personality test
- ▶ Polygraph test
- ▶ Substance abuse

Question No: 6 (Marks: 1) - Please choose one

In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali?

- ▶ Reliable test
- ▶ Content-valid test
- ▶ Face-valid test
- ▶ **Construct-valid test**

Question No: 7 (Marks: 1) - Please choose one

What measure should be needed to ensure effective recruitment?

- ▶ **Keep pool of large size to get best out of it**
- ▶ Address personnel needs of applicants
- ▶ Meet economies of scale for an organization
- ▶ Clearly understand organizational goals

Question No: 8 (Marks: 1) - Please choose one

Which of the following identifies the minimum acceptable qualification that the incumbent must possess to perform a particular job successfully?

- ▶ Job analysis
- ▶ **Job specification**
- ▶ Job description
- ▶ Job evaluation

Question No: 9 (Marks: 1) - Please choose one

SWOT Analysis is a tool for:

- ▶ Determining the mission
- ▶ Dividing missions into goals
- ▶ **Scanning the environment**
- ▶ Monitoring frequent performances

Question No: 10 (Marks: 1) - Please choose one

People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

- ▶ Information collector roles
- ▶ **Task oriented roles**
- ▶ Relationship oriented roles
- ▶ Individual roles

Question No: 11 (Marks: 1) - Please choose one

Individual's behavior comprises of:

- ▶ Heritage
- ▶ Perception
- ▶ Emotions
- ▶ **All of the given options**

Question No: 12 (Marks: 1) - Please choose one

Which of the following term is used to study the collective behavior of individuals within an organization?

- ▶ Organizational culture
- ▶ Organizational norms

► **Organizational behavior**

- Organizational rules

Question No: 13 (Marks: 1) - Please choose one

Which of the following skills are required most by the Top-level managers?

- Technical skills
- Interpersonal skills
- **Conceptual skills**
- All of the given options

Question No: 14 (Marks: 1) - Please choose one

Which of the following department of an organization perform the managerial function of matching organizational needs with the skills & abilities of the employees?

- Finance department
- Marketing department
- Production department
- **Human Resource department**

Question No: 15 (Marks: 1) - Please choose one

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

- Planning
- Decentralization
- Restructuring
- **Outsourcing**

Question No: 16 (Marks: 1) - Please choose one

Which of the following aspect should be considered during task analysis, before conducting the training in an organization?

- Individuals who require training
- Shortcomings in existing technology
- Ineffective feedback system of organization
- **Areas where training is required**

Question No: 17 (Marks: 1) - Please choose one

As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?

- Maintaining and updating the jobs
- Identify objectives of job analysis
- Identify the job to be analyzed
- **Draft job description & job specification**

Question No: 18 (Marks: 1) - Please choose one

Which of the following step is MOST important in creating job-fit?

▶ **An effective selection process**

- ▶ Promotion and transfer of existing employees
- ▶ Training of employees

- ▶ Competitive compensation packages

Question No: 19 (Marks: 1) - Please choose one
Members of an effective team should be more:

- ▶ Extrovert

▶ **Homogeneous**

- ▶ Inflexible

- ▶ Introvert

Question No: 20 (Marks: 1) - Please choose one

_____ team allows groups to meet without concern for space or time and enables organizations to link workers together.

- ▶ Process
- ▶ Self-managed

- ▶ **Virtual**

- ▶ Cross-functional

Question No: 21 (Marks: 1) - Please choose one

Which one of the following is NOT the characteristic of a Virtual Team?

- ▶ Lack of nonverbal signals
- ▶ Limited social contact

- ▶ **Increased social relationship**

- ▶ Ability to overcome time and space constraints

Question No: 22 (Marks: 1) - Please choose one

_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.

▶ **Synergy**

▶ Enthusiasm

▶ Energy

▶ Initiative

Question No: 23 (Marks: 1) - Please choose one

Which is NOT a weakness of group decision-making?

▶ Group decisions are time-consuming

▶ **Groups enhance creativity through diverse views**

▶ Group members suffer from ambiguous responsibilities

▶ Groups can be dominated by one or a few members

Question No: 24 (Marks: 1) - Please choose one

Managers who are indulged in establishing policies & procedures are fall under which category?

▶ Staff

▶ **Line**

▶ Functional

▶ Operational

Question No: 25 (Marks: 1) - Please choose one

Which of the following term best represents the individuals who have interests in an organization and influenced by it?

▶ Workforce

▶ **Stakeholders**

▶ Customers

▶ Stockholders

Question No: 26 (Marks: 1) - Please choose one

Who collects information from institutions & organizations outside their own, and facilitate the organizational personnels with that gathered information?

- ▶ Monitor
- ▶ Liaison
- ▶ **Disseminator**
- ▶ Figurehead

Question No: 27 (Marks: 1) - Please choose one

Being a Figurehead, manager has to perform which of the following role?

- ▶ Informational roles
- ▶ Decisional roles
- ▶ **Interpersonal roles**
- ▶ Sequential roles

Question No: 28 (Marks: 1) - Please choose one

How many levels of management are in a traditional organization?

- ▶ 5
- ▶ **3**
- ▶ 8
- ▶ 4

Question No: 29 (Marks: 1) - Please choose one

The ability to think about abstract & complex situations is referred to as:

- ▶ Mechanical skill
- ▶ Technical skill
- ▶ Interpersonal skill
- ▶ **Conceptual skill**

Question No: 30 (Marks: 1) - Please choose one

Controlling is mandatory to:

- ▶ Large organizations
- ▶ Small & medium enterprises
- ▶ **All of the given options**
- ▶ Private organizations

Question No: 31 (Marks: 1) - Please choose one

"Management" is concerned with the administration of:

- ▶ Human resource
- ▶ Financial resource
- ▶ Physical resource
- ▶ **All of the given options**

Question No: 32 (Marks: 1) - Please choose one

A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

- ▶ Cooperative work
- ▶ Student placement
- ▶ **Internship program**
- ▶ Student leasing

Question No: 33 (Marks: 1) - Please choose one

Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?

- ▶ Affirmative action
- ▶ Legal compliance
- ▶ **Equal employment opportunity**
- ▶ Stereotype

Question No: 34 (Marks: 1) - Please choose one

If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

- ▶ Performance
- ▶ Gaps
- ▶ **Effectiveness**
- ▶ Discrepancies

Question No: 35 (Marks: 1) - Please choose one

Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?

- ▶ **Trade unions**
- ▶ Human relation movement
- ▶ Employment legislations
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Question No: 36 (Marks: 1) - Please choose one

HR department became the main force behind all changes during:

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As a result of which of the following activity, HRIS is gaining popularity day by day?

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- ▶ **Managing resources effectively**
- ▶ Retrieving timely information
- ▶ Handling bundles of data

Question No: 38 (Marks: 1) - Please choose one

Achievable & quality performance standards can be set with the help of accurate:

- ▶ **Job analysis**
- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation

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Organizational Behavior is a study of investigating the impact of:

- ▶ **Employees' behavior in an organization**
- ▶ Societal behavior on an organization
- ▶ Country's culture on an organization

- ▶ Country's economy on an organization

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Which of the following is the main focus of Organizational Behavior?

- ▶ Society
- ▶ Stockholders
- ▶ **People at work**
- ▶ Union

Question No: 41 (Marks: 10)

Explain the following terms:

Personality

Perception

Attitude

Values

Ethics

ANSWER:

PERSONALITY: Personality is a combination of psychological traits that describes a person.

PERCEPTION: Perception is the mental process to pay attention selectively to some stimuli in the environment.

ATTITUDE: Attitude comprises of feelings, beliefs and behaviors.

VALUES: Values are the basic conviction about what is right and wrong.

ETHICS: Ethics are the rules and principles that tell what is right and wrong.

Quizz

MGT501

Human Resource Management

Question # 1 of 10 Total Marks: 1

Groups and Teams are _____

Select correct option:

- One and the same things
- ✓ **Different things**

Question # 2 of 10 Total Marks: 1

Which of the following is NOT a goal of HRM?

Select correct option:

- Integration of HRM with the corporate strategy of the organization
- Producing the desired human behavior that helps to achieve the organizations goals
- Creation of a flexible environment that can easily adopt change
- ✓ **To endure proper delivery of products**

Question # 3 of 10 Total Marks: 1

In order to promote unbiased management, organizations should develop:

Select correct option:

- Powerful union
- ✓ **Legal compliance**
- Strategic alliances
- Stakeholder influence

Question # 4 of 10 Total Marks: 1

Women can not do important or heavy jobs. This is an example of:

Select correct option:

- ✓ **Stereotyping**
- Halo effect

Question # 5 of 10 Total Marks: 1

Which of the following is a forecasting technique that involves experimenting a real world situation through a mathematical model?

Select correct option:

- ✓ **Simulation**
- Modeling
- Mock-up
- Replication

Question # 6 of 10 Total Marks: 1

Which one is not the component of training and development?

Select correct option:

- ✓ **Orientation**
 - Career development
 - Organizational development
 - Change management

Question # 7 of 10 Total Marks: 1

Which of the following component consists of a person's beliefs, opinions, knowledge, and information?

Select correct option:

- Affective component
- ✓ **Cognitive component**
 - Behavioral component
 - Objective component

Question # 8 of 10 Total Marks: 1

Organization Behavior deals with:

Select correct option:

- Budget of the Organization
- Structure of the Organization
- ✓ **Individual Behavior**
 - None of the above

Question # 9 of 10 Total Marks: 1

An organization operates in:

Select correct option:

- An isolated system
- A closed system

- A clogged system
- ✓ **An open system**

Question # 10 of 10 Total Marks: 1

According to which act, pay discrimination on the basis of gender for same position & Performance is prohibited?

Select correct option:

- Civil rights
- ✓ **Equal pay**
- Worker compensation
- Age discrimination

Question # 1 of 10 Total Marks: 1

Which of these functions is affected by external influences?

Select correct option:

- Staffing
- Development
- Maintenance
- ✓ **All of given options**

Question # 2 of 10 Total Marks: 1

Which of the following statement reflects the 'Age Discrimination Act' for workers?

Select correct option:

- ✓ **At the age of 40 to 70, workers can not be retired by force**
- At the age below 18, workers can never be hired
- Having 10 years of experience, workers should be promoted
- Workers can never be rehired if retired once

Question # 3 of 10 Total Marks: 1

If a company is employing the fresh graduates as well as the professional experts, the Management is said to be enhancing _____.

Select correct option:

- Stereotyping
- Variety
- ✓ **Diversity**
- Uniformity

Question # 4 of 10 Total Marks: 1

Organizations are adopting Total Quality Management in order to:

Select correct option:

- ✓ **Improve the quality**
- Control the costs
- Restructure the organization
- None of the above

Question # 5 of 10 Total Marks: 1

Which of the following involves holding beliefs about people that place them in categories for recognizing and accepting differences?

Select correct option:

- Backlash
- Mistrust
- ✓ **Cohesiveness**
- Stereotyping

Question # 6 of 10 Total Marks: 1

Select correct option

_____ of race, color, sex, religion, national origin, or age, has an equal chance for a job based on his/her qualifications

- ✓ **Equal Employment Opportunity**

Question # 7 of 10 Total Marks: 1

When Job analysis Is not performed?

Select correct option:

✓ **When the organization is founded**

When new jobs are created

When we have already completed job analysis for similar kinds of jobs

When jobs are changed significantly

Question # 8 of 10 Total Marks: 1

Staffing is a process of hiring qualified employees at the right place and at the right time, to achieve _____.

Select correct option:

Targeted sales goals

Individual career goals

Return on investment

✓ **Organizational objectives**

Question # 9 of 10 Total Marks: 1

Controlling the Costs is an _____ Challenge for HRM

Select correct option:

Organizational

✓ **Environmental**

Question # 10 of 10 Total Marks: 1

A problem faced by the organization due to presence of people having different nationalities is an

Select correct option:

✓ **Environmental Challenge**

Organizational Challenge

Individual Challenge

None of the above

MIDTERM EXAMINATION

Fall 2008

MGT501- Human Resource Management (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

- ▶ Task analysis
- ▶ Organizational analysis
- ▶ Person analysis
- ▶ **Management analysis**

Question No: 2 (Marks: 1) - Please choose one

Decision regarding the delivery medium for training is made prior to which of the following step?

- ▶ Evaluating the training program
- ▶ **Designing the contents of training to be delivered**
- ▶ Identifying whether the training is required or not
- ▶ Conducting need assessment to identify issues

Question No: 3 (Marks: 1) - Please choose one

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

- ▶ Formal
- ▶ Informal
- ▶ Bureaucratic
- ▶ **Learning**

Question No: 4 (Marks: 1) - Please choose one

Which of the following statement defines 'Socialization'?

- ▶ **The formation of an attachment bond between an infant and its career**
- ▶ The tendency of social theorists to explain everything in terms of social causes
- ▶ The process of becoming part of a society by learning its norms and values
- ▶ The historical process by which societies change from traditional to modern ones

Question No: 5 (Marks: 1) - Please choose one

The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:

- ▶ **Physical examination**
- ▶ Personality test
- ▶ Polygraph test
- ▶ Substance abuse

Question No: 6 (Marks: 1) - Please choose one

In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali?

- ▶ Reliable test
- ▶ Content-valid test
- ▶ Face-valid test
- ▶ **Construct-valid test**

Question No: 7 (Marks: 1) - Please choose one

What measure should be needed to ensure effective recruitment?

- ▶ **Keep pool of large size to get best out of it**
- ▶ Address personnel needs of applicants
- ▶ Meet economies of scale for an organization
- ▶ Clearly understand organizational goals

Question No: 8 (Marks: 1) - Please choose one

Which of the following identifies the minimum acceptable qualification that the incumbent must possess to perform a particular job successfully?

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- ▶ Job analysis
- ▶ **Job specification**
- ▶ Job description
- ▶ Job evaluation

Question No: 9 (Marks: 1) - Please choose one

SWOT Analysis is a tool for:

- ▶ Determining the mission
- ▶ Dividing missions into goals
- ▶ **Scanning the environment**
- ▶ Monitoring frequent performances

Question No: 10 (Marks: 1) - Please choose one

People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

- ▶ Information collector roles
- ▶ **Task oriented roles**
- ▶ Relationship oriented roles
- ▶ Individual roles

Question No: 11 (Marks: 1) - Please choose one

Individual's behavior comprises of:

- ▶ Heritage
- ▶ Perception
- ▶ Emotions
- ▶ **All of the given options**

Question No: 12 (Marks: 1) - Please choose one

Which of the following term is used to study the collective behavior of individuals within an organization?

- ▶ Organizational culture
- ▶ Organizational norms
- ▶ **Organizational behavior**
- ▶ Organizational rules

Question No: 13 (Marks: 1) - Please choose one

Which of the following skills are required most by the Top-level managers?

- ▶ Technical skills
- ▶ Interpersonal skills
- ▶ **Conceptual skills**
- ▶ All of the given options

Question No: 14 (Marks: 1) - Please choose one

Which of the following department of an organization perform the managerial function of matching organizational needs with the skills & abilities of the employees?

- ▶ Finance department
- ▶ Marketing department
- ▶ Production department
- ▶ **Human Resource department**

Question No: 15 (Marks: 1) - Please choose one

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

- ▶ Planning
- ▶ Decentralization
- ▶ Restructuring
- ▶ **Outsourcing**

Question No: 16 (Marks: 1) - Please choose one

Which of the following aspect should be considered during task analysis, before conducting the training in an organization?

- ▶ Individuals who require training
- ▶ Shortcomings in existing technology
- ▶ Ineffective feedback system of organization
- ▶ **Areas where training is required**

Question No: 17 (Marks: 1) - Please choose one

As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?

- ▶ Maintaining and updating the jobs
- ▶ **Identify objectives of job analysis**

- ▶ Identify the job to be analyzed
- ▶ **Draft job description & job specification**

Question No: 18 (Marks: 1) - Please choose one

Which of the following step is MOST important in creating job-fit?

- ▶ **An effective selection process**
- ▶ Promotion and transfer of existing employees
- ▶ Training of employees
- ▶ Competitive compensation packages

Question No: 19 (Marks: 1) - Please choose one

Members of an effective team should be more:

- ▶ Extrovert
- ▶ **Homogeneous**
- ▶ Inflexible
- ▶ Introvert

Question No: 20 (Marks: 1) - Please choose one

_____ team allows groups to meet without concern for space or time and enables organizations to link workers together.

- ▶ Process
- ▶ Self-managed
- ▶ **Virtual**
- ▶ Cross-functional

Question No: 21 (Marks: 1) - Please choose one

Which one of the following is NOT the characteristic of a Virtual Team?

- ▶ Lack of nonverbal signals
- ▶ Limited social contact

- ▶ **Increased social relationship**
- ▶ Ability to overcome time and space constraints

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Question No: 22 (Marks: 1) - Please choose one

_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.

- ▶ **Synergy**
- ▶ Enthusiasm
- ▶ Energy
- ▶ Initiative

Question No: 23 (Marks: 1) - Please choose one

Which is NOT a weakness of group decision-making?

- ▶ Group decisions are time-consuming
- ▶ **Groups enhance creativity through diverse views**
- ▶ Group members suffer from ambiguous responsibilities
- ▶ Groups can be dominated by one or a few members

Question No: 24 (Marks: 1) - Please choose one

Managers who are indulged in establishing policies & procedures are fall under which category?

- ▶ Staff
- ▶ **Line**
- ▶ Functional
- ▶ Operational

Question No: 25 (Marks: 1) - Please choose one

Which of the following term best represents the individuals who have interests in an organization and influenced by it?

- ▶ Workforce
- ▶ **Stakeholders**

- ▶ Customers
- ▶ Stockholders

Question No: 26 (Marks: 1) - Please choose one

Who collects information from institutions & organizations outside their own, and facilitate the organizational personnels with that gathered information?

- ▶ Monitor
- ▶ Liaison
- ▶ Disseminator
- ▶ Figurehead

Question No: 27 (Marks: 1) - Please choose one

Being a Figurehead, manager has to perform which of the following role?

- ▶ Informational roles
- ▶ Decisional roles
- ▶ Interpersonal roles
- ▶ Sequential roles

Question No: 28 (Marks: 1) - Please choose one

How many levels of management are in a traditional organization?

- ▶ 5
- ▶ 3
- ▶ 8
- ▶ 4

Question No: 29 (Marks: 1) - Please choose one

The ability to think about abstract & complex situations is referred to as:

- ▶ Mechanical skill
- ▶ Technical skill

- ▶ Interpersonal skill
- ▶ **Conceptual skill**

Question No: 30 (Marks: 1) - Please choose one

Controlling is mandatory to:

- ▶ Large organizations
- ▶ Small & medium enterprises
- ▶ **All of the given options**
- ▶ Private organizations

Question No: 31 (Marks: 1) - Please choose one

"Management" is concerned with the administration of:

- ▶ Human resource
- ▶ Financial resource
- ▶ Physical resource
- ▶ **All of the given options**

Question No: 32 (Marks: 1) - Please choose one

A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

- ▶ Cooperative work
- ▶ Student placement
- ▶ **Internship program**
- ▶ Student leasing

Question No: 33 (Marks: 1) - Please choose one

Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?

- ▶ Affirmative action
- ▶ Legal compliance
- ▶ **Equal employment opportunity**
- ▶ Stereotype

Question No: 34 (Marks: 1) - Please choose one

If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

- ▶ Performance
- ▶ Gaps
- ▶ **Effectiveness**
- ▶ Discrepancies

Question No: 35 (Marks: 1) - Please choose one

Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?

- ▶ **Trade unions**
- ▶ Human relation movement
- ▶ Employment legislations
- ▶ None of the given options

Question No: 36 (Marks: 1) - Please choose one

HR department became the main force behind all changes during:

- ▶ Mechanistic period
- ▶ **Catalytic period**
- ▶ Organistic period
- ▶ Strategic period

Question No: 37 (Marks: 1) - Please choose one

As a result of which of the following activity, HRIS is gaining popularity day by day?

- ▶ Generating organizational reports
- ▶ **Managing resources effectively**
- ▶ Retrieving timely information
- ▶ Handling bundles of data

Question No: 38 (Marks: 1) - Please choose one

Achievable & quality performance standards can be set with the help of accurate:

- ▶ **Job analysis**
- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation

Question No: 39 (Marks: 1) - Please choose one

Organizational Behavior is a study of investigating the impact of:

- ▶ **Employees' behavior in an organization**
- ▶ Societal behavior on an organization
- ▶ Country's culture on an organization
- ▶ Country's economy on an organization

Question No: 40 (Marks: 1) - Please choose one

Which of the following is the main focus of Organizational Behavior?

- ▶ Society
- ▶ Stockholders
- ▶ **People at work**
- ▶ Union

Question No: 41 (Marks: 10)

Explain the following terms:

Personality

Perception

Attitude

Values

Ethics

ANSWER:

PERSONALITY: Personality is a combination of psychological traits that describes a person.

PERCEPTION: Perception is the mental process to pay attention selectively to some stimuli in the environment.

ATTITUDE: Attitude comprises of feelings, beliefs and behaviors.

VALUES: Values are the basic conviction about what is right and wrong.

ETHICS: Ethics are the rules and principles that tell what is right and wrong.
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Question No: 1 (Marks: 1) - Please choose one

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

- ▶ Rightsizing
- ▶ Affirmative action
- ▶ Downsizing
- ▶ Discrimination

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Question No: 2 (Marks: 1) - Please choose one

Which of the following component of attitude represents a person's opinions, knowledge, and information?

- ▶ Affective component
- ▶ Cognitive component
- ▶ Behavioral component
- ▶ Objective component

Question No: 3 (Marks: 1) - Please choose one

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- ▶ Workforce
- ▶ Stakeholders
- ▶ Customers
- ▶ Stockholders

Question No: 4 (Marks: 1) - Please choose one

Decision regarding the delivery medium for training is made prior to which of the following step?

- ▶ Evaluating the training program
- ▶ Designing the contents of training to be delivered
- ▶ Identifying whether the training is required or not
- ▶ Conducting need assessment to identify issues

Question No: 5 (Marks: 1) - Please choose one

The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:

- ▶ Physical examination
- ▶ Personality test
- ▶ Polygraph test
- ▶ Substance abuse

Question No: 6 (Marks: 1) - Please choose one

Which of the following test is used to measure a candidate's knowledge regarding job duties he/she is supposed to perform in a particular job position?

- ▶ Work knowledge test
- ▶ Trade knowledge test
- ▶ Job knowledge test
- ▶ Position knowledge test

Question No: 7 (Marks: 1) - Please choose one

Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?

- ▶ Curriculum vitae
- ▶ Educational record
- ▶ Career goal
- ▶ Interview questioning

Question No: 8 (Marks: 1) - Please choose one

Which of the following information is NOT collected through observation method while conducting job analysis?

- ▶ Who is monitoring the task?
- ▶ What task has done?
- ▶ How task has done?
- ▶ How long a task has taken to complete?

Question No: 9 (Marks: 1) - Please choose one

'Fair employment legislation' is applicable to which of the following?

- ▶ Collective bargaining
- ▶ Planning & selection
- ▶ Training & development

- ▶ Grapevine network

Question No: 10 (Marks: 1) - Please choose one

'Career counseling' is part of which of the following functions of HRM?

- ▶ Compensation & benefits
- ▶ Planning & selection
- ▶ Training & development
- ▶ Maintenance of HRIS

Question No: 11 (Marks: 1) - Please choose one

The emigration of trained and talented individuals to other nations mostly due to lack of opportunities is known as:

- ▶ Job insecurity
- ▶ Outsourcing
- ▶ Workforce diversity
- ▶ Brain drain

Question No: 12 (Marks: 1) - Please choose one

_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

- ▶ Norm
- ▶ Perception
- ▶ Role

- ▶ Stereotyping

Question No: 13 (Marks: 1) - Please choose one

Which of the following skills are required most by the Top-level managers?

- ▶ Technical skills
- ▶ Interpersonal skills
- ▶ Conceptual skills
- ▶ All of the given options

Question No: 14 (Marks: 1) - Please choose one

Which of the following involves channeling the behavior of all personnel to accomplish the organization's mission and objectives while simultaneously helping them accomplish their own career objectives?

- ▶ Planning
- ▶ Organizing
- ▶ Leading
- ▶ Controlling

Question No: 15 (Marks: 1) - Please choose one

Which of the following stage of training module identifies the mediums of training?

- ▶ Designing phase of training
- ▶ Training Need Analysis

- ▶ Determining training objectives
- ▶ Training evaluation

Question No: 16 (Marks: 1) - Please choose one

Previous company records & customer satisfaction surveys may serve as a source for:

- ▶ Cultivating learning culture within the organization
- ▶ **Determining deficiencies that require training**
- ▶ Developing career development plans for employees
- ▶ Identifying training outcomes through evaluation

Question No: 17 (Marks: 1) - Please choose one

'Due to lack of knowledge among employees, they are unable to operate the computerized MIS', which of the following addresses this problem?

- ▶ Provision of new computers
- ▶ **Conduct relevant training**
- ▶ Supply input devices
- ▶ Supply output devices

Question No: 18 (Marks: 1) - Please choose one

What could be the main consideration of an HR manager during recruitment?

- ▶ **Outsource the employee selection to recruiting agencies**

- ▶ **Screen the pool of appropriate applicants**
- ▶ Attract a large number of applicants
- ▶ Only hire the experienced candidates

Question No: 19 (Marks: 1) - Please choose one

Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:

- ▶ **Labor market**
- ▶ Employment market
- ▶ Employee market
- ▶ Job market

Question No: 20 (Marks: 1) - Please choose one

Ufone, appointed Mr. Ali just to develop training modules for its employees. In such a case Mr. Ali is said to be a/an:

- ▶ HR executive
- ▶ HR generalist
- ▶ **HR specialist**
- ▶ None of the given options

Question No: 21 (Marks: 1) - Please choose one

HR managers who are close & answerable to top management/CEO, and perform one or more HR functions are titled as;

- ▶ HR specialists
- ▶ Functional managers
- ▶ HR generalists
- ▶ **HR executives**

Question No: 22 (Marks: 1) - Please choose one

Unilever is serving all around the world with its diversified products, it is said to be practicing:

- ▶ Business globalization
- ▶ Technological advancements
- ▶ Rapid changes
- ▶ Stakeholders' management
- ▶ Business globalization

Question No: 23 (Marks: 1) - Please choose one

Entrepreneurs are said to perform the:

- ▶ Interpersonal role
- ▶ Informational role
- ▶ Supportive role
- ▶ **Decisional role**

Question No: 24 (Marks: 1) - Please choose one

Good judgment, creativity, and the ability to see the big picture are the abilities of managers having:

- ▶ Technical skills
- ▶ Interpersonal skills
- ▶ **Conceptual skills**
- ▶ Practical skills

Question No: 25 (Marks: 1) - Please choose one

Which of the following abilities are categorized as the Technical skill of an individual?

- ▶ Judgment & creativity
- ▶ Analysis & communication
- ▶ **Knowledge & proficiency**

- ▶ **Innovation & advancement**

Question No: 26 (Marks: 1) - Please choose one

Resources are allocated & assigned while:

- ▶ **Planning & Organizing**
- ▶ **Leading & Controlling**
- ▶ **Organizing & Controlling**
- ▶ **Controlling & Planning**

Question No: 27 (Marks: 1) - Please choose one

Which of the following statement represents "effectiveness"?

- ▶ **Achieve most output with less time**
- ▶ **Achieve mass production**
- ▶ **Achieve most output with least input**
- ▶ **Achieve organizational goals**

Question No: 28 (Marks: 1) - Please choose one

“A person is known by the company he/she keeps”; is well described by which of the term?

- ▶ Prejudice
- ▶ **Stereotype**
- ▶ Introversion
- ▶ Extroversion

Question No: 29 (Marks: 1) - Please choose one

A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

- ▶ Cooperative work
- ▶ Student placement
- ▶ **Internship program**
- ▶ Student leasing

Question No: 30 (Marks: 1) - Please choose one

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

- ▶ Civil rights
- ▶ **Equal pay**
- ▶ Worker compensation

- ▶ Age discrimination

Question No: 31 (Marks: 1) - Please choose one

Which of the following had gained importance during 1970s to save the organizations from courts?

- ▶ Trade unions
- ▶ Human relation movement
- ▶ Employment legislations
- ▶ None of the given options

Question No: 32 (Marks: 1) - Please choose one

HR department became the main force behind all changes during:

- ▶ Mechanistic period
- ▶ Catalytic period
- ▶ Organistic period
- ▶ Strategic period

Question No: 33 (Marks: 1) - Please choose one

For which of the following employees' participation plays a vital role?

- ▶ Enhance goals' complexity
- ▶ Develop tools for measurable goals
- ▶ Redefine goals frequently
- ▶ Ensure goals attainment

Question No: 34 (Marks: 1) - Please choose one

HR department maintains _____ records.

- ▶ **Employee**
- ▶ Sales
- ▶ Production
- ▶ Inventory

Question No: 35 (Marks: 1) - Please choose one

By retrieving required information timely, organizations are in the position to:

- ▶ Take critical decisions
- ▶ Support organizational activities
- ▶ Facilitate organizational people
- ▶ Implement strategies more efficiently

Question No: 36 (Marks: 1) - Please choose one

The thorough & detailed study regarding jobs within an organization is termed as:

- ▶ **Job analysis**
- ▶ Job description

- ▶ Job specification
- ▶ Job evaluation

Question No: 37 (Marks: 1) - Please choose one

Which of the following condition stimulates the need of Job analysis within an organization?

- ▶ Creation of New jobs
- ▶ Prior to job specification
- ▶ While modifying existing jobs
- ▶ All of the given options

Question No: 38 (Marks: 1) - Please choose one

The set of tasks & duties assigned to a particular person is said to be his/her:

- ▶ Position
- ▶ Duty
- ▶ Responsibility
- ▶ Work

Question No: 39 (Marks: 1) - Please choose one

In order to ensure better compensation & salary packages for employees, organization should develop:

- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation
- ▶ All of the given options

Question No: 40 (Marks: 1) - Please choose one

Which of the following defines the levels of authority to perform the assigned tasks?

- ▶ Labor union
- ▶ Competitor's threat
- ▶ Organizational structure
- ▶ Pressure group

Question No: 41 (Marks: 10)

Your company is going to launch a new product. For this purpose you have formed a team within an organization. The performance of team is decreasing day by day.

- 1. State reasons why team is not performing well?**
- 2. What steps you should take to resolve this problem?**

1. Some of Reasons why Team not perform up to mark

- The team lacks purpose or vision
- Process of work of team are not organized properly or not clear
- No shared leadership
- Not sharing job knowledge
- Team members have less authority to take action
- Poor leadership in motivation of members

2. Steps to resolve problems

- Will transmit the vision and goal of team to my team
- Will offer training to members if required
- Will try to develop constant learning experience.
- Will try to introduce reward system as team.
- individuals must be able to communicate openly
- will try that member should give lower priority on personal goals
- will work more effectively with members
- will involve team members in decision making

How hesitation among newly hired employees can be eliminated through socialization within an organization?

Socialization: In order to reduce the anxiety that new employees may experience, attempts should be made

to integrate the person into the informal organization.

HRM department can conduct the orientation in order to socialize

the newly hired employees with the working environment of the organization.
HRM plays

a major role in new employee orientation-the role of coordination, which ensures that the

appropriate components are in place. In addition HRM also serves as a participant in

program. As job offers are made and accepted, HRM should instruct the new employee

when to report to work. However, before the employee formally arrives, HRM must be

prepared to handle some of the more routine needs of these individuals.

Question No: 41 (Marks: 10)

How hesitation among newly hired employees can be eliminated through socialization within an organization?

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when to report to work. However, before the employee formally arrives, HRM must be

prepared to handle some of the more routine needs of these individuals.

Question # 1 of 10 (Start time: 10:51:50 PM) Total Marks: 1
HR department became the main force behind all changes during:
Select correct option:

*** Mechanistic period**

Catalytic period
Organistic period
Strategic period

Question # 2 of 10 (Start time: 10:52:13 PM) Total Marks: 1
Which of the following is NOT verified by an employer, prior to hire a candidate for the job?
Select correct option:

Work history

Education

*** Age**

Credentials

Solved by CHANDA REHMAN
MGT501- Human Resource Management (Session - 5)

Question No: 1 (Marks: 1) - Please choose one

Organizational Behavior is a study of investigating the impact of:

- ▶ **Employees' behavior in an organization**
- ▶ Societal behavior on an organization
- ▶ Country's culture on an organization
- ▶ Country's economy on an organization

Question No: 2 (Marks: 1) - Please choose one

Which of the following term is used to identify, "what the job holder does"? "how it is done"? & "why it is done"?

- ▶ Job specification
- ▶ Job evaluation
- ▶ **Job description**
- ▶ Job title

Question No: 3 (Marks: 1) - Please choose one

Which of the following term is used to identify the physical & mental skills, required to perform by an individual within a particular position in an organization?

- ▶ Job title
- ▶ **Job specification**
- ▶ Job description
- ▶ Job evaluation

Question No: 4 (Marks: 1) - Please choose one

Jobs are compensated on the basis of:

- ▶ **Job analysis**
- ▶ Job specification
- ▶ Job worth
- ▶ Job description

Question No: 5 (Marks: 1) - Please choose one

_____ is the main source of innovations.

- ▶ Upgraded technology
- ▶ Human mind
- ▶ Competitors' pressure
- ▶ **Research & Development**

Question No: 6 (Marks: 1) - Please choose one

Which of the following HR function is the basic element of recruitment?

- ▶ **Attract the job applicants for the particular post**
- ▶ Select the best one among all applicants
- ▶ Train the people as per organizational requirements
- ▶ Fire the non-performing employees

Question No: 7 (Marks: 1) - Please choose one

“A person is known by the company he/she keeps”; is well described by which of the term?

- ▶ Prejudice
- ▶ **Stereotype**
- ▶ Introversion
- ▶ Extroversion

Question No: 8 (Marks: 1) - Please choose one

Terms "Interpersonal skills" and "Human skills" are used for:

- ▶ Two different skills
- ▶ Different managerial skills
- ▶ Operational skills
- ▶ **Same managerial skills**

Question No: 9 (Marks: 1) - Please choose one

Which of the following abilities are categorized as the Technical skill of an individual?

- ▶ Judgment & creativity
- ▶ Analysis & communication
- ▶ **Knowledge & proficiency**
- ▶ Innovation & advancement

Question No: 10 (Marks: 1) - Please choose one

The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:

- ▶ Task
- ▶ People
- ▶ Structure
- ▶ **Technology**

Question No: 11 (Marks: 1) - Please choose one

Under which of the following authority, an HR manager took the decision

to provide training to its employees regarding the operations of newly installed machine?

▶ Staff

- ▶ Functional
- ▶ Line
- ▶ Implied

Question No: 12 (Marks: 1) - Please choose one

Which one of the following is NOT the benefit of making teams?

▶ Every member is mutually accountable within a team

- ▶ Teams enable organizations to better utilize employees' talents
- ▶ Teams create trust and a collaborative culture
- ▶ Teams always perform better than individuals in all situations

Question No: 13 (Marks: 1) - Please choose one

Which one of the following is NOT the characteristic of a Virtual Team?

▶ Lack of nonverbal signals

▶ Limited social contact

- ▶ Increased social relationship
- ▶ Ability to overcome time and space constraints

Question No: 14 (Marks: 1) - Please choose one

Which of the following functions of HRM deals with 'Collective Bargaining'?

- ▶ Staffing
- ▶ Forecasting
- ▶ Employee-assistance management
- ▶ Employee-relations management

Question No: 15 (Marks: 1) - Please choose one

'There is no need to make any new appointment'; therefore, the organization has transferred Mr. Azam to another branch. This step of the organization is taken to:

- ▶ Increase the labor supply than demand
- ▶ Maintain the balance of labor supply and demand

- ▶ Decrease the labor supply than demand
- ▶ Devastate the balance of labor supply and demand

Question No: 16 (Marks: 1) - Please choose one

A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetes, heart diseases, neurological disorders etc, is termed as:

- ▶ Hereditary testing
- ▶ **Gene testing**
- ▶ Instinct testing
- ▶ Genetic testing

Question No: 17 (Marks: 1) - Please choose one

Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?

- ▶ In-basket technique
- ▶ **Role playing**
- ▶ Interview simulations
- ▶ Case study

Question No: 18 (Marks: 1) - Please choose one

According to which of the following interview type, several applicants are being interviewed by one or more company representatives?

- ▶ One-to-one interview
- ▶ Panel interview
- ▶ **Group interview**
- ▶ Stress interview

Question No: 19 (Marks: 1) - Please choose one

'Material wastage has increased to greater extent due to using outdated machinery'. This issue can be resolved by:

- ▶ Train machine operators regarding its operations
- ▶ **Replacing the existing machinery with the new one**
- ▶ Using new raw material in production
- ▶ No action is required as it is not a noticeable issue

Question No: 20 (Marks: 1) - Please choose one

Previous company records & customer satisfaction surveys may serve as a source for:

- ▶ Cultivating learning culture within the organization
- ▶ **Determining deficiencies that require training**
- ▶ Developing career development plans for employees
- ▶ Identifying training outcomes through evaluation

Question No: 21 (Marks: 1) - Please choose one

Evaluation of training program is conducted:

- ▶ At the initial stage while design a training
- ▶ Prior to need assessment phase
- ▶ Parallel to design a training content
- ▶ **At the last stage of training**

Question No: 22 (Marks: 1) - Please choose one

HR managers play vital role in:

- ▶ Setting production targets
- ▶ **Formulating strategies**
- ▶ Publishing financial statements
- ▶ Preparing reports for shareholders

Question No: 23 (Marks: 1) - Please choose one

Which of the following are the groups of social nature that are formed around friendship and common interests?

- ▶ Formal
- ▶ Structured
- ▶ **Informal**
- ▶ Unstructured

Question No: 24 (Marks: 1) - Please choose one

Initially the personnel department was only involved in:

- ▶ Recruitment & selection
- ▶ Compensation & benefits
- ▶ Training & development
- ▶ **Scheduling vacations**

Question No: 25 (Marks: 1) - Please choose one

'Career counseling' is part of which of the following functions of HRM?

- ▶ Compensation & benefits
- ▶ Planning & selection
- ▶ **Training & development**
- ▶ Maintenance of HRIS

Question No: 26 (Marks: 1) - Please choose one

'Fair employment legislation' is applicable to which of the following?

- ▶ Collective bargaining
- ▶ **Planning & selection**
- ▶ Training & development
- ▶ Grapevine network

Question No: 27 (Marks: 1) - Please choose one

Which one of the following is NOT included in 'Training and Development'?

- ▶ Orientation

- ▶ Career development
- ▶ Employee education
- ▶ Recruitment

Question No: 28 (Marks: 1) - Please choose one

Jamal Enterprises' top management refused to consider its female marketing manager for the post of Vice President. This action of the company is representing which of the following?

- ▶ Gender discrimination
- ▶ Legal consideration
- ▶ Reverse discrimination
- ▶ Glass ceiling effect

Question No: 29 (Marks: 1) - Please choose one

The process of discovering potential candidates for actual or anticipated organizational vacancies is known as:

- ▶ HR planning
- ▶ Job analysis
- ▶ Recruitment
- ▶ Selection

Question No: 30 (Marks: 1) - Please choose one

The hiring process comprises which of the following steps?

- ▶ Selection, Recruitment & performance appraisals
- ▶ Recruitment, Selection & Socialization
- ▶ Selection, Orientation & Development
- ▶ Job analysis, Selection & Training

Question No: 31 (Marks: 1) - Please choose one

Which of the following defines the process of 'Recruitment'?

- ▶ Forecasting the demand of human resources
- ▶ Forecasting the supply of human resources
- ▶ Discovering potential job candidates for a particular position
- ▶ Making a "hire" or "no hire" decisions

Question No: 32 (Marks: 1) - Please choose one

The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

- ▶ Application ratio
- ▶ Recruitment ratio
- ▶ Selection ratio
- ▶ Employment ratio

Question No: 33 (Marks: 1) - Please choose one

The extent to which an employment selection test provides consistent results is known as:

- ▶ Reliability
- ▶ Dependability
- ▶ Consistency
- ▶ Trustworthiness

Question No: 34 (Marks: 1) - Please choose one

Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

- ▶ Vocational interest test
- ▶ Cognitive aptitude test
- ▶ Personality test
- ▶ Psychomotor abilities test

Question No: 35 (Marks: 1) - Please choose one

All of the following areas are covered in an employee orientation program, EXCEPT:

- ▶ Organizational history
- ▶ Employee benefits
- ▶ Organizational issues
- ▶ Organizational politics

Question No: 36 (Marks: 1) - Please choose one

Which of the following term reflects the process of preparing organizational people according to the future needs?

- ▶ Learning
- ▶ Training
- ▶ Development
- ▶ Need analysis

Question No: 37 (Marks: 1) - Please choose one

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- ▶ Workforce
- ▶ Stakeholders
- ▶ Customers
- ▶ Stockholders

Question No: 38 (Marks: 1) - Please choose one

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

- ▶ Rightsizing
- ▶ Affirmative action
- ▶ Downsizing

- ▶ Discrimination

Question No: 39 (Marks: 1) - Please choose one

“Self-motivated & result oriented individuals with sound knowledge of combined cycle gas turbine power plant operations and practical experience of mechanical, electrical and I&C maintenance of plant.”

This section of job advertisement represents which of the given term?

- ▶ Job analysis
- ▶ **Job description**
- ▶ Job specification
- ▶ Job evaluation

Question No: 40 (Marks: 1) - Please choose one

Which of the following statement represents "effectiveness"?

- ▶ Achieve most output in less time
- ▶ Achieve mass production
- ▶ Achieve most output with least input
- ▶ **Achieve organizational goals**

Question No: 41 (Marks: 10)

How hesitation among newly hired employees can be eliminated through socialization within an organization?

Socialization: In order to reduce the anxiety that new employees may experience, attempts should be made to integrate the person into the informal organization.

HRM department can conduct the orientation in order to socialize the newly hired employees with the working environment of the organization. HRM plays a major role in new employee orientation-the role of coordination, which ensures that the appropriate components are in place. In addition HRM also serves as a participant in program. As job offers are made and accepted, HRM should instruct the new employee when to report to work. However, before the employee formally arrives, HRM must be prepared to handle some of the more routine needs of these individuals.

Solved by CHANDA REHMAN

Fall 2009 Mid Term

MGT501- Human Resource Management (Session - 1)

Question No: 1 (Marks: 1) - Please choose one

Which of the following defines the levels of authority to perform the assigned tasks?

- ▶ Labor union
- ▶ Competitor's threat
- ▶ **Organizational structure**
- ▶ Pressure group

Question No: 2 (Marks: 1) - Please choose one

The actions of people at work place are studied under which of the following discipline?

- ▶ Psychology
- ▶ **Organizational behavior**
- ▶ Sociology
- ▶ Anthropology

Question No: 3 (Marks: 1) - Please choose one

Job specification is a statement that represents:

- ▶ Required skills
- ▶ Specific qualification
- ▶ Personality traits
- ▶ **All of the given options**

Question No: 4 (Marks: 1) - Please choose one

'Job specification' is said to be an outcome of which of the given term?

- ▶ **Job analysis**
- ▶ Job title
- ▶ Job evaluation
- ▶ Job worth

Question No: 5 (Marks: 1) - Please choose one

Jobs are compensated on the basis of:

- ▶ **Job analysis**
- ▶ Job specification
- ▶ Job worth
- ▶ Job description

Question No: 6 (Marks: 1) - Please choose one

Which of the following is served as criteria for declaring a particular job as worth-full?

- ▶ Physical motion
- ▶ **Significance of task**
- ▶ Mental stress
- ▶ Long working hours

Question No: 7 (Marks: 1) - Please choose one

The thorough & detailed study regarding jobs within an organization is termed as:

- ▶ Job analysis
- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation

Question No: 8 (Marks: 1) - Please choose one

The three most important job-related attitudes are:

- ▶ Job involvement, organizational commitment and job enrichment
- ▶ Job satisfaction, job orientation and organizational commitment
- ▶ Job satisfaction, job involvement and organizational commitment 18
- ▶ Job satisfaction, job enlargement and organizational behavior

Question No: 9 (Marks: 1) - Please choose one

Which of the following term describes the unique combination of psychological traits that describes a person's behaviors?

- ▶ Perception
- ▶ Personality 21
- ▶ Attitude
- ▶ Ability

Question No: 10 (Marks: 1) - Please choose one

Successful managers are:

- ▶ Efficient & effective
- ▶ Goal achievers
- ▶ Strict to employees
- ▶ Policy makers

Question No: 11 (Marks: 1) - Please choose one

Which of the following is an online recruitment method engaged in by a single employer or group of employers to attract a large number of applicants?

- ▶ Job fairs
- ▶ Recent grads
- ▶ Internship programs
- ▶ Recruiting sites

Question No: 12 (Marks: 1) - Please choose one

Which of the given statement reflects the Relationship between HRM & Management?

- ▶ Both are same
- ▶ Management is one aspect of HRM
- ▶ **HRM is one aspect of Management**
- ▶ No relationship exists

Question No: 13 (Marks: 1) - Please choose one

Which of the following HR function is the basic element of recruitment?

- ▶ **Attract the job applicants for the particular post**
- ▶ Select the best one among all applicants
- ▶ Train the people as per organizational requirements
- ▶ Fire the non-performing employees

Question No: 14 (Marks: 1) - Please choose one

Entrepreneurs are said to perform the:

- ▶ Interpersonal role
- ▶ Informational role
- ▶ Supportive role
- ▶ **Decisional role**

Question No: 15 (Marks: 1) - Please choose one

The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:

- ▶ Task
- ▶ People
- ▶ Structure
- ▶ **Technology**

Question No: 16 (Marks: 1) - Please choose one

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

- ▶ Scientific approach
- ▶ Rational approach
- ▶ **Human relations approach**
- ▶ Systematic approach

Question No: 17 (Marks: 1) - Please choose one

Under which of the following authority, an HR manager took the decision to provide training to its employees regarding the operations of newly installed machine?

- ▶ Staff
- ▶ Functional
- ▶ **Line**
- ▶ Implied

Question No: 18 (Marks: 1) - Please choose one

Which one of the following is NOT the advantage of Workforce Diversity?

- ▶ Increased creativity and flexibility
- ▶ **Decreased problem-solving skills**
- ▶ Multiple perspectives
- ▶ Greater openness to new ideas

Question No: 19 (Marks: 1) - Please choose one

The best hiring occurs when the goals of which of the following should consistent to each other?

- ▶ HR managers, Finance managers
- ▶ Head office, Branch
- ▶ **Organization, Individual**
- ▶ Lower managers, Top managers

Question No: 20 (Marks: 1) - Please choose one

Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?

- ▶ Counseling simulations
- ▶ Vocational interest test
- ▶ Role playing
- ▶ **Employment interview**

Question No: 21 (Marks: 1) - Please choose one

The process by which people acquire skills & abilities required to perform jobs at hand, is known as:

- ▶ Learning
- ▶ **Training**
- ▶ Development
- ▶ Need analysis

Question No: 22 (Marks: 1) - Please choose one

Which of the following department is responsible for handling safety & health issues of employees?

- ▶ **HR department**
- ▶ Procurement department
- ▶ Finance department
- ▶ Marketing department

Question No: 23 (Marks: 1) - Please choose one

Organizations started giving more focus on the quality of work life (QWL) during:

- ▶ 1960-70
- ▶ **1970-80**
- ▶ 1980-90
- ▶ 1990-2000

Question No: 24 (Marks: 1) - Please choose one

Which of the following is a forecasting technique that involves experimenting a real-world situation through a mathematical model?

- ▶ **Simulation**
- ▶ Modeling
- ▶ Mock-up
- ▶ Replication

Question No: 25 (Marks: 1) - Please choose one

Which of the following information is NOT collected through observation method while conducting job analysis?

- ▶ **Who is monitoring the task?**
- ▶ What task has done?
- ▶ How task has done?
- ▶ How long a task has taken to complete?

Question No: 26 (Marks: 1) - Please choose one

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

- ▶ Selection

▶ **Recruitment**

- ▶ Staffing
- ▶ Enrollment

Question No: 27 (Marks: 1) - Please choose one

Which of the following method is used to inform employees about the company's job openings?

- ▶ Job publishing
- ▶ Job declaration
- ▶ **Job posting**
- ▶ Job listing

Question No: 28 (Marks: 1) - Please choose one

Which of the following is a test validation method that determines whether a test measures certain traits that are important in performing a job or not?

- ▶ Concept validity
- ▶ Criterion validity
- ▶ **Construct validity**
- ▶ Content validity

Question No: 29 (Marks: 1) - Please choose one

During which of the following interview, an interviewer asks probing and open-ended questions?

- ▶ Structured interview
- ▶ **Unstructured interview**
- ▶ Formal interview
- ▶ Planned interview

Question No: 30 (Marks: 1) - Please choose one

Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

- ▶ **Reference check**
- ▶ Criminal record
- ▶ Application form
- ▶ Credit history

Question No: 31 (Marks: 1) - Please choose one

All of the following areas are covered in an employee orientation program, EXCEPT:

- ▶ Organizational history
- ▶ Employee benefits
- ▶ Organizational issues
- ▶ **Organizational politics**

Question No: 32 (Marks: 1) - Please choose one

Which of the following department of an organization performs the managerial function of matching organizational needs with the skills & abilities of the employees?

- ▶ Finance department
- ▶ Marketing department
- ▶ Production department
- ▶ **Human Resource department**

Question No: 33 (Marks: 1) - Please choose one

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- ▶ Workforce
- ▶ **Stakeholders**
- ▶ Customers
- ▶ Stockholders

Question No: 34 (Marks: 1) - Please choose one

Which of the following component of attitude represents a person's opinions, knowledge, and information?

- ▶ Affective component
- ▶ **Cognitive component**
- ▶ Behavioral component
- ▶ Objective component

Question No: 35 (Marks: 1) - Please choose one

The mental process to interpret environment as per one's own understanding is known as:

- ▶ **Perception**
- ▶ Personality
- ▶ Attitude
- ▶ Ability

Question No: 36 (Marks: 1) - Please choose one

Which of the following act represents a situation in which employment decisions are NOT affected by illegal discrimination?

- ▶ **Fair employment**

- ▶ Legal compliance
- ▶ Litigation process
- ▶ Affirmative action

Question No: 37 (Marks: 1) - Please choose one

If in a country women advocates are not encouraged to be appointed as high court judges; which of the following constraint applies in this situation?

- ▶ Grievance practices
- ▶ **Equal employment opportunity**
- ▶ Glass ceiling effect
- ▶ Reverse discrimination

Question No: 38 (Marks: 1) - Please choose one

Read carefully the following section of job advertisement.

- } "Management, both technical & administrative affairs.
- } Promotion of marine R&D activities for the purpose of protection/preservation of marine environment.
- } Exploration & management of marine research & development within the marine zone of Pakistan."

This section of job advertisement represents which of the following term?

- ▶ Job analysis
- ▶ Job description
- ▶ Job specification
- ▶ **Job summary**

Question No: 39 (Marks: 1) - Please choose one

'Job description' provides which of the following information?

- ☒ **Defined job activities & responsibilities**
- ☐ Set of KSA required to perform a job
- ☐ Level of experience mandatory for a particular job
- ☐ Individual's general attitude that affects the job performance

Question No: 40 (Marks: 1) - Please choose one

Which of the following statement represents "effectiveness"?

- ☐ Achieve most output in less time
- ☐ Achieve mass production
- ☐ Achieve most output with least input
- ☒ **Achieve organizational goals**

Question No: 41 (Marks: 10)

There are several sources that can identify the training needs. List & explain any five of such sources.

Answer:

- **Context Analysis.**
- An analysis of the business needs or other reasons the training is desired. The important questions being answered by this analysis are who decided that training should be conducted, why a training program is seen as the recommended solution to a business problem, what the history of the organization has been with regard to employee training and other management interventions.
- **User Analysis.**
- Analysis dealing with potential participants and instructors involved in the process. The important questions being answered by this analysis are who will receive the training and their level of existing knowledge on the subject, what is their learning style, and who will conduct the training.
- **Work analysis.**
- Analysis of the tasks being performed. This is an analysis of the job and the requirements for performing the work. Also known as a task analysis or job analysis, this analysis seeks to specify the main duties and skill level required. This helps ensure that the training which is developed will include relevant links to the content of the job.
- **Content Analysis.**
- Analysis of documents, laws, procedures used on the job. This analysis answers questions about what knowledge or information is used on this job. This information comes from manuals, documents, or regulations. It is important that the content of the training does not conflict or contradict job requirements. An experienced worker can assist (as a subject matter expert) in determining the appropriate content.
- **Training Suitability Analysis.**
- Analysis of whether training is the desired solution. Training is one of several solutions to employment problems. However, it may not always be the best solution. It is important to determine if training will be effective in its usage.
- **Cost-Benefit Analysis.**

- Analysis of the return on investment (ROI) of training. Effective training results in a return of value to the organization that is greater than the initial investment to produce or administer the training.

Solved by CHANDA REHMAN

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in

- ▶ **Rightsizing**
- ▶ Affirmative action
- ▶ Downsizing
- ▶ Discrimination

Which of the following component of attitude represents a person's opinions, knowledge, and information?

- ▶ Affective component
- ▶ **Cognitive component**
- ▶ Behavioral component
- ▶ Objective component

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- ▶ Workforce
- ▶ Stakeholders
- ▶ Customers
- ▶ **Stockholders**

Decision regarding the delivery medium for training is made prior to which of the following step?\

- ▶ **Evaluating the training program**
- ▶ Designing the contents of training to be delivered
- ▶ Identifying whether the training is required or not
- ▶ Conducting need assessment to identify issues

The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:

- ▶ **Physical examination**
- ▶ Personality test
- ▶ Polygraph test
- ▶ Substance abuse

Which of the following test is used to measure a candidate's knowledge regarding job duties he/she is supposed to perform in a particular job position?

- ▶ Work knowledge test
- ▶ Trade knowledge test

- ▶ **Job knowledge test**
- ▶ Position knowledge test

Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?

- ▶ **Curriculum vitae**
- ▶ Educational record
- ▶ Career goal
- ▶ Interview questioning

Which of the following information is NOT collected through observation method while conducting job analysis?

- ▶ **Who is monitoring the task?**
- ▶ What task has done?
- ▶ How task has done?
- ▶ How long a task has taken to complete?

'Fair employment legislation' is applicable to which of the following?

- ▶ Collective bargaining
- ▶ **Planning & selection**
- ▶ Training & development
- ▶ Grapevine network

'Career counseling' is part of which of the following functions of HRM?

- ▶ Compensation & benefits
- ▶ Planning & selection
- ▶ **Training & development**
- ▶ Maintenance of HRIS

The emigration of trained and talented individuals to other nations mostly due to lack of opportunities is known as:

- ▶ Job insecurity
- ▶ Outsourcing
- ▶ Workforce diversity
- ▶ **Brain drain**

_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

- ▶ Norm
- ▶ Perception
- ▶ **Role**
- ▶ Stereotyping

Which of the following skills are required most by the Top-level managers?

- ▶ Technical skills
- ▶ Interpersonal skills
- ▶ **Conceptual skills**
- ▶ All of the given options

Which of the following involves channeling the behavior of all personnel to accomplish the organization's mission and objectives while simultaneously helping them accomplish their own career objectives?

- ▶ Planning
- ▶ Organizing
- ▶ **Leading**
- ▶ Controlling

Which of the following stage of training module identifies the mediums of training?

- ▶ **Designing phase of training**
- ▶ Training Need Analysis
- ▶ Determining training objectives
- ▶ Training evaluation

Previous company records & customer satisfaction surveys may serve as a source for:

- ▶ Cultivating learning culture within the organization
- ▶ **Determining deficiencies that require training**
- ▶ Developing career development plans for employees
- ▶ Identifying training outcomes through evaluation

'Due to lack of knowledge among employees, they are unable to operate the computerized MIS', which of the following addresses this problem?

- ▶ Provision of new computers
- ▶ **Conduct relevant training**
- ▶ Supply input devices
- ▶ Supply output devices

What could be the main consideration of an HR manager during recruitment?

- ▶ Outsource the employee selection to recruiting agencies
- ▶ **Screen the pool of appropriate applicants**
- ▶ Attract a large number of applicants
- ▶ Only hire the experienced candidates

Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:

- ▶ **Labor market**
- ▶ Employment market
- ▶ Employee market
- ▶ Job market

Ufone, appointed Mr. Ali just to develop training modules for its employees. In such a case Mr. Ali is said to be a/an:

- ▶ HR executive
- ▶ HR generalist
- ▶ **HR specialist**
- ▶ None of the given options

HR managers who are close & answerable to top management/CEO, and perform one or more HR functions are titled as;

- ▶ HR specialists
- ▶ Functional managers
- ▶ HR generalists
- ▶ **HR executives**

Unilever is serving all around the world with its diversified products, it is said to be practicing:

- ▶ Technological advancements
- ▶ Rapid changes
- ▶ Stakeholders' management
- ▶ **Business globalization**

Entrepreneurs are said to perform the:

- ▶ Interpersonal role
- ▶ Informational role
- ▶ Supportive role
- ▶ **Decisional role**

Good judgment, creativity, and the ability to see the big picture are the abilities of managers having:

- ▶ Technical skills
- ▶ Interpersonal skills
- ▶ **Conceptual skills**
- ▶ Practical skills

Which of the following abilities are categorized as the Technical skill of an individual?

- ▶ Judgment & creativity
- ▶ Analysis & communication
- ▶ **Knowledge & proficiency**
- ▶ Innovation & advancement

Resources are allocated & assigned while:

- ▶ **Planning & Organizing**
- ▶ Leading & Controlling
- ▶ Organizing & Controlling
- ▶ Controlling & Planning

Which of the following statement represents "effectiveness"?
effectiveness

- ▶ Achieve most output with less time
 - ▶ Achieve mass production
 - ▶ Achieve most output with least input
 - ▶ **Achieve organizational goals**
-

“A person is known by the company he/she keeps”; is well described by which of the term?

- ▶ Prejudice
 - ▶ **Stereotype**
 - ▶ Introversion
 - ▶ Extroversion
-

A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

- ▶ Cooperative work
 - ▶ Student placement
 - ▶ **Internship program**
 - ▶ Student leasing
-

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

- ▶ Civil rights
 - ▶ **Equal pay**
 - ▶ Worker compensation
 - ▶ Age discrimination
-

Which of the following had gained importance during 1970s to save the organizations from courts?

- ▶ Trade unions
 - ▶ Human relation movement
 - ▶ Employment legislations
 - ▶ **None of the given options**
-

HR department became the main force behind all changes during:

- ▶ **Mechanistic period**
 - ▶ Catalytic period
 - ▶ Organistic period
 - ▶ Strategic period
-

For which of the following employees' participation plays a vital role?

- ▶ Enhance goals' complexity
- ▶ Develop tools for measurable goals
- ▶ Redefine goals frequently
- ▶ **Ensure goals attainment**

HR department maintains _____ records.

- ▶ **Employee**
- ▶ Sales
- ▶ Production
- ▶ Inventory

By retrieving required information timely, organizations are in the position to:

- ▶ Take critical decisions
- ▶ Support organizational activities
- ▶ Facilitate organizational people
- ▶ **Implement strategies more efficiently**

The thorough & detailed study regarding jobs within an organization is termed as:

- ▶ **Job analysis**
- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation

Which of the following condition stimulates the need of Job analysis within an organization?

- ▶ Creation of New jobs
- ▶ Prior to job specification
- ▶ While modifying existing jobs
- ▶ **All of the given options**

The set of tasks & duties assigned to a particular person is said to be his/her:

- ▶ Position
- ▶ Duty
- ▶ **Responsibility**
- ▶ Work

In order to ensure better compensation & salary packages for employees, organization should develop:

- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation
- ▶ **All of the given options**

Which of the following defines the levels of authority to perform the assigned tasks?

- ▶ Labor union
- ▶ Competitor's threat
- ▶ **Organizational structure**
- ▶ Pressure group

Your company is going to launch a new product. For this purpose you have formed a team within an organization. The performance of team is decreasing day by day.

1. State reasons why team is not performing well?

2. What steps you should take to resolve this problem?

Solved by CHANDA REHMAN

Which of the following skills are required most by the Top-level managers?

- ▶ Technical skills
- ▶ Interpersonal skills
- ▶ **Conceptual skills**
- ▶ All of the given options

Previous company records & customer satisfaction surveys may serve as a source for:

- ▶ Cultivating learning culture within the organization
- ▶ **Determining deficiencies that require training**
- ▶ Developing career development plans for employees
- ▶ Identifying training outcomes through evaluation

What could be the main consideration of an HR manager during recruitment?

- ▶ Outsource the employee selection to recruiting agencies
- ▶ **Screen the pool of appropriate applicants**
- ▶ Attract a large number of applicants
- ▶ Only hire the experienced candidates

Entrepreneurs are said to perform the:

- ▶ Interpersonal role
- ▶ Informational role
- ▶ Supportive role
- ▶ **Decisional role**

Resources are allocated & assigned while:

- ▶ **Planning & Organizing**
- ▶ Leading & Controlling
- ▶ Organizing & Controlling
- ▶ Controlling & Planning

In order to ensure better compensation & salary packages for employees, organization should develop:

- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation
- ▶ **All of the given options**

Question No: 20 (Marks: 1) - Please choose one

Previous company records & customer satisfaction surveys may serve as a source for:

- ▶ Cultivating learning culture within the organization
- ▶ **Determining deficiencies that require training**
- ▶ Developing career development plans for employees
- ▶ Identifying training outcomes through evaluation

Question No: 13 (Marks: 1) - Please choose one

Which one of the following is NOT the characteristic of a Virtual Team?

- ▶ Lack of nonverbal signals
- ▶ Limited social contact
- ▶ **Increased social relationship**
- ▶ Ability to overcome time and space constraints

Question No: 27 (Marks: 1) - Please choose one

Which one of the following is NOT included in 'Training and Development'?

- ▶ Orientation
- ▶ Career development
- ▶ Employee education
- ▶ **Recruitment**

Question No: 33 (Marks: 1) - Please choose one

The extent to which an employment selection test provides consistent results is known as:

- ▶ **Reliability**
- ▶ Dependability
- ▶ Consistency
- ▶ Trustworthiness

Question No: 2 (Marks: 1) - Please choose one

Impact of individuals' behavior within an organization is studied under:

- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Organizational culture
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Organizational norms
- ☒ ☒ ☒ ☒ ☒ ☒ ▶ ☒ **Organizational behavior**
- ☐ ☐ ☐ ☐ ☐ ☐ ▶ ☐ Organizational rules

Question No: 13 (Marks: 1) - Please choose one

Who is responsible to take corrective actions in response to unforeseen problems?

- ▶ Liaison
- ▶ **Disturbance-handler** 11
- ▶ Figurehead
- ▶ Spokesperson

Question No: 22 (Marks: 1) - Please choose one

Which of the following represents the basic goal of the recruitment?

- ▶ Communicate job opening positions clearly
- ▶ Attract maximum number of applicants
- ▶ Self select out the candidates to save time and money
- ▶ **Attract the qualified candidates & not the unqualified ones**

Question No: 28 (Marks: 1) - Please choose one

Cost of human resource increases considerably due to which of the following?

- ▶ Cost of production
- ▶ Rate of absenteeism
- ▶ **Complicated technology**
- ▶ Outdated equipment

Question No: 35 (Marks: 1) - Please choose one

Which selection tool is considered least by HR managers while hiring an individual?

- ▶ Candidate interviews
- ▶ **Reference letters**
- ▶ Application blanks
- ▶ Academic records

Question No: 2 (Marks: 1) - Please choose one

The actions of people at work place are studied under which of the following discipline?

- ▶ Psychology
- ▶ **Organizational behavior**
- ▶ Sociology
- ▶ Anthropology

Question No: 3 (Marks: 1) - Please choose one

Job specification is a statement that represents:

- ▶ Required skills
- ▶ Specific qualification
- ▶ Personality traits
- ▶ **All of the given options**

Question No: 11 (Marks: 1) - Please choose one

Which of the following is an online recruitment method engaged in by a single employer or group of employers to attract a large number of applicants?

- ▶ Job fairs
- ▶ Recent grads
- ▶ Internship programs
- ▶ **Recruiting sites**

Question No: 12 (Marks: 1) - Please choose one

Which of the given statement reflects the Relationship between HRM & Management?

- ▶ Both are same
- ▶ Management is one aspect of HRM

▶ **HRM is one aspect of Management**

▶ No relationship exists

Question No: 7 (Marks: 1) - Please choose one

What measure should be needed to ensure effective recruitment?

▶ **Keep pool of large size to get best out of it**

▶ Address personnel needs of applicants

▶ Meet economies of scale for an organization

▶ Clearly understand organizational goals

Question No: 11 (Marks: 1) - Please choose one

Individual's behavior comprises of:

▶ Heritage

▶ Perception

▶ Emotions

▶ **All of the given options**

Question No: 17 (Marks: 1) - Please choose one

As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?

▶ Maintaining and updating the jobs

▶ Identify objectives of job analysis

▶ Identify the job to be analyzed

▶ **Draft job description & job specification**

Question No: 19 (Marks: 1) - Please choose one

Members of an effective team should be more:

▶ Extrovert

▶ **Homogeneous**

▶ Inflexible

▶ Introvert

Question No: 20 (Marks: 1) - Please choose one

_____ team allows groups to meet without concern for space or time and enables organizations to link workers together.

▶ Process

▶ Self-managed

▶ **Virtual**

- ▶ Cross-functional

Question No: 30 (Marks: 1) - Please choose one

Controlling is mandatory to:

- ▶ Large organizations
- ▶ Small & medium enterprises
- ▶ **All of the given options**
- ▶ Private organizations

Question No: 34 (Marks: 1) - Please choose one

If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

- ▶ Performance
- ▶ Gaps
- ▶ **Effectiveness**
- ▶ Discrepancies

Question No: 9 (Marks: 1) - Please choose one

Formal organizations are _____ organizations.

- ▶ **Structured**
- ▶ Unstructured
- ▶ Irrational
- ▶ Spontaneous

Question No: 18 (Marks: 1) - Please choose one

Organizations shifted from manual to computerized system as a result of:

- ▶ Workforce diversity
- ▶ **Technological advancement**
- ▶ Stake holder's involvement

- ▶ Globalization

Question No: 39 (Marks: 1) - Please choose one

Which of the following is said to be the main focus of Organization Behavior?

- ▶ How to become more effective in society
- ▶ How to best utilize human resource
- ▶ How to become environmental friendly
- ▶ How to become a market leader

Question No: 40 (Marks: 1) - Please choose one

Why Interpersonal skills are essential for employees to remain effective in their jobs?

- ▶ Helpful in the employees' motivation
- ▶ Enhance the employees' skills
- ▶ Increase the profitability of an organization
- ▶ Promote the centralized culture in an organization

Question No: 6 (Marks: 1) - Please choose one

Technically HRIS is a/an:

- ▶ System software
- ▶ System hardware
- ▶ Database system
- ▶ Operating system

Question No 41

Suppose you're a manager and u have task to make computerized database management program, but your staff have very little knowledge and don't know about it, for this purpose which manager role play by a manager, explain with reasons.?

Solved by SAME PARI

MIDTERM EXAMINATION

Spring 2009

MGT501- Human Resource Management (Session - 1)

Question No: 1 (Marks: 1) - Please choose one

Job analysis is performed to define:

Organizational rules & policies

Job description & job duties page 66

Job description & job specification

Job specification & job position

Question No: 2 (Marks: 1) - Please choose one

HR department became the main force behind all changes during:

Mechanistic period

Catalytic period

Organistic period

Strategic period

Question No: 3 (Marks: 1) - Please choose one

According to which act, pay discrimination on the basis of gender for same position

& performance is prohibited?

Civil rights

Equal pay

Worker compensation

Age discrimination page 55

Question No: 4 (Marks: 1) - Please choose one

Which of the following function involves activities like Goal setting, policy making & strategy formulation?

Controlling

Planning page 7

Organizing

Leading

Question No: 5 (Marks: 1) - Please choose one

Which of the following process leads towards the Organization's strategy?

Organizing

Controlling

Planning page 7

Leading

Question No: 6 (Marks: 1) - Please choose one

Which of the following abilities are categorized as the Technical skill of

an

individual?

Judgment & creativity

Analysis & communication

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Knowledge & proficiency page 9

Innovation & advancement

Question No: 7 (Marks: 1) - Please choose one

Which of the following characteristic/s is/are part of Conceptual skills?

Analytical ability

Logical thinking

Inductive reasoning

All of the given options page 9

Question No: 8 (Marks: 1) - Please choose one

How many levels of management are in a traditional organization?

5

3 page 9

8

4

Question No: 9 (Marks: 1) - Please choose one

Being a Figurehead, manager has to perform which of the following role?

Informational roles

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Decisional roles

Interpersonal roles page 10

Sequential roles

Question No: 10 (Marks: 1) - Please choose one
Organization is said to be an open system, because:

It operates within an environment

It operates in isolation

Its activities are random

Its activities are independent

Question No: 11 (Marks: 1) - Please choose one

ABC Company is currently hiring employees from different provinces of a country.

ABC Company is said to be implementing _____.

Decentralization

Downsizing

Diversity page 40

Retrenchment

Question No: 12 (Marks: 1) - Please choose one

Which one of the following is NOT the advantage of Workforce Diversity?

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Multiple perspectives

Greater openness to new ideas

Increased creativity and flexibility

Decreased problem-solving skills

Question No: 13 (Marks: 1) - Please choose one

"People working in your organization are more than the actual requirements".

Which one of the following strategy you prefer to solve this problem?

Recruitment

Training

Layoff

Merger

Question No: 14 (Marks: 1) - Please choose one

As an HR manager you are going to conduct job analysis, which one of the following

factor you should consider for its effectiveness?

Ensure top management support
Use a single source of information

Conduct analysis for multiple jobs at once

Review existing job documents

Question No: 15 (Marks: 1) - Please choose one

A test conducted to ensure the biological fitness of an individual by identifying the

presence of any inherited diseases like diabetes, heart diseases, neurological

disorders etc, is termed as:

Hereditary testing

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Gene testing

Instinct testing

Genetic testing

Question No: 16 (Marks: 1) - Please choose one

Which of the following situation can be addressed through need assessment?

The post training effects on organization

The decisions regarding contents of training

The selection of an appropriate medium for training

The main issue that should be resolved through training page 113

Question No: 17 (Marks: 1) - Please choose one

'Material wastage has increased to greater extent due to using outdated machinery'.

This issue can be resolved by:

Train machine operators regarding its operations

Replacing the existing machinery with the new one

Using new raw material in production

No action is required as it is not a noticeable issue

Question No: 18 (Marks: 1) - Please choose one

To encourage and authorize workers to take initiatives to reduce costs, improve

operations, product quality and customer service is known as:

Authority

Decentralization

Empowerment

Centralization

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Question No: 19 (Marks: 1) - Please choose one

Who is responsible for hiring the wrong person for the particular job?

HR manager page 145

Regional manager

Regional head

CEO

Question No: 20 (Marks: 1) - Please choose one

Which one of the following is an outcome of 'organizing' function of management?

Organization's strategy

Motivation & commitment

Organization's structure

Performance measurement

Question No: 21 (Marks: 1) - Please choose one

Which of the following skills are required most by the Top-level managers?

Technical skills

Interpersonal skills

Conceptual skills page 9

All of the given options

Question No: 22 (Marks: 1) - Please choose one

Which of the following is said to be an output of an organization?

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Human resource
Physical assets
Goods & services
Financial reserves

Question No: 23 (Marks: 1) - Please choose one

Initially the personnel department was only involved in:

Recruitment & selection
Compensation & benefits
Training & development
Scheduling vacations page30

Question No: 24 (Marks: 1) - Please choose one

Which of the following is MOST important to manage workforce diversity?

Lower cohesiveness
Support group
Top-level commitment
Resistance to change

Question No: 25 (Marks: 1) - Please choose one

Human resource management is a part of management that is concerned with _____ dimension.

Technology
People
Financial

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Asset

Question No: 26 (Marks: 1) - Please choose one

'Fair employment legislation' is applicable to which of the following?

Collective bargaining
Planning & selection
Training & development
Grapevine network

Question No: 27 (Marks: 1) - Please choose one

Which one of the following is NOT involved in 'Human Resource

Planning'?

Finding out the required number of people for the organization

Giving chance to employees for designing their personal plans

Identifying the skills needed to accomplish the tasks

Ensuring that human resources will be available when needed

Question No: 28 (Marks: 1) - Please choose one

Formulating the strategic plans depicts:

Setting challenging goals

Devising goals completion tactics

Resolving organizational conflicts

Performing SWOT analysis

Question No: 29 (Marks: 1) - Please choose one

While conducting job analysis the 'Observation Method' is useful when:

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Job requires more intellectual skills to complete

Job is repetitive in nature

Job is market oriented and requires more data

Job consists of observable physical activity

Question No: 30 (Marks: 1) - Please choose one

The hiring process comprises which of the following steps?

Job analysis, Selection & Training

Selection, Orientation & Development

Selection, Recruitment & performance appraisals

Recruitment, Selection & Socialization page 73

Question No: 31 (Marks: 1) - Please choose one

Which of the following term is used for choosing the individual that is best suited to

a particular position and to the organization from a group of potential applicants?

Recruitment

Selection page 80

Staffing

Enrollment

Question No: 32 (Marks: 1) - Please choose one

Which of the following is a test validation method that determines whether a test measures certain traits that are important in performing a job or not?

Concept validity

Criterion validity

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Construct validity page 84

Content validity

Question No: 33 (Marks: 1) - Please choose one

Which of the following refers to the management's perception of degree to which the

prospective employee will fit in with the firm's culture or value system?

Work proficiency

Personal inclination

Organizational fit

Academic achievement

Question No: 34 (Marks: 1) - Please choose one

Which of the following test can best evaluate the routine production activities of job

that require coordination & physical strength?

Cognitive aptitude test

Job knowledge test

Vocational interest test

Psychomotor abilities test page 84

Question No: 35 (Marks: 1) - Please choose one

Which of the following source can be used to ensure the authentication of the

information provided by the job applicant?

Reference check

Criminal record

Application form

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Credit history

Question No: 36 (Marks: 1) - Please choose one

Which of the following statement defines 'Socialization'?

The formation of an attachment bond between an infant and its career

The tendency of social theorists to explain everything in terms of social causes

The process of becoming part of a society by learning its norms and values

The historical process by which societies change from traditional to modern ones

Question No: 37 (Marks: 1) - Please choose one

Which of the following department is responsible for the socialization of new employees?

Human Resource Department

Accounts Department

Marketing Department

Administration Department

Question No: 38 (Marks: 1) - Please choose one

Which of the following term reflects the process of preparing organizational people according to the future needs?

Learning

Training

Development

Need analysis

Question No: 39 (Marks: 1) - Please choose one

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

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Task analysis

Organizational analysis

Person analysis

Management analysis

Question No: 40 (Marks: 1) - Please choose one

Which of the following is an authority given to specific person with expertise in a certain area?

Line authority

Staff authority

Operational authority

Implied authority

MIDTERM EXAMINATION

Spring 2009

MGT501- Human Resource Management (Session - 1)

No: 1 (Marks: 1) - Please choose one

Which of the following structure is formed to facilitate the work flow for goals

achievement?

Union

Government

Society

Organization page 7

Planning is specifying the goals to be achieved and deciding in advance the appropriate actions taken to achieve those goals. Planning activities include analyzing current situations, anticipating the future, determining objectives, deciding what types of activities the company will engage in, choosing corporate and business strategies, and determining the resources needed to achieve the organization's goals. The outcome of the planning process is the **organization's strategy**.

Question No: 2 (Marks: 1) - Please choose one

Achievable & quality performance standards can be set with the help of accurate:

Job analysis page 67

Job description

Job specification

Job evaluation

Considerable information is needed if job analysis is to be accomplished successfully. Knowledge of the types of machines, tools, equipment, and work aids that are used in performing the job is important. Some job analysis systems identify the standards that are established for the job.

Question No: 3 (Marks: 1) - Please choose one

Which of the following condition stimulates the need of Job analysis within an

organization?

Creation of New jobs

Prior to job specification

While modifying existing jobs

All of the given options

MIDTERM EXAMINATION

Fall 2009

MGT501- Human Resource Management (Session - 5)

Question No: 1 (Marks: 1) - Please choose one

Organizational Behavior is a study of investigating the impact of:

- ▶ Employees' behavior in an organization
- ▶ Societal behavior on an organization
- ▶ Country's culture on an organization
- ▶ Country's economy on an organization

Question No: 2 (Marks: 1) - Please choose one

With the emergence of Information Technology (IT), organizations are needed to perform which of the following activity in response to this new technological trend?

- ▶ Job evaluation

- ▶ Job specification
- ▶ Job description
- ▶ Job analysis

Question No: 3 (Marks: 1) - Please choose one

Which of the following is said to be the main focus of Organization Behavior?

- ▶ How to become more effective in society
- ▶ How to best utilize human resource
- ▶ How to become environmental friendly
- ▶ How to become a market leader

Question No: 4 (Marks: 1) - Please choose one

'Job specification' is said to be an outcome of which of the given term?

- ▶ Job analysis
- ▶ Job title
- ▶ Job evaluation
- ▶ Job worth

Question No: 5 (Marks: 1) - Please choose one

Jobs are compensated on the basis of:

- ▶ Job analysis
- ▶ Job specification
- ▶ Job worth
- ▶ Job description

Question No: 6 (Marks: 1) - Please choose one

Technically HRIS is a/an:

- ▶ System software
- ▶ System hardware
- ▶ Database system
- ▶ Operating system

Question No: 7 (Marks: 1) - Please choose one

HRIS is used to facilitate the decisions related to:

- ▶ Overall organization
- ▶ Employment planning
- ▶ Sales forecasting
- ▶ Resource allocation

Question No: 8 (Marks: 1) - Please choose one

As a result of which of the following activity, HRIS is gaining popularity day by day?

- ▶ Generating organizational reports
- ▶ Managing resources effectively
- ▶ Retrieving timely information
- ▶ Handling bundles of data

Question No: 9 (Marks: 1) - Please choose one

HR department maintains _____ records.

- ▶ Employee

- ▶ Sales
- ▶ Production
- ▶ Inventory

Question No: 10 (Marks: 1) - Please choose one
Why organizational goals should be measurable?

- ▶ Ensure goal ambiguity
- ▶ Ensure goal attainment
- ▶ Put high effort
- ▶ Encourage employee participation

Question No: 11 (Marks: 1) - Please choose one
_____ is the main source of innovations.

- ▶ Upgraded technology
- ▶ Human mind
- ▶ Competitors' pressure
- ▶ Research & Development

Question No: 12 (Marks: 1) - Please choose one
Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?

- ▶ Trade unions
- ▶ Human relation movement
- ▶ Employment legislations
- ▶ None of the given options

Question No: 13 (Marks: 1) - Please choose one
Who is responsible to take corrective actions in response to unforeseen problems?

- ▶ Liaison
- ▶ Disturbance-handler
- ▶ Figurehead
- ▶ Spokesperson

Question No: 14 (Marks: 1) - Please choose one
Which of the following role a manager performs as a Resource allocator?

- ▶ Interpersonal role
- ▶ Decisional role
- ▶ Informational role
- ▶ Supportive role

Question No: 15 (Marks: 1) - Please choose one
Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?

- ▶ Negotiator

- ▶ Spokesperson
- ▶ Disseminator
- ▶ Entrepreneur

Question No: 16 (Marks: 1) - Please choose one
Organization is said to be an open system, because:

- ▶ It operates within an environment
- ▶ It operates in isolation
- ▶ Its activities are random
- ▶ Its activities are independent

Question No: 17 (Marks: 1) - Please choose one
Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

- ▶ Scientific approach
- ▶ Rational approach
- ▶ Human relations approach
- ▶ Systematic approach

Question No: 18 (Marks: 1) - Please choose one
How often HR planning process is implemented within an organization?

- ▶ Continuously
- ▶ Annually
- ▶ Bi-annually
- ▶ Quarterly

Question No: 19 (Marks: 1) - Please choose one
The best hiring occurs when the goals of which of the following should consistent to each other?

- ▶ HR managers, Finance managers
- ▶ Head office, Branch
- ▶ Organization, Individual
- ▶ Lower managers, Top managers

Question No: 20 (Marks: 1) - Please choose one
Why organizations provide attractive salaries, fringe benefits, career development opportunities and respect to their employees?

- ▶ To retain valuable human resource
- ▶ To be the market leader in the future
- ▶ To attract more and more people
- ▶ To enforce government regulations

Question No: 21 (Marks: 1) - Please choose one
An organization posts advertisement in the news paper as:

“Approximate Gross salary is Rs. 24,000/ per month. In addition to above salary the candidate on appointment will also be entitled for other attractive benefits/facilities like pick and drop, indoor medical facility, housing subsidy etc”.

This represents:

- ▶ The organization's policy for attracting more potential candidates
- ▶ The organization is creating its positive image in the market
- ▶ The organization is clearly defining the job position
- ▶ The organization's policy to retain valuable employees

Question No: 22 (Marks: 1) - Please choose one

A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetes, heart diseases, neurological disorders etc, is termed as:

- ▶ Hereditary testing
- ▶ Gene testing
- ▶ Instinct testing
- ▶ Genetic testing

Question No: 23 (Marks: 1) - Please choose one

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

- ▶ Planning
- ▶ Decentralization
- ▶ Restructuring
- ▶ Outsourcing

Question No: 24 (Marks: 1) - Please choose one

People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

- ▶ Information collector roles
- ▶ Task oriented roles
- ▶ Relationship oriented roles
- ▶ Individual roles

Question No: 25 (Marks: 1) - Please choose one

Organizations started emphasizing on making rules and regulations during:

- ▶ Mechanistic period
- ▶ Legalistic period
- ▶ Catalytic period
- ▶ Strategic period

Question No: 26 (Marks: 1) - Please choose one

'Career counseling' is part of which of the following functions of HRM?

- ▶ Compensation & benefits
- ▶ Planning & selection
- ▶ Training & development
- ▶ Maintenance of HRIS

Question No: 27 (Marks: 1) - Please choose one

Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?

- ▶ Power
- ▶ Influence
- ▶ Authority
- ▶ Command

Question No: 28 (Marks: 1) - Please choose one
SWOT Analysis is a tool for:

- ▶ Determining the mission
- ▶ Dividing missions into goals
- ▶ Scanning the environment
- ▶ Monitoring frequent performances

Question No: 29 (Marks: 1) - Please choose one
What comes prior to environmental scanning of an organization?

- ▶ Determining organizational mission
- ▶ Monitoring the action plans
- ▶ Developing budgets for plans
- ▶ None of the given options

Question No: 30 (Marks: 1) - Please choose one
What measure should be needed to ensure effective recruitment?

- ▶ Keep pool of large size to get best out of it
- ▶ Address personnel needs of applicants
- ▶ Meet economies of scale for an organization
- ▶ Clearly understand organizational goals

Question No: 31 (Marks: 1) - Please choose one
Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

- ▶ Selection
- ▶ Recruitment
- ▶ Staffing
- ▶ Enrollment

Question No: 32 (Marks: 1) - Please choose one
The extent to which an employment selection test provides consistent results is known as:

- ▶ Reliability
- ▶ Dependability
- ▶ Consistency
- ▶ Trustworthiness

Question No: 33 (Marks: 1) - Please choose one
Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?

- ▶ Cognitive aptitude test
- ▶ Job knowledge test
- ▶ Vocational interest test
- ▶ Psychomotor abilities test

Question No: 34 (Marks: 1) - Please choose one
Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

- ▶ Vocational interest test
- ▶ Cognitive aptitude test
- ▶ Personality test
- ▶ Psychomotor abilities test

Question No: 35 (Marks: 1) - Please choose one

Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

- ▶ Reference check
- ▶ Criminal record
- ▶ Application form
- ▶ Credit history

Question No: 36 (Marks: 1) - Please choose one

Background investigations and reference checks are considered to verify candidate's

-
- ▶ Age
 - ▶ Marital status
 - ▶ Credentials
 - ▶ Gender

Question No: 37 (Marks: 1) - Please choose one

Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to this restriction, McDonalds made local hiring for its subsidiaries in these regions. Which hiring approach they have adopted in response to this limitation?

- ▶ Parent-country national
- ▶ Host-country national
- ▶ Third-country national
- ▶ Headquarter national

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Decision regarding the delivery medium for training is made prior to which of the following step?

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HRM is said to be effective when _____ is achieved.

- ▶ Minimization of wastage
- ▶ Cohesive work environment
- ▶ Customer satisfaction
- ▶ Large market share

Question No: 40 (Marks: 1) - Please choose one

"Effectiveness" is represented by:

- ▶ Doing things before time

- ▶ Doing right things right
- ▶ Doing things in minimum time
- ▶ Doing things with minimum resources

Question No: 41 (Marks: 10)

What measures can be taken by the employer to prevent negligent hiring? Explain in detail.

Answer:-

Tips on How to Avoid Negligent Hiring Lawsuits

In these tough economic times companies may be thinking about saving time and money by cutting back on their employee screening programs. This would be a big mistake! If you hire a dangerous or unfit person without doing proper "due diligence" and harm occurs, you are opening yourself up to a negligent hiring lawsuit.

Here are several tips to help you avoid a negligent hiring lawsuit :

1. Create a Program

Create an employee screening program for your company. This program should document employee screening policies and procedures for each position in the organization.

2. Train to Ensure Hiring Managers Follow the Program

Train all hiring managers on the employee screening policies and procedures. Document this training.

3. Audit Employee Screening Program

Create an audit procedure to make sure the employee screening program is being followed throughout the organization. Document this procedure.

4. Ensure FCRA Compliance

If you are using a third party employee screening service make sure they are in compliance with the Fair Credit Reporting Act (FCRA).

(OR)

Answer 2:

There are quite a few different measures that can be taken to ensure that a firm hires the best possible candidates for open positions. I suggest using Google to search for "best hiring practices."

Here are a few such practices:

- Write a good job description that will attract the kinds of candidates you need.
- Have professionals from the relevant department (rather than from HR) have the most contact with the candidate.
- Give the candidate as much information about your firm as possible before the job interview. This allows the candidate to talk more knowledgeably and relevantly about your firm and his/her fit with your needs.
- Interview in a way that lets your candidates show their skills instead of just talking about them.

MIDTERM EXAMINATION

Fall 2008

MGT501- Human Resource Management (Session - 2)

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- ▶ Person analysis
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Explain the following terms:

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Perception

Attitude

Values

Ethics

ANSWER:

PERSONALITY: Personality is a combination of psychological traits that describes a person.

PERCEPTION: Perception is the mental process to pay attention selectively to some stimuli in the environment.

ATTITUDE: Attitude comprises of feelings, beliefs and behaviors.

VALUES: Values are the basic conviction about what is right and wrong.

ETHICS: Ethics are the rules and principles that tell what is right and wrong.

Quizz

MGT501

Human Resource Management

Question # 1 of 10 Total Marks: 1

Groups and Teams are _____

Select correct option:

- One and the same things
- ✓ **Different things**

Question # 2 of 10 Total Marks: 1

Which of the following is NOT a goal of HRM?

Select correct option:

- Integration of HRM with the corporate strategy of the organization
- Producing the desired human behavior that helps to achieve the organizations goals
- Creation of a flexible environment that can easily adopt change

- ✓ **To endure proper delivery of products**

Question # 3 of 10 Total Marks: 1

In order to promote unbiased management, organizations should develop:

Select correct option:

- Powerful union
- ✓ **Legal compliance**
- Strategic alliances
- Stakeholder influence

Question # 4 of 10 Total Marks: 1

Women can not do important or heavy jobs. This is an example of:

Select correct option:

- ✓ **Stereotyping**
- Halo effect

Question # 5 of 10 Total Marks: 1

Which of the following is a forecasting technique that involves experimenting a real world situation through a mathematical model?

Select correct option:

- ✓ **Simulation**
- Modeling
- Mock-up

Replication

Question # 6 of 10 Total Marks: 1

Which one is not the component of training and development?

Select correct option:

- ✓ **Orientation**
- Career development
- Organizational development
- Change management

Question # 7 of 10 Total Marks: 1

Which of the following component consists of a person's beliefs, opinions, knowledge, and information?

Select correct option:

- Affective component
- ✓ **Cognitive component**
- Behavioral component
- Objective component

Question # 8 of 10 Total Marks: 1

Organization Behavior deals with:

Select correct option:

- Budget of the Organization
- Structure of the Organization
- ✓ **Individual Behavior**
- None of the above

Question # 9 of 10 Total Marks: 1

An organization operates in:

Select correct option:

- An isolated system
- A closed system
- A clogged system
- ✓ **An open system**

Question # 10 of 10 Total Marks: 1

According to which act, pay discrimination on the basis of gender for same position &

Performance is prohibited?

Select correct option:

- Civil rights
- ✓ **Equal pay**
- Worker compensation
- Age discrimination

Question # 1 of 10 Total Marks: 1

Which of these functions is affected by external influences?

Select correct option:

- Staffing
- Development
- Maintenance
- ✓ **All of given options**

Question # 2 of 10 Total Marks: 1

Which of the following statement reflects the 'Age Discrimination Act' for workers?

Select correct option:

- ✓ **At the age of 40 to 70, workers can not be retired by force**
- At the age below 18, workers can never be hired
- Having 10 years of experience, workers should be promoted
- Workers can never be rehired if retired once

Question # 3 of 10 Total Marks: 1

If a company is employing the fresh graduates as well as the professional experts, the

Management is said to be enhancing _____.

Select correct option:

- Stereotyping
- Variety
- ✓ **Diversity**
- Uniformity

Question # 4 of 10 Total Marks: 1

Organizations are adopting Total Quality Management in order to:

Select correct option:

- ✓ **Improve the quality**
- Control the costs
- Restructure the organization
- None of the above

Question # 5 of 10 Total Marks: 1

Which of the following involves holding beliefs about people that place them in categories for recognizing and accepting differences?

Select correct option:

- Backlash
- Mistrust
- ✓ **Cohesiveness**
- Stereotyping

Question # 6 of 10 Total Marks: 1

Select correct option

_____ of race, color, sex, religion, national origin, or age, has an equal chance for a job based on his/her qualifications

- ✓ **Equal Employment Opportunity**

Question # 7 of 10 Total Marks: 1

When Job analysis Is not performed?

Select correct option:

- ✓ **When the organization is founded**
 - When new jobs are created
 - When we have already completed job analysis for similar kinds of jobs
 - When jobs are changed significantly

Question # 8 of 10 Total Marks: 1

Staffing is a process of hiring qualified employees at the right place and at the right time, to achieve _____.

Select correct option:

- Targeted sales goals
- Individual career goals
- Return on investment
- ✓ **Organizational objectives**

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Controlling the Costs is an _____ Challenge for HRM

Select correct option:

- Organizational

✓ **Environmental**

Question # 10 of 10 Total Marks: 1

A problem faced by the organization due to presence of people having different nationalities is an

Select correct option:

✓ **Environmental Challenge**

Organizational Challenge

Individual Challenge

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<http://vustudents.ning.com>

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PERCEPTION: Perception is the mental process to pay attention selectively to some stimuli in the environment.

ATTITUDE: Attitude comprises of feelings, beliefs and behaviors.

VALUES: Values are the basic conviction about what is right and wrong.

ETHICS: Ethics are the rules and principles that tell what is right and wrong.

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Question No: 1 (Marks: 1) - Please choose one

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

- ▶ Rightsizing
- ▶ Affirmative action
- ▶ Downsizing
- ▶ Discrimination

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Question No: 2 (Marks: 1) - Please choose one

Which of the following component of attitude represents a person's opinions, knowledge, and information?

- ▶ Affective component
- ▶ Cognitive component
- ▶ Behavioral component
- ▶ Objective component

Question No: 3 (Marks: 1) - Please choose one

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- ▶ Workforce
- ▶ Stakeholders
- ▶ Customers
- ▶ Stockholders

Question No: 4 (Marks: 1) - Please choose one

Decision regarding the delivery medium for training is made prior to which of the following step?

- ▶ Evaluating the training program
- ▶ Designing the contents of training to be delivered
- ▶ Identifying whether the training is required or not
- ▶ Conducting need assessment to identify issues

Question No: 5 (Marks: 1) - Please choose one

The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:

- ▶ Physical examination
- ▶ Personality test
- ▶ Polygraph test
- ▶ Substance abuse

Question No: 6 (Marks: 1) - Please choose one

Which of the following test is used to measure a candidate's knowledge regarding job duties he/she is supposed to perform in a particular job position?

- ▶ Work knowledge test
- ▶ Trade knowledge test
- ▶ Job knowledge test
- ▶ Position knowledge test

Question No: 7 (Marks: 1) - Please choose one

Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?

- ▶ Curriculum vitae
- ▶ Educational record
- ▶ Career goal
- ▶ Interview questioning

Question No: 8 (Marks: 1) - Please choose one

Which of the following information is NOT collected through observation method while conducting job analysis?

- ▶ Who is monitoring the task?
- ▶ What task has done?
- ▶ How task has done?
- ▶ How long a task has taken to complete?

Question No: 9 (Marks: 1) - Please choose one

'Fair employment legislation' is applicable to which of the following?

- ▶ Collective bargaining
- ▶ Planning & selection
- ▶ Training & development
- ▶ Grapevine network

Question No: 10 (Marks: 1) - Please choose one

'Career counseling' is part of which of the following functions of HRM?

- ▶ Compensation & benefits
- ▶ Planning & selection
- ▶ Training & development
- ▶ Maintenance of HRIS

Question No: 11 (Marks: 1) - Please choose one

The emigration of trained and talented individuals to other nations mostly due to lack of opportunities is known as:

- ▶ Job insecurity
- ▶ Outsourcing
- ▶ Workforce diversity
- ▶ Brain drain

Question No: 12 (Marks: 1) - Please choose one

_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

- ▶ Norm
- ▶ Perception
- ▶ Role
- ▶ Stereotyping

Question No: 13 (Marks: 1) - Please choose one

Which of the following skills are required most by the Top-level managers?

- ▶ Technical skills

- ▶ Interpersonal skills
- ▶ **Conceptual skills**
- ▶ All of the given options

Question No: 14 (Marks: 1) - Please choose one

Which of the following involves channeling the behavior of all personnel to accomplish the organization's mission and objectives while simultaneously helping them accomplish their own career objectives?

- ▶ Planning
- ▶ Organizing
- ▶ **Leading**
- ▶ Controlling

Question No: 15 (Marks: 1) - Please choose one

Which of the following stage of training module identifies the mediums of training?

- ▶ **Designing phase of training**
- ▶ Training Need Analysis
- ▶ Determining training objectives
- ▶ Training evaluation

Question No: 16 (Marks: 1) - Please choose one

Previous company records & customer satisfaction surveys may serve as a source for:

- ▶ Cultivating learning culture within the organization
- ▶ **Determining deficiencies that require training**
- ▶ Developing career development plans for employees
- ▶ Identifying training outcomes through evaluation

Question No: 17 (Marks: 1) - Please choose one

'Due to lack of knowledge among employees, they are unable to operate the computerized MIS', which of the following addresses this problem?

- ▶ Provision of new computers
- ▶ **Conduct relevant training**
- ▶ Supply input devices
- ▶ Supply output devices

Question No: 18 (Marks: 1) - Please choose one

What could be the main consideration of an HR manager during recruitment?

- ▶ Outsource the employee selection to recruiting agencies
- ▶ **Screen the pool of appropriate applicants**
- ▶ Attract a large number of applicants
- ▶ Only hire the experienced candidates

Question No: 19 (Marks: 1) - Please choose one

Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:

- ▶ **Labor market**
- ▶ Employment market
- ▶ Employee market
- ▶ Job market

Question No: 20 (Marks: 1) - Please choose one

Ufone, appointed Mr. Ali just to develop training modules for its employees. In such a case Mr. Ali is said to be a/an:

- ▶ HR executive
- ▶ HR generalist
- ▶ **HR specialist**
- ▶ None of the given options

Question No: 21 (Marks: 1) - Please choose one

HR managers who are close & answerable to top management/CEO, and perform one or more HR functions are titled as;

- ▶ HR specialists
- ▶ Functional managers
- ▶ HR generalists
- ▶ **HR executives**

Question No: 22 (Marks: 1) - Please choose one

Unilever is serving all around the world with its diversified products, it is said to be practicing:

- ▶ Business globalization
- ▶ Technological advancements
- ▶ Rapid changes
- ▶ Stakeholders' management
- ▶ Business globalization

Question No: 23 (Marks: 1) - Please choose one

Entrepreneurs are said to perform the:

- ▶ Interpersonal role
- ▶ Informational role
- ▶ Supportive role
- ▶ **Decisional role**

Question No: 24 (Marks: 1) - Please choose one

Good judgment, creativity, and the ability to see the big picture are the abilities of managers having:

- ▶ Technical skills
- ▶ Interpersonal skills
- ▶ **Conceptual skills**
- ▶ Practical skills

Question No: 25 (Marks: 1) - Please choose one

Which of the following abilities are categorized as the Technical skill of an individual?

- ▶ Judgment & creativity
- ▶ Analysis & communication
- ▶ **Knowledge & proficiency**
- ▶ Innovation & advancement

Question No: 26 (Marks: 1) - Please choose one

Resources are allocated & assigned while:

- ▶ **Planning & Organizing**
- ▶ Leading & Controlling
- ▶ Organizing & Controlling
- ▶ Controlling & Planning

Question No: 27 (Marks: 1) - Please choose one

Which of the following statement represents "effectiveness"?

- ▶ Achieve most output with less time
- ▶ Achieve mass production
- ▶ Achieve most output with least input
- ▶ **Achieve organizational goals**

Question No: 28 (Marks: 1) - Please choose one

“A person is known by the company he/she keeps”; is well described by which of the term?

- ▶ Prejudice
- ▶ **Stereotype**
- ▶ Introversion
- ▶ Extroversion

Question No: 29 (Marks: 1) - Please choose one

A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

- ▶ Cooperative work
- ▶ Student placement
- ▶ **Internship program**
- ▶ Student leasing

Question No: 30 (Marks: 1) - Please choose one

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

- ▶ Civil rights
- ▶ **Equal pay**
- ▶ Worker compensation
- ▶ Age discrimination

Question No: 31 (Marks: 1) - Please choose one

Which of the following had gained importance during 1970s to save the organizations from courts?

- ▶ Trade unions
- ▶ Human relation movement
- ▶ Employment legislations
- ▶ None of the given options

Question No: 32 (Marks: 1) - Please choose one

HR department became the main force behind all changes during:

- ▶ Mechanistic period
- ▶ Catalytic period
- ▶ Organistic period
- ▶ Strategic period

Question No: 33 (Marks: 1) - Please choose one

For which of the following employees' participation plays a vital role?

- ▶ Enhance goals' complexity
- ▶ Develop tools for measurable goals
- ▶ Redefine goals frequently
- ▶ Ensure goals attainment

Question No: 34 (Marks: 1) - Please choose one

HR department maintains _____ records.

- ▶ Employee
- ▶ Sales
- ▶ Production
- ▶ Inventory

Question No: 35 (Marks: 1) - Please choose one

By retrieving required information timely, organizations are in the position to:

- ▶ Take critical decisions
- ▶ Support organizational activities
- ▶ Facilitate organizational people
- ▶ Implement strategies more efficiently

Question No: 36 (Marks: 1) - Please choose one

The thorough & detailed study regarding jobs within an organization is termed as:

- ▶ Job analysis
- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation

Question No: 37 (Marks: 1) - Please choose one

Which of the following condition stimulates the need of Job analysis within an organization?

- ▶ Creation of New jobs
- ▶ Prior to job specification
- ▶ While modifying existing jobs
- ▶ All of the given options

Question No: 38 (Marks: 1) - Please choose one

The set of tasks & duties assigned to a particular person is said to be his/her:

- ▶ Position
- ▶ Duty
- ▶ Responsibility
- ▶ Work

Question No: 39 (Marks: 1) - Please choose one

In order to ensure better compensation & salary packages for employees, organization should develop:

- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation
- ▶ **All of the given options**

Question No: 40 (Marks: 1) - Please choose one

Which of the following defines the levels of authority to perform the assigned tasks?

- ▶ Labor union
- ▶ Competitor's threat
- ▶ **Organizational structure**
- ▶ Pressure group

Question No: 41 (Marks: 10)

Your company is going to launch a new product. For this purpose you have formed a team within an organization. The performance of team is decreasing day by day.

- 1. State reasons why team is not performing well?**
- 2. What steps you should take to resolve this problem?**

1. Some of Reasons why Team not perform up to mark

- The team lacks purpose or vision
- Process of work of team are not organized properly or not clear
- No shared leadership

- Not sharing job knowledge
- Team members have less authority to take action
- Poor leadership in motivation of members

2. Steps to resolve problems

- Will transmit the vision and goal of team to my team
- Will offer training to members if required
- Will try to develop constant learning experience.
- Will try to introduce reward system as team.
- individuals must be able to communicate openly
- will try that member should give lower priority on personal goals
- will work more effectively with members
- will involve team members in decision making

How hesitation among newly hired employees can be eliminated through socialization within an organization?

Socialization: In order to reduce the anxiety that new employees may experience, attempts should be made

to integrate the person into the informal organization.

HRM department can conduct the orientation in order to socialize

the newly hired employees with the working environment of the organization.

HRM plays

a major role in new employee orientation-the role of coordination, which ensures that the

appropriate components are in place. In addition HRM also serves as a participant in

program. As job offers are made and accepted, HRM should instruct the new employee

when to report to work. However, before the employee formally arrives, HRM must be

prepared to handle some of the more routine needs of these individuals.

Question No: 41 (Marks: 10)

How hesitation among newly hired employees can be eliminated through socialization within an organization?

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Question # 1 of 10 (Start time: 10:51:50 PM) Total Marks: 1

HR department became the main force behind all changes during:

Select correct option:

* **Mechanistic period**

Catalytic period

Organistic period

Strategic period

Question # 2 of 10 (Start time: 10:52:13 PM) Total Marks: 1

Which of the following is NOT verified by an employer, prior to hire a candidate for the job?

Select correct option:

Work history

Education

* Age

Credentials

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Question No: 4 (Marks: 1) - Please choose one

Which of the following is served as criteria for declaring a particular job as worth-

full?

Physical motion

Significance of task page 130

Mental stress

Long working hours

Question No: 5 (Marks: 1) - Please choose one

Job analysis is performed to define:

Organizational rules & policies

Job description & job duties

Job description & job specification page 67

Job specification & job position

Uses of Job Analysis Information

1. Recruitment and Selection – Job descriptions and job specifications are formed from the information gathered from a job analysis, which help management decide what sort of people to recruit and hire.

Question No: 6 (Marks: 1) - Please choose one

An effective HRIS is the one which:

Provides maximum information

Uses advanced technology

Stores random data

Retrieves required information

Question No: 7 (Marks: 1) - Please choose one

Which of the following emerged when individuals realized the strength they could

gain by joining together to negotiate with employers?

Trade unions

Human relation movement

Employment legislations

None of the given option Question No: 8 (Marks: 1) - Please choose one

Which of the following is an online recruitment method engaged in by a single

employer or group of employers to attract a large number of applicants?

Job fairs

Recent grads

Internship programs

Recruiting sites page 78

It is a recruiting method that involves an effort on the part of a single employer or group of employers to attract

a large number of applicants for interviews

Question No: 9 (Marks: 1) - Please choose one

Part-time workers, temporaries, independent contractors; all fall under which of the

given category?

Conditional workers

Transitory workers

Interim workers

Contingent workers page 182

Contingent Workers It is also known as part-timers, temporaries, and independent contractors, comprise the fastest-growing segment of our economy.

Question No: 10 (Marks: 1) - Please choose one

In order to promote unbiased management, organizations should develop:

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Powerful union

Legal compliance

Strategic alliances

Stakeholder influence

Question No: 11 (Marks: 1) - Please choose one

Term "Efficiency" is reflected by which of the following statement?

Achieve organizational goals page 8

Achieve most output with least input

Achieve most output with less time

Achieve mass production

☐ Efficiency: A measure of how well resources are used to achieve a goal
“Doing Things Right”

Question No: 12 (Marks: 1) - Please choose one

"Efficiency" is said to be achieved when:

Doing things right page 8

Doing right things right

Doing things right at right place

Doing things right at right time

Efficiency: A measure of how well resources
are used to achieve a goal

“Doing Things Right”WWW.VUMONSTER.COM

Question No: 13 (Marks: 1) - Please choose one

**Good judgment, creativity, and the ability to see the big picture are the
abilities of**

managers having:

Technical skills

Interpersonal skills

Conceptual skills page 9

Practical skills

They manifest themselves in things like good judgment,
creativity, and the ability to see the big picture. Top managers/CEO needs
this type of skill the most.

Question No: 14 (Marks: 1) - Please choose one

**Which of the following is mandatory for the formation of an
organization?**

An individual

Two or more individuals

A proprietor

An employee

Question No: 15 (Marks: 1) - Please choose one

HR generalist is involved in:

Performing all or few (more than one) HR functions page 52

Performing a single focused HR function

Providing orientation to employees only

Designing special compensation packages for female employees

HR Generalists:

Generalists are people who perform tasks in a wide variety of human resource-related areas. The generalist is

involved in several, or all, of the human resource management functions.**Question No: 16 (Marks: 1) - Please choose one**

_____ is an attribute of work teams which results in a level of performance

that is greater than the sum of the individual inputs.

Synergy page 13

Enthusiasm

Energy

Initiative

Synergy

Systems theory also popularized the concept of synergy, which states that the whole is greater than the sum of

its parts. For example, 3M have applied its core technology of adhesives to many products, from industrial sealers to Post-it notes. 3M has not had to start from scratch with each product; its adhesives expertise provides

synergies across products.

Question No: 17 (Marks: 1) - Please choose one

Which one of the following is NOT the characteristic of a Virtual Team?

Lack of nonverbal signals

Limited social contact

Increased social relationship

Ability to overcome time and space constraints

A virtual team is an extension of the electronic meetings; virtual team allows groups to meet without concern for

space or time and enables organizations to link workers together that in the past couldn't have been done. Team

members use technology advances to solve problems-even though they may be geographically dispersed or a

dozen time zones away

Question No: 18 (Marks: 1) - Please choose one

Which one of the following is NOT the advantage of Workforce Diversity?

Multiple perspectives

Greater openness to new ideas

Increased creativity and flexibility

Decreased problem-solving skills page40

Question No: 19 (Marks: 1) - Please choose one

'There is no need to make any new appointment'; therefore, the organization has

transferred Mr. Azam to another branch. This step of the organization is taken to:

Increase the labor supply than demand

Maintain the balance of labor supply and demand

Decrease the labor supply than demand

Devastate the balance of labor supply and demand

Question No: 20 (Marks: 1) - Please choose one

As an HR manager you are going to conduct job analysis, which one of the following

factor you should consider for its effectiveness?

Ensure top management support

Use a single source of information

Conduct analysis for multiple jobs at once

Review existing job documents

Question No: 21 (Marks: 1) - Please choose one

Which of the following is considered as the MOST reliable data collection source

needed for job analysis?

Experienced job analyst

Top leading managers

Employees of that particular job page 69

Head of the department

Job analysis data is usually collected from several employees from different departments, using

interviews and questionnaires. The data is then averaged, taking into account the departmental context of the

employees, to determine how much time a typical employee spends on each of several specific tasks.**Question No: 22 (Marks: 1) - Please choose one**

'Due to lack of knowledge among employees, they are unable to operate the

computerized MIS', which of the following addresses this problem?

Provision of new computers

Conduct relevant training page 93

Supply input devices

Supply output devices

Training

Training is a process whereby people acquire capabilities to aid in the achievement of organizational goals. It involves planned learning activities designed to improve an employee's performance at her/his current job.

Training refers to the methods used to give new or present employees the skills they need to perform their jobs.

Question No: 23 (Marks: 1) - Please choose one

A practice used by different companies to reduce costs by transferring portions of

work to outside provider rather than completing it internally is termed as:

Planning

Decentralization

Restructuring

Outsourcing page 79

Outsourcing: Outsourcing is the process of transferring responsibility for an area of service and its objectives

to an external service provider instead of internal employee.

Question No: 24 (Marks: 1) - Please choose one

Organizational basic components are:

Machinery, people, office building

People, purpose, structure page 7

People, structure, finances

People, strategies, resources

Organizing is assembling and coordinating the human, financial, physical, informational, and other resources needed to achieve goals. Activities include attracting people to the organization, specifying job responsibilities, grouping jobs into work units, marshalling and allocating resources, and creating conditions so that people and things work together to achieve maximum success. The outcome of organizing is an **organizational structure**.

Question No: 25 (Marks: 1) - Please choose one

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Formal organizations are _____ organizations.

Structured

Unstructured

Irrational

Spontaneous

Question No: 26 (Marks: 1) - Please choose one

_____ refers to a set of expected behavior patterns attributed to someone who

occupies a given position in a social unit.

Norm

Perception

Role

Stereotyping

Question No: 27 (Marks: 1) - Please choose one

Which of the following practice involves the selling off portions of the company and

making severe staff reductions?

Redesigning

Restructuring page 39

Organizational designing

Reengineering

Restructuring A number of firms are changing the way the functions are performed.

OR

Restructuring is the corporate management term for the act of partially dismantling and reorganizing a company for the purpose of making it more efficient and therefore more profitable. It generally involves selling off portions of the company and making severe staff reductions.

Question No: 28 (Marks: 1) - Please choose one

Under staff authority, managers perform which of the following activities?

Give orders to subordinates

Practice authority provided by their upper heads for limited time period

Assist decision makers by providing them advices

Take decisions themselves

Question No: 29 (Marks: 1) - Please choose one

Which of the following method uses organization's current level of employment as

the starting point while estimating the future staffing needs of an organization?

Project forecasting

Conjecture forecasting

Labor forecasting

Zero-Base Forecasting

This method uses the organization's current level of employment as the starting point for determining future

staffing needs. The key to zero-base forecasting is a thorough analysis of human resource needs.

Question No: 30 (Marks: 1) - Please choose one

Job specification is an important tool while:

Dealing with health & safety issues

Conducting selection process

Defining rules & procedures

Determining opportunities for an organization

Job Specification A job specification is a document containing the minimum acceptable qualifications that a person should possess in order to perform a particular job

Question No: 31 (Marks: 1) - Please choose one

Which of the following identifies the minimum acceptable qualification that the

incumbent must possess to perform a particular job successfully?

Job analysis

Job specification

Job description

Job evaluation

Job Specification A job specification is a document containing the minimum acceptable qualifications that a person should possess in order to perform a particular job

Question No: 32 (Marks: 1) - Please choose one

Which of the following is a unique form of recruitment where every employee

becomes a company's recruiter?

Employee

referrals

Walk-in-applicants

Trade associations

Foreign nationals

Question No: 33 (Marks: 1) - Please choose one

What could be the main reason to perform initial screening of applicants while

making employee selection decisions?

Get maximum information about applicant

Reduce the number of applicants to manageable size

Ensure the authenticity of information provided by an applicant

Contact the provided references for comments about the applicant

Question No: 34 (Marks: 1) - Please choose one

Which of the following source can be used to ensure the authentication of the

information provided by the job applicant?

Reference check

Criminal record

Application form

Credit history

Question No: 35 (Marks: 1) - Please choose one

Which of the following phase includes the content development of training program?

Training evaluation

Training design

Training need analysis

Defining training objectives

Question No: 36 (Marks: 1) - Please choose one

Which of the following term reflects the process of preparing organizational people according to the future needs?

Learning

Training

Development

Need analysis

Question No: 37 (Marks: 1) - Please choose one

HRM is said to be effective when _____ is achieved.

Minimization of wastage page 7

Cohesive work environment

Customer satisfaction

Large market share

Management is the process of working with different

resources to accomplish organizational goals. Good managers do those things both effectively and efficiently. To be effective is to achieve organizational goals. To be efficient is to achieve goals with minimum waste of resources, that is, to make the best possible use of money, time, materials, and people. Some managers fail on both criteria, or focus on one at the expense of another. The best managers maintain a clear focus on both effectiveness and efficiency.

Question No: 38 (Marks: 1) - Please choose one

"Effectiveness" is represented by:

Doing things before time

Doing right things right page 8

Doing things in minimum time

Doing things with minimum resources

Effectiveness: A measure of the appropriateness of the goals chosen (are these the right goals?), and the degree to which they are achieved

“Doing the Right Things Right”

Question No: 39 (Marks: 1) - Please choose one

Which of the following is a force by which personality traits (expertise) affect

others' behavior?

Power

Influence

Authority

Command

Question No: 40 (Marks: 1) - Please choose one

Which of the following act represents a situation in which employment decisions are

NOT affected by illegal discrimination?

Fair employment page 54

Legal compliance

Litigation process

Affirmative action

Fair employment:

A situation in which employment decisions are not affected by discrimination is termed as Fair employment.**Question No: 41 (Marks: 10)**

When an organization is already hiring the knowledgeable and experienced

individuals then why there is need to train them by the organization?

Solved by SAME PARI

MIDTERM EXAMINATION

Spring 2009

MGT501- Human Resource Management (Session - 1)

Question No: 1 (Marks: 1) - Please choose one

Which of the following term is used to identify the physical & mental skills, required

to perform by an individual within a particular position in an

organization?

Job title

Job specification page 68

Job description

Job evaluation

Question No: 2 (Marks: 1) - Please choose one

'Job specification' is said to be an outcome of which of the given term?

Job analysis page 68

Job title

Job evaluation

Job worth

Question No: 3 (Marks: 1) - Please choose one

What could be the effect of HRIS on organizational cost?

Cost remains unchanged

Minimize manufacturing cost

Maximize manufacturing cost

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Minimize administrative cost

Question No: 4 (Marks: 1) - Please choose one

What could be the reason behind linking HRM with the strategic goals & objectives

of an organization?

Promote centralization

Foster innovation & flexibility

Support bureaucratic culture

Develop rigid policies

Question No: 5 (Marks: 1) - Please choose one

For which of the following employees' participation plays a vital role?

Enhance goals' complexity

Develop tools for measurable goals

Redefine goals frequently

Ensure goals attainment

Question No: 6 (Marks: 1) - Please choose one

According to the 'Hawthorne Studies' productivity of employees:

Increased by increasing light intensity page 14

Decreased by decreasing light intensity

Increased by observing them

None of the given options

Question No: 7 (Marks: 1) - Please choose one

HR department became the main force behind all changes during:

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Mechanistic period

Catalytic period

Organistic period

Strategic period

Question No: 8 (Marks: 1) - Please choose one

If the workforce of an organization represents true proportion of the community

sectors in all its job classifications, it represents the _____ of its

affirmative action.

Performance

Gaps

Effectiveness

Discrepancies

Question No: 9 (Marks: 1) - Please choose one

Part-time workers, temporaries, independent contractors; all fall under which of the

given category?

Conditional workers

Transitory workers

Interim workers

Contingent workers page 182

Question No: 10 (Marks: 1) - Please choose one

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Which of the following HR function is the basic element of recruitment?

Attract the job applicants for the particular post

Select the best one among all applicants

Train the people as per organizational requirements

Fire the non-performing employees

Question No: 11 (Marks: 1) - Please choose one

Which of the following is NOT a method of an external recruitment?

Job

advertisements

Job postings

Internship programs

Job fairs

Question No: 12 (Marks: 1) - Please choose one

Which of the following process leads towards the Organization's strategy?

Organizing

Controlling

Planning page 7

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Leading

Question No: 13 (Marks: 1) - Please choose one

What level of motivation & commitment is required by managers while leading the

organizational people?

Middle

High

Low

Intense

Question No: 14 (Marks: 1) - Please choose one

Effectiveness is the degree to which organizations' products/services

respond to:

Customer satisfaction

Environmental needs

Quality standard

All of the given options

Question No: 15 (Marks: 1) - Please choose one

How many levels of management are in a traditional organization?

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5

3

8

4

Question No: 16 (Marks: 1) - Please choose one

Unofficial part of an organization formed on the basis of common interests is known

as:

Formal organization

Informal organization page 12

Bureaucratic organization

Virtual organization

Question No: 17 (Marks: 1) - Please choose one

In Hawthorne studies which decisive factor was used in the variation of the workers' performance?

Safety measures

Health condition

Light variation page14

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Salary bonuses

Question No: 18 (Marks: 1) - Please choose one

Which one of the following is NOT the characteristic of a Virtual Team?

Lack of nonverbal signals

Limited social contact

Increased social relationship

Ability to overcome time and space constraints

Question No: 19 (Marks: 1) - Please choose one

_____ team allows groups to meet without concern for space or time and enables

organizations to link workers together.

Process

Self-managed

Virtual page 24

Cross-functional

Question No: 20 (Marks: 1) - Please choose one

A _____ is defined as two or more interacting and interdependent individuals

who come together to achieve particular objectives.

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Department

Group page 27

Organization

All of the given options

Question No: 21 (Marks: 1) - Please choose one

Which one of the following data collection tool you prefer in order to obtain

information from large number of employees in short time period for job analysis?

Questionnaires

Interviews page 69

Observations

Employee diaries

Question No: 22 (Marks: 1) - Please choose one

Which of the following is NOT a part of Job specification?

Employee's personality traits

Employee's responsibilities page 68

Employee's educational background

Employee's work experience

Question No: 23 (Marks: 1) - Please choose one

An organization posts advertisement in the news paper as:

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“Approximate Gross salary is Rs. 24,000/ per month. In addition to above salary the

candidate on appointment will also be entitled for other attractive benefits/facilities

like pick and drop, indoor medical facility, housing subsidy etc”.

This represents:

The organization’s policy for attracting more potential candidates

The organization is creating its positive image in the market

The organization is clearly defining the job position

The organization’s policy to retain valuable employees

Question No: 24 (Marks: 1) - Please choose one

'Due to lack of knowledge among employees, they are unable to operate the

computerized MIS', which of the following addresses this problem?

Provision of new computers

Conduct relevant training

Supply input devices

Supply output devices

Question No: 25 (Marks: 1) - Please choose one

Organizational basic components are:

Machinery, people, office building

People, purpose, structure

People, structure, finances

People, strategies, resources

Question No: 26 (Marks: 1) - Please choose one

Organizations started giving more focus on the quality of work life

(QWL) during:

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1960-70

1970-80

1980-90

1990-2000

Question No: 27 (Marks: 1) - Please choose one

'Fair employment legislation' is applicable to which of the following?

Collective bargaining

Planning & selection

Training & development

Grapevine network

Question No: 28 (Marks: 1) - Please choose one

Under staff authority, managers perform which of the following activities?

Give orders to subordinates

Practice authority provided by their upper heads for limited time period

Assist decision makers by providing them advices

Take decisions themselves

Question No: 29 (Marks: 1) - Please choose one

Which of the following specifies the relative value of each job in an organization?

Job analysis

Job description

Job specification

Job evaluation

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Question No: 30 (Marks: 1) - Please choose one

Which of the following information is NOT collected through observation method while conducting job analysis?

Who is monitoring the task?

What task has done?

How task has done?

How long a task has taken to complete?

Question No: 31 (Marks: 1) - Please choose one

What measure should be needed to ensure effective recruitment?

Keep pool of large size to get best out of it

Address personnel needs of applicants

Meet economies of scale for an organization

Clearly understand organizational goals

Question No: 32 (Marks: 1) - Please choose one

Which of the following method is used to inform employees about the company's job openings?

Job publishing

Job declaration

Job posting

Job listing

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Question No: 33 (Marks: 1) - Please choose one

Which of the following term is used for choosing the individual that is best suited to

a particular position and to the organization from a group of potential applicants?

Recruitment

Selection

Staffing

Enrollment

Question No: 34 (Marks: 1) - Please choose one

Which of the following refers to the management's perception of degree to which the

prospective employee will fit in with the firm's culture or value system?

Work proficiency

Personal inclination

Organizational fit

Academic achievement

Question No: 35 (Marks: 1) - Please choose one

Which of the following test can best evaluate the routine production activities of job

that require coordination & physical strength?

Cognitive aptitude test

Job knowledge test

Vocational interest test

Psychomotor abilities test

Question No: 36 (Marks: 1) - Please choose one

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The screening used to reduce absenteeism on the basis of medical problems and to

establish a baseline for future health insurance claims, is:

Physical examination

Personality test

Polygraph test

Substance abuse

Question No: 37 (Marks: 1) - Please choose one

Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to

this restriction, McDonalds made local hiring for its subsidiaries in these regions.

Which hiring approach they have adopted in response to this limitation?

Parent-country national

Host-country national

Third-country national

Headquarter national

Question No: 38 (Marks: 1) - Please choose one

Which of the following component of attitude represents a person's

**opinions,
knowledge, and information?**

Affective component

Cognitive component

Behavioral component

Objective component

Question No: 39 (Marks: 1) - Please choose one

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms

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Excel with the required speed. Due to this reason management has forcefully retired

him & appointed a new person to replace him, the company is said to be indulged

in:

Rightsizing

Affirmative action

Downsizing

Discrimination

Question No: 40 (Marks: 1) - Please choose one

Read carefully the following section of job advertisement.

“Management, both technical & administrative affairs.

Promotion of marine R&D activities for the purpose of protection/preservation of marine environment.

Exploration & management of marine research & development within the marine zone of Pakistan.”

This section of job advertisement represents which of the following term?

Job analysis

Job description

Job specification

Job summary

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Spring 2009

MGT501- Human Resource Management (Session - 1)

Question No: 1 (Marks: 1) - Please choose one

Achievable & quality performance standards can be set with the help of accurate:

Job analysis

Job description

Job specification

Job evaluation

Question No: 2 (Marks: 1) - Please choose one

According to the 'Hawthorne Studies' productivity of employees:

Increased by increasing light intensity

Decreased by decreasing light intensity

Increased by observing them

None of the given options

Question No: 3 (Marks: 1) - Please choose one

Which of the following had gained importance during 1970s to save the organizations from courts?

Trade unions

Human relation movement

Employment legislations

None of the given options

Question No: 4 (Marks: 1) - Please choose one

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Which of the given statement reflects the Relationship between HRM & Management?

Both are same

Management is one aspect of HRM

HRM is one aspect of Management page 63

No relationship exists

Question No: 5 (Marks: 1) - Please choose one

Reactive approach to overcome the influence of discriminatory practices occurred

in the past is referred as:

Equal employment opportunity

Affirmative action page 44

HR planning

Litigation process

Question No: 6 (Marks: 1) - Please choose one

In order to promote unbiased management, organizations should develop:

Powerful union

Legal compliance

Strategic alliances

Stakeholder influence

Question No: 7 (Marks: 1) - Please choose one

Top level managers are said to performing _____ roles.

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Operational

Functional

Tactical

Strategic

Question No: 8 (Marks: 1) - Please choose one

Terms "Interpersonal skills" and "Human skills" are used for:

Two different skills

Different managerial skills

Operational skills

Same managerial skills

Question No: 9 (Marks: 1) - Please choose one

Type of managers who least need the technical skills are:

Middle-level

Line-level

Top-level page 9

All of the given options

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Question No: 10 (Marks: 1) - Please choose one

Which of the following role a manager performs as a Resource allocator?

Interpersonal role

Decisional role page 10

Informational role

Supportive role

Question No: 11 (Marks: 1) - Please choose one

Which one is NOT a type of teams?

Virtual

Problem- solving

Cross-functional

Team building page 24

Question No: 12 (Marks: 1) - Please choose one

Members of an effective team should be more:

Extrovert

Homogeneous

Inflexible

Introvert

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Question No: 13 (Marks: 1) - Please choose one

Which of the following is the main objective of 'Human Resource Planning'?

Foresee the future HR needs and made practices to meet those needs page 57

Provide useful information about the job assignments and duties

Assists organization to forecast sales of the firm

Identify the recruiting and selection process of the organization

Question No: 14 (Marks: 1) - Please choose one

"People working in your organization are less than the actual requirements".

Which of the following strategy you prefer to solve this problem?

Downsizing

Transfers

Demotions

Recruiting page 59

Question No: 15 (Marks: 1) - Please choose one

As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?

Maintaining and updating the jobs

Identify objectives of job analysis

Identify the job to be analyzed

Draft job description & job specification page 66

Question No: 16 (Marks: 1) - Please choose one

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While recruiting globally, organizations have to:

View applicants as "commodities"

First define the relevant labor market page 29

View applicants as "customers"

Ensure EEO & QWL as per local labor laws

Question No: 17 (Marks: 1) - Please choose one

Which of the given employment testing approach requires individuals to perform

activities similar to those they might encounter in an actual job?

In-basket technique

Role playing page 97

Interview simulations

Case study

Question No: 18 (Marks: 1) - Please choose one

Which of the following method includes the exchange of information

between

organizational member & the applicant through a goal-oriented conversation?

Counseling

simulations

Vocational interest test

Role playing

Employment interview page 85

Question No: 19 (Marks: 1) - Please choose one

'Due to lack of knowledge among employees, they are unable to operate the

computerized MIS', which of the following addresses this problem?

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Provision of new computers

Conduct relevant training

Supply input devices

Supply output devices

Question No: 20 (Marks: 1) - Please choose one

Previous company records & customer satisfaction surveys may serve as a source

for:

Cultivating learning culture within the organization

Determining deficiencies that require training page 96

Developing career development plans for employees

Identifying training outcomes through evaluation

Question No: 21 (Marks: 1) - Please choose one

Which of the following aspect should be considered during task analysis, before

conducting the training in an organization?

Individuals who require training

Shortcomings in existing technology

Ineffective feedback system of organization

Areas where training is required

Question No: 22 (Marks: 1) - Please choose one

‘Actual situation – desired situation = problem discrepancy’, which of the following term signifies this equation?

Gap analysis

Organizational analysis

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Task analysis

Person analysis

Question No: 23 (Marks: 1) - Please choose one

Which of the following is NOT an organizational challenge in the current dynamic environment?

Productivity

Restructuring

Decentralization

Quality management

Question No: 24 (Marks: 1) - Please choose one

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

Planning

Decentralization

Restructuring

Outsourcing page 79

Question No: 25 (Marks: 1) - Please choose one

Who is responsible for hiring the wrong person for the particular job?

HR manager page 145

Regional manager

Regional head

CEO

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Question No: 26 (Marks: 1) - Please choose one

Which one is NOT the reason of joining groups by people?

To get affiliation

To gain power

To get security

To get promotions page 22

Question No: 27 (Marks: 1) - Please choose one

Organizations started giving more focus on the quality of work life (QWL) during:

1960-70

1970-80

1980-90

1990-2000

Question No: 28 (Marks: 1) - Please choose one

Under staff authority, managers perform which of the following activities?

Give orders to subordinates

Practice authority provided by their upper heads for limited time period

Assist decision makers by providing them advices

Take decisions themselves

Question No: 29 (Marks: 1) - Please choose one

While conducting job analysis the 'Observation Method' is useful when:

Job requires more intellectual skills to complete

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Job is repetitive in nature

Job is market oriented and requires more data

Job consists of observable physical activity

Question No: 30 (Marks: 1) - Please choose one

Which of the following is a unique form of recruitment where every employee

becomes a company's recruiter?

Employee

referrals

Walk-in-applicants

Trade associations

Foreign nationals

Question No: 31 (Marks: 1) - Please choose one

All of the following are basic criteria for selecting an applicant, EXCEPT:

Educational background of an applicant

Provided references of an applicant page 79

Work experience of an applicant

Skills & abilities of an applicant

Question No: 32 (Marks: 1) - Please choose one

Which of the following is a test validation method that determines whether a test

measures certain traits that are important in performing a job or not?

Concept validity

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Criterion validity

Construct validity page84

Content validity

Question No: 33 (Marks: 1) - Please choose one

When every applicant is scoring almost the same on attempting the same test, the

test is said to be:

Valid

Reliable

Qualitative

Traditional

Question No: 34 (Marks: 1) - Please choose one

Background investigations and reference checks are considered to verify candidate's _____ .

Age

Marital status

Credentials

Gender

Question No: 35 (Marks: 1) - Please choose one

Developed countries usually refer to the developing or underdeveloped nations to

get the benefit of cheap labor, hiring made on such basis is referred as:

Parent-country national

Host-country national

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Third-country national page 89

Headquarter national

Question No: 36 (Marks: 1) - Please choose one

Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to

this restriction, McDonalds made local hiring for its subsidiaries in these regions.

Which hiring approach they have adopted in response to this limitation?

Parent-country national

Host-country national page 89

Third-country national

Headquarter national

Question No: 37 (Marks: 1) - Please choose one

Which of the following method is adopted by organizations to introduce its policies &

cultures to its employees?

Humanization

Socialization

Standardization page 87

All of the given options

Question No: 38 (Marks: 1) - Please choose one

Socialization is a process of :

Enhancement

Development

Introduction

Evaluation

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Question No: 39 (Marks: 1) - Please choose one

Which of the following term reflects the process of preparing organizational people according to the future needs?

Learning

Training

Development page93

Need analysis

Question No: 40 (Marks: 1) - Please choose one

Which of the following skills are required for an effective team?

Problem- solving skills

Technical skills

Interpersonal skills

All of the given options

MIDTERM EXAMINATION

Spring 2009

MGT501- Human Resource Management (Session - 1)

Question No: 1 (Marks: 1) - Please choose one

Which of the following condition stimulates the need of Job analysis within an organization?

Creation of New jobs

Prior to job specification

While modifying existing jobs

All of the given options

Question No: 2 (Marks: 1) - Please choose one

_____ is the main source of innovations.

Upgraded technology

Human mind

Competitors' pressure

Research & Development

Question No: 3 (Marks: 1) - Please choose one

Organizations started to think about the welfare of their employees during:

1900-10

1910-20

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1920-30

1930-40 page 14

Question No: 4 (Marks: 1) - Please choose one

Which of the following employment agency is best known for recruiting white-collar employees?

Employee hunters

People locators

People seekers

Head hunters

Question No: 5 (Marks: 1) - Please choose one

Which of the following is NOT a method of an external recruitment?

Job

advertisements

Job postings

Internship programs

Job fairs

Question No: 6 (Marks: 1) - Please choose one

In order to promote unbiased management, organizations should develop:

Powerful union

Legal compliance

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Strategic alliances

Stakeholder influence

Question No: 7 (Marks: 1) - Please choose one

Term "Efficiency" is reflected by which of the following statement?

Achieve organizational goals page11

Achieve most output with least input

Achieve most output with less time

Achieve mass production

Question No: 8 (Marks: 1) - Please choose one

Which of the following process leads towards the Organization's strategy?

Organizing

Controlling

Planning page 7

Leading

Question No: 9 (Marks: 1) - Please choose one

What level of motivation & commitment is required by managers while leading the organizational people?

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Middle

High

Low

Intense

Question No: 10 (Marks: 1) - Please choose one

Which of the following abilities are categorized as the Technical skill of an individual?

Judgment & creativity

Analysis & communication

Knowledge & proficiency

Innovation & advancement

Question No: 11 (Marks: 1) - Please choose one

Organization is said to be an open system, because:

It operates within an environment

It operates in isolation

Its activities are random

Its activities are independent

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Question No: 12 (Marks: 1) - Please choose one

_____ team has control over its work pace, determination of work assignments and operate without a manager.

Problem identification

Self-managed

Virtual

Cross-functional

Question No: 13 (Marks: 1) - Please choose one

Members of an effective team should be more:

Extrovert

Homogeneous

Inflexible

Introvert

Question No: 14 (Marks: 1) - Please choose one

After becoming the part of a group some individuals become free rider i.e. they stop

performing within the group & shift their work load on others is called _____.

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People demographics

Synergy

Workforce diversity

Process loss

Question No: 15 (Marks: 1) - Please choose one

A _____ is defined as two or more interacting and interdependent individuals

who come together to achieve particular objectives.

Department

Group

Organization

All of the given options

Question No: 16 (Marks: 1) - Please choose one

Following are all included in 'Statistical Approach' of forecasting EXCEPT:

Trend analysis

Sensitivity analysis

Ration analysis

Regression analysis

Question No: 17 (Marks: 1) - Please choose one

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"People working in your organization are more than the actual requirements".

Which one of the following strategy you prefer to solve this problem?

Recruitment

Training

Layoff

Merger

Question No: 18 (Marks: 1) - Please choose one

"People working in your organization are less than the actual requirements".

Which of the following strategy you prefer to solve this problem?

Downsizing

Transfers

Demotions

Recruiting page 59

Question No: 19 (Marks: 1) - Please choose one

'There is no need to make any new appointment'; therefore, the organization has transferred Mr. Azam to another branch. This step of the organization is taken to:

Increase the labor supply than demand

Maintain the balance of labor supply and demand

Decrease the labor supply than demand

Devastate the balance of labor supply and demand

Question No: 20 (Marks: 1) - Please choose one

'Material wastage has increased to greater extent due to using outdated machinery'.

This issue can be resolved by:

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Train machine operators regarding its operations

Replacing the existing machinery with the new one

Using new raw material in production

No action is required as it is not a noticeable issue

Question No: 21 (Marks: 1) - Please choose one

Customer complaints & employee grievances can be used to:

Determine training needs

Deliver training contents to employees

Offer development packages

Ensure continuous learning

Question No: 22 (Marks: 1) - Please choose one

Which of the following aspect should be considered during task analysis, before

conducting the training in an organization?

Individuals who require training

Shortcomings in existing technology

Ineffective feedback system of organization

Areas where training is required

Question No: 23 (Marks: 1) - Please choose one

Which of the following is NOT an organizational challenge in the current dynamic environment?

Productivity

Restructuring

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Decentralization

Quality management

Question No: 24 (Marks: 1) - Please choose one

To encourage and authorize workers to take initiatives to reduce costs, improve

operations, product quality and customer service is known as:

Authority

Decentralization

Empowerment

Centralization

Question No: 25 (Marks: 1) - Please choose one

Which of the following skills are required most by the Top-level managers?

Technical skills

Interpersonal skills

Conceptual skills

All of the given options

Question No: 26 (Marks: 1) - Please choose one

Formal organizations are _____ organizations.

Structured

Unstructured

Irrational

Spontaneous

Question No: 27 (Marks: 1) - Please choose one

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_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

Norm

Perception

Role

Stereotyping

Question No: 28 (Marks: 1) - Please choose one

Which of the following is MOST important to manage workforce diversity?

Lower cohesiveness

Support group

Top-level commitment

Resistance to change

Question No: 29 (Marks: 1) - Please choose one

How do companies facilitate workforce diversity?

By relying on external support systems for minority workers

By encouraging employees to challenge beliefs and values of other employees

By organizing social activities for organizational people to share experiences

By reinforcing traditional values within the organization, through organizational culture

Question No: 30 (Marks: 1) - Please choose one

Staffing is a process of hiring qualified employees at the right place and at the right time, to achieve:

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Targeted sales goals

Individual career goals

Return on investment

Organizational objectives

Question No: 31 (Marks: 1) - Please choose one

Jamal Enterprises' top management refused to consider its female marketing manager for the post of Vice President. This action of the company is representing which of the following?

Gender discrimination

Legal consideration

Reverse discrimination

Glass ceiling effect

Question No: 32 (Marks: 1) - Please choose one

If an organization rejects a particular individual on the basis of his qualification, but continues seeking other applicants with similar qualification, which of the following practice an organization is experiencing?

Affirmative action

Legal compliance

Equal employment opportunity

Discrimination

Question No: 33 (Marks: 1) - Please choose one

Which of the following is a forecasting technique that involves experimenting a real-world situation through a mathematical model?

Simulation

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Modeling

Mock-up

Replication

Question No: 34 (Marks: 1) - Please choose one

Which of the following best describes the importance of 'Job Analysis'?

It helps organizations to set their goals

It sets foundation of all HR functions
It is necessary to compete in the market

All of the given options

Question No: 35 (Marks: 1) - Please choose one

Developed countries usually refer to the developing or underdeveloped nations to

get the benefit of cheap labor, hiring made on such basis is referred as:

Parent-country national

Host-country national

Third-country national

Headquarter national

Question No: 36 (Marks: 1) - Please choose one

During which stage of socialization, employees successfully internalize the

organizational norms & beliefs?

Pre-arrival stage

Encounter stage

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Metamorphosis stage page 92

Post-retirement stage

Question No: 37 (Marks: 1) - Please choose one

Organization, where employees are provided with the opportunity to learn on

continuous basis is known as:

Formal

Informal

Bureaucratic

Learning page 95

Question No: 38 (Marks: 1) - Please choose one

Decision regarding the delivery medium for training is made prior to which of the

following step?

Evaluating the training program

Designing the contents of training to be delivered

Identifying whether the training is required or not

Conducting need assessment to identify issues

Question No: 39 (Marks: 1) - Please choose one

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

Workforce

Stakeholders

Customers

Stockholders

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Question No: 40 (Marks: 1) - Please choose one

The mental process to interpret environment as per one's own understanding is

known as:

Perception

Personality

Attitude

Ability

Question No: 41 (Marks: 10)

What are the new trends at work place and how HR managers can manage them

successfully?

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SOLVED BY SAME PARI MIDTERM EXAMINATION

Spring 2009

MGT501- Human Resource Management (Session - 1)

Question No: 1 (Marks: 1) - Please choose one

Under which of the following term, newly hired employees are guided about what they are supposed to do?

Job analysis

Job summary

Job specification

Job description

Question No: 2 (Marks: 1) - Please choose one

Job specification is a statement that represents:

Required skills

Specific qualification

Personality traits

All of the given options

Question No: 3 (Marks: 1) - Please choose one

Which of the following condition stimulates the need of Job analysis within an organization?

Creation of New jobs

Prior to job specification

While modifying existing jobs

All of the given options

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Question No: 4 (Marks: 1) - Please choose one

The three most important job-related attitudes are:

Job involvement, organizational commitment and job enrichment

Job satisfaction, job orientation and organizational commitment

Job satisfaction, job involvement and organizational commitment

Job satisfaction, job enlargement and organizational behavior

Question No: 5 (Marks: 1) - Please choose one

HRIS is used to facilitate the decisions related to:

Overall organization

Employment planning

Sales forecasting

Resource allocation

Question No: 6 (Marks: 1) - Please choose one

Which of the following term represents an individual's sense of control over his/her

life, the environment and the external events?

Knowledge

Beliefs

Locus of control

Skill & abilities page 19

Question No: 7 (Marks: 1) - Please choose one

Why organizational goals should be measurable?

Ensure goal ambiguity

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Ensure goal attainment page140

Put high effort

Encourage employee participation

Question No: 8 (Marks: 1) - Please choose one

If the workforce of an organization represents true proportion of the community

sectors in all its job classifications, it represents the _____ of its

affirmative action.

Performance

Gaps

Effectiveness

Discrepancies

Question No: 9 (Marks: 1) - Please choose one

The quota system within the Government Sector of Pakistan is a best example of:

Equal employment opportunity

HR planning

Litigation process

Affirmative action page43

Question No: 10 (Marks: 1) - Please choose one

Which of the given statement reflects the Relationship between HRM &

Management?

Both are same

Management is one aspect of HRM

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HRM is one aspect of Management

No relationship exists

Question No: 11 (Marks: 1) - Please choose one

Which of the following terminology describes the legal legislation in which job

applicant should not be rejected on the basis of discriminatory practices?

Affirmative action

Legal compliance

Equal employment opportunity

Stereotype

Question No: 12 (Marks: 1) - Please choose one

_____ involves monitoring progress & implements necessary

changes.

Planning

Organizing

Leading

Controlling page 8

Question No: 13 (Marks: 1) - Please choose one

Ratio of outputs to inputs is known as:

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Performance

Effectiveness

Motivation

Efficiency page 8

Question No: 14 (Marks: 1) - Please choose one

Top level managers are said to performing _____ roles.

Operational

Functional

Tactical

Strategic page 8

Question No: 15 (Marks: 1) - Please choose one

Managers who focus on relationships with other people and on achieving results are:

Strategic

Tactical page 8

Operational

Functional

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Question No: 16 (Marks: 1) - Please choose one

Which type of managers serve as a link between management & non-management personnel?

Strategic managers

Tactical managers

Operational managers page 9

Staff managers

Question No: 17 (Marks: 1) - Please choose one

Type of managers who least need the technical skills are:

Middle-level

Line-level

Top-level page 9

All of the given options

Question No: 18 (Marks: 1) - Please choose one

Who is responsible for creating a link between outsiders and the people

**inside the
organization?**

Entrepreneur

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Spokesperson

Figurehead

Liaison page 10

Question No: 19 (Marks: 1) - Please choose one

Organization has legitimacy and rationale configuration that is why it is said to be

a/an:

Formal organization page 12

Informal organization

Virtual organization

Learning organization

Question No: 20 (Marks: 1) - Please choose one

A _____ is defined as two or more interacting and interdependent individuals

who come together to achieve particular objectives.

Department

Group page 19

Organization

All of the given options

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Question No: 21 (Marks: 1) - Please choose one

ABC Company is currently hiring employees from different provinces of a country.

ABC Company is said to be implementing _____.

Decentralization

Downsizing

Diversity

Retrenchment

Question No: 22 (Marks: 1) - Please choose one

The process of pursuing an inclusive culture where newcomers feel welcomed by

existing employees and everyone sees the value of his or her job, is termed as:

Management of uniformity

Variety management

Managing stereotypes

Diversity management

Question No: 23 (Marks: 1) - Please choose one

To get more accurate information for job analysis, a questionnaire should include:

Structured and unstructured questions

Open-ended and close-ended questions

Job analysis objectives and open-ended questions

Structured and open-ended questions

Question No: 24 (Marks: 1) - Please choose one

Which of the following statement best defines the 'Selection' process?

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Discovering potential job candidates

Making a “hire” or “no hire” decisions page 73

Forecasting the workforce demand in an organization

Estimating the available supply of workforce

Question No: 25 (Marks: 1) - Please choose one

As an HR manager, what should be your main focus while recruitment?

The potential candidate must possess interpersonal and analytical skills

The potential candidate should be very confident and sharp

The potential candidate must be attractive enough to fit in the position

The potential candidate should match the requirements of the job

Question No: 26 (Marks: 1) - Please choose one

A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetes, heart diseases, neurological disorders etc, is termed as:

Hereditary testing

Gene testing

Instinct testing

Genetic testing

Question No: 27 (Marks: 1) - Please choose one

'Due to lack of knowledge among employees, they are unable to operate the

computerized MIS', which of the following addresses this problem?

Provision of new computers

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Conduct relevant training

Supply input devices

Supply output devices

Question No: 28 (Marks: 1) - Please choose one

Customer complaints & employee grievances can be used to:

Determine training needs

Deliver training contents to employees

Offer development packages

Ensure continuous learning

Question No: 29 (Marks: 1) - Please choose one

Organizational basic components are:

Machinery, people, office building

People, purpose, structure

People, structure, finances

People, strategies, resources

Question No: 30 (Marks: 1) - Please choose one

Which of the following skills are important at almost every level of management?

Conceptual

None of the given options

Technical

Interpersonal

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Question No: 31 (Marks: 1) - Please choose one

Which of the following term is used to study the collective behavior of individuals

within an organization?

Organizational culture

Organizational norms

Organizational behavior

Organizational rules

Question No: 32 (Marks: 1) - Please choose one

An attitude is composed of three components that are:

Cognition, affect and behavior

Cognition, intuition and behavior

Cognition, intuition and feelings

Cognition, intuition and senses

Question No: 33 (Marks: 1) - Please choose one

Organizations started giving more focus on the quality of work life (QWL) during:

1960-70

1970-80

1980-90

1990-2000

Question No: 34 (Marks: 1) - Please choose one

If an organization rejects a particular individual on the basis of his qualification,

but continues seeking other applicants with similar qualification, which of the

following practice an organization is experiencing?

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Affirmative action

Legal compliance

Equal employment opportunity

Discrimination

Question No: 35 (Marks: 1) - Please choose one

Which of the following is a forecasting technique that involves experimenting a real-world situation through a mathematical model?

Simulation

Modeling

Mock-up

Replication

Question No: 36 (Marks: 1) - Please choose one

Which of the following identifies the minimum acceptable qualification that the incumbent must possess to perform a particular job successfully?

Job analysis

Job specification

Job description

Job evaluation

Question No: 37 (Marks: 1) - Please choose one

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

Task analysis

Organizational analysis

Person analysis

Management analysis

Question No: 38 (Marks: 1) - Please choose one

The cognitive component of attitude signifies a person's:

Emotions

Knowledge

Sentiment

Feelings

Question No: 39 (Marks: 1) - Please choose one

Paperless organizations are the organizations which are:

Using computer terminal only

Maintaining manual filling systems only

Shifting from manual to computerized databases

None of the given options

Question No: 40 (Marks: 1) - Please choose one

'Jamal enterprises' is a small company having 30 employees only, to facilitate this

number of employees, organization hired 2 people to perform all necessary HR

functions for the organization. In such a case these HR personnel are considered as:

HR executives

HR generalists

HR specialists

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HR department

Question No: 41 (Marks: 10)

In an organization a new HRIS system has been installed, discuss:

a) What expertise an HR manager must possess regarding computerized systems

& databases to utilize HRIS effectively?

b) What expertise is not necessarily needed in this case?

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Solved by SAME PARI

MIDTERM EXAMINATION

Spring 2009

MGT501- Human Resource Management (Session - 2)

Question No: 1 (Marks: 1) - Please choose one

Who is said to be responsible for task allocation in order to fulfill the organizational goals?

Stockholders

Stakeholders

Managers

Investors

Question No: 2 (Marks: 1) - Please choose one

Which of the following is said to be the main focus of Organization Behavior?

How to become more effective in society

How to best utilize human resource

How to become environmental friendly

How to become a market leader

Question No: 3 (Marks: 1) - Please choose one

The set of tasks & duties assigned to a particular person is said to be his/her:

Duty

Responsibility page 66

Work

Position

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Question No: 4 (Marks: 1) - Please choose one

Which of the following condition stimulates the need of Job analysis within an organization?

Creation of New jobs

Prior to job specification

While modifying existing jobs

All of the given options

Question No: 5 (Marks: 1) - Please choose one

Which of the following is served as criteria for declaring a particular job as worth-full?

Physical motion

Significance of task

Mental stress

Long working hours

Question No: 6 (Marks: 1) - Please choose one

HRIS is used to facilitate the decisions related to:

Overall organization

Employment planning

Sales forecasting

Resource allocation

Question No: 7 (Marks: 1) - Please choose one

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Which of the following term represents an individual's sense of control over his/her

life, the environment and the external events?

Knowledge

Beliefs

Locus of control

Skill & abilities

Question No: 8 (Marks: 1) - Please choose one

Which of the following Management functions are applicable w.r.t HRM?

Planning, organizing, leading & controlling

Planning & organizing only

Leading & controlling only

None of the management functions applied

Question No: 9 (Marks: 1) - Please choose one

Reactive approach to overcome the influence of discriminatory practices occurred

in the past is referred as:

Equal employment opportunity

Affirmative action

HR planning

Litigation process

Question No: 10 (Marks: 1) - Please choose one

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Which of the following terminology describes the legal legislation in which job

applicant should not be rejected on the basis of discriminatory practices?

Affirmative action

Legal compliance

Equal employment opportunity

Stereotype

Question No: 11 (Marks: 1) - Please choose one

Which of the following HR function is the basic element of recruitment?

Attract the job applicants for the particular post

Select the best one among all applicants

Train the people as per organizational requirements

Fire the non-performing employees

Question No: 12 (Marks: 1) - Please choose one

“A person is known by the company he/she keeps”; is well described by which of the term?

Prejudice

Stereotype

Introversion

Extroversion

Question No: 13 (Marks: 1) - Please choose one

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Which of the following statement represents "effectiveness"?

Achieve organizational goals

Achieve most output with least input

Achieve most output with less time

Achieve mass production

Question No: 14 (Marks: 1) - Please choose one

"Efficiency" is said to be achieved when:

Doing things right page 8

Doing right things right

Doing things right at right place

Doing things right at right time

Question No: 15 (Marks: 1) - Please choose one

Terms "Interpersonal skills" and "Human skills" are used for:

Two different skills

Different managerial skills

Operational skills

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Same managerial skills

Question No: 16 (Marks: 1) - Please choose one

Being a Figurehead, manager has to perform which of the following role?

Informational roles

Decisional roles

Interpersonal roles

Sequential roles

Question No: 17 (Marks: 1) - Please choose one

Which of the following approach emphasizes the effect of psychological & social

factors on employees' performance?

Scientific approach

Rational approach

Human relations approach

Systematic approach

Question No: 18 (Marks: 1) - Please choose one

A company is hiring new entrants as well as some experienced people for its

upcoming project, therefore, it is said to be:

Advancing in technology

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Globalizing its operations

Responding to frequent changes

Enhancing workforce diversity

Question No: 19 (Marks: 1) - Please choose one

Unilever is serving all around the world with its diversified products, it is said to be

practicing:

Business globalization

Technological advancements

Rapid changes

Stakeholders' management

Question No: 20 (Marks: 1) - Please choose one

Formal groups are formed by the _____.

Informal structure

Organizational structure

Friendly relationship

Common interest

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Question No: 21 (Marks: 1) - Please choose one

Which one of the following is a common drawback of conducting interviews?

Chances of misinterpretation of the information by the job analyst
Inquiring about the physical demands and health & safety conditions
Time consuming to schedule and conduct large number of interviews

Involves all the people working within the organization

Question No: 22 (Marks: 1) - Please choose one

Which of the following represents the basic goal of the recruitment?

Communicate job opening positions clearly

Attract maximum number of applicants

Self select out the candidates to save time and money

Attract the qualified candidates & not the unqualified ones

Question No: 23 (Marks: 1) - Please choose one

Which of the following situation can be addressed through need assessment?

The post training effects on organization

The decisions regarding contents of training

The selection of an appropriate medium for training

The main issue that should be resolved through training

Question No: 24 (Marks: 1) - Please choose one

Which of the following department is responsible for handling safety & health issues of employees?

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Marketing department

Finance department

HR department

Procurement department

Question No: 25 (Marks: 1) - Please choose one

To increase the group cohesiveness managers have to:

Forcefully apply rules & policies

Increase competition with other groups

Encourage mutual participation

Nurture politics within the groups

Question No: 26 (Marks: 1) - Please choose one

Organizations started focusing on quality, productivity and efficiency

during:

Mechanistic period

Legalistic period

Organistic period

Strategic period

Question No: 27 (Marks: 1) - Please choose one

PTCL has implemented 'golden-handshake scheme' and layoff surplus employees.

PTCL is said to be involved in:

Restructuring

Re-engineering

Downsizing

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Outsourcing

Question No: 28 (Marks: 1) - Please choose one

Which of the following managers are referred as service providers?

Operational

Line

Staff

Functional

Question No: 29 (Marks: 1) - Please choose one

If an organization rejects a particular individual on the basis of his qualification,

but continues seeking other applicants with similar qualification, which of the

following practice an organization is experiencing?

Affirmative action

Legal compliance

Equal employment opportunity

Discrimination

Question No: 30 (Marks: 1) - Please choose one

Which of the following is a forecasting technique that involves experimenting a real-

world situation through a mathematical model?

Simulation

Modeling

Mock-up

Replication

Question No: 31 (Marks: 1) - Please choose one

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Which of the following best describes the importance of 'Job Analysis'?

It helps organizations to set their goals

It sets foundation of all HR functions

It is necessary to compete in the market

All of the given options

Question No: 32 (Marks: 1) - Please choose one

The hiring process comprises which of the following steps?

Job analysis, Selection & Training

Selection, Orientation & Development

Selection, Recruitment & performance appraisals

Recruitment, Selection & Socialization

Question No: 33 (Marks: 1) - Please choose one

The extent to which an employment selection test provides consistent results is

known as:

Reliability

Dependability

Consistency

Trustworthiness

Question No: 34 (Marks: 1) - Please choose one

Which of the following test is used to measure a candidate's knowledge regarding

job duties he/she is supposed to perform in a particular job position?

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Work knowledge test

Trade knowledge test

Job knowledge test

Position knowledge test

Question No: 35 (Marks: 1) - Please choose one

Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

Reference check

Criminal record

Application form

Credit history

Question No: 36 (Marks: 1) - Please choose one

Which of the following is NOT verified by an employer, prior to hire a candidate for the job?

Work history

Education

Age

Credentials

Question No: 37 (Marks: 1) - Please choose one

"Effectiveness" is represented by:

Doing things before time

Doing right things right

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Doing things in minimum time

Doing things with minimum resources

Question No: 38 (Marks: 1) - Please choose one

Which of the following terms best reflect the organizations' formation?

Informally, unconsciously

Formally, unconsciously

Informally, consciously

Formally, consciously

Question No: 39 (Marks: 1) - Please choose one

The analysis conducted by an organization to investigate the composition of a community from where organization recruits its workforce, facilitates:

Legal compliance

Equal employment opportunity

Civil rights

Affirmative action

Question No: 40 (Marks: 1) - Please choose one

'Cognitive component' of an attitude represents which of the following individual's activity?

Thinking

Feeling

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Doing

Performing

Question No: 41 (Marks: 10)

What are the criteria that make organization an effective one? Explain any five of the criteria in detail.

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**MGT501 (1000 Solved MCQs +
Short Questions + Key Terms)**

By

<http://vustudent>

s.ning.com

MGT501- Human Resource Management
Organizational Behavior is a study of
investigating
the impact of:

Employees' behavior in an organization

Societal behavior on an organization

Country's culture on an organization

Country's economy on an organization

Which of the following term is used to identify,
"what the job holder does"? "how it is done"? &
"why it is done"?

Job specification

Job evaluation

Job description

Job title

Which of the following term is used to identify
the
physical & mental skills, required to perform by
an
individual within a particular position in an
organization?

Job title

Job specification

Job description

Job evaluation

Jobs are compensated on the basis of:

Job analysis

Job specification

Job worth

Job description

_____ is the main source of innovations.

<http://vustudents.ning.com>

Upgraded technology

Human mind

Competitors' pressure

Research & Development

Which of the following HR function is the basic element of recruitment?

Attract the job applicants for the particular post

Select the best one among all applicants

Train the people as per organizational requirements

Fire the non-performing employees

“A person is known by the company he/she keeps”;

is well described by which of the term?

Prejudice

Stereotype

Introversion

Extroversion

Terms "Interpersonal skills" and "Human skills"

are used for:

Two different skills

Different managerial skills

Operational skills

Same managerial skills

Which of the following abilities are categorized as

the Technical skill of an individual?

Judgment & creativity

Analysis & communication

Knowledge & proficiency

Innovation & advancement

The intellectual & mechanical process used by an

<http://vustudents.ning.com>

organization to transform inputs into outputs is termed as:

Task

People

Structure

Technology

Under which of the following authority, an HR manager took the decision to provide training to its

employees regarding the operations of newly installed machine?

Staff

Functional

Line

Implied

Which one of the following is NOT the benefit of making teams?

Every member is mutually accountable within a team

Teams enable organizations to better utilize employees' talents

Teams create trust and a collaborative culture

Teams always perform better than individuals in all situations

Which one of the following is NOT the characteristic of a Virtual Team?

Lack of nonverbal signals

Limited social contact

Increased social relationship

Ability to overcome time and space constraints

Which of the following functions of HRM deals

with 'Collective Bargaining'?

<http://vustudents.ning.com>

Staffing

Forecasting

Employee-assistance management

Employee-relations management

'There is no need to make any new appointment';

therefore, the organization has transferred Mr. Azam to another branch. This step of the organization is taken to:

Increase the labor supply than demand

Maintain the balance of labor supply and demand

Decrease the labor supply than demand

Devastate the balance of labor supply and demand

A test conducted to ensure the biological fitness of

an individual by identifying the presence of any inherited diseases like diabetes, heart diseases, neurological disorders etc, is termed as:

Hereditary testing

Gene testing

Instinct testing

Genetic testing

Which of the given employment testing approach

requires individuals to perform activities similar to

those they might encounter in an actual job?

In-basket technique

Role playing

Interview simulations

Case study

- **Role playing**

A Training method in which participants are required

to respond to specific problems they may actually

<http://vustudents.ning.com>

encounter in their jobs.

According to which of the following interview type,

several applicants are being interviewed by one or

more company representatives?

One-to-one interview

Panel interview

Group interview

Stress interview

'Material wastage has increased to greater extent due to using outdated machinery'. This issue can be

resolved by:

Train machine operators regarding its operations

Replacing the existing machinery with the new one

Using new raw material in production

No action is required as it is not a noticeable issue

Previous company records & customer satisfaction

surveys may serve as a source for:

Cultivating learning culture within the organization

Determining deficiencies that require training

Developing career development plans for employees

Identifying training outcomes through evaluation

Evaluation of training program is conducted:

At the initial stage while design a training

Prior to need assessment phase

Parallel to design a training content

At the last stage of training

<http://vustudents.ning.com>

HR managers play vital role in:

Setting production targets

Formulating strategies

Publishing financial statements

Preparing reports for shareholders

Which of the following are the groups of social nature that are formed around friendship and common interests?

Formal

Structured

Informal

Unstructured

Initially the personnel department was only involved in:

Recruitment & selection

Compensation & benefits

Training & development

Scheduling vacations

'Career counseling' is part of which of the following functions of HRM?

Compensation & benefits

Planning & selection

Training & development

Maintenance of HRIS

'Fair employment legislation' is applicable to which of the following?

Collective bargaining

Planning & selection

Training & development

Grapevine network

Which one of the following is NOT included in

<http://vustudents.ning.com>

'Training and Development'?

Orientation

Career development

Employee education

Recruitment

Jamal Enterprises' top management refused to consider its female marketing manager for the post

of Vice President. This action of the company is representing which of the following?

Gender discrimination

Legal consideration

Reverse discrimination

Glass ceiling effect

The process of discovering potential candidates for

actual or anticipated organizational vacancies is known as:

HR planning

Job analysis

Recruitment

Selection

The hiring process comprises which of the following steps?

Selection, Recruitment & performance appraisals

Recruitment, Selection & Socialization

Selection, Orientation & Development

Which of the following defines the process of 'Recruitment'? <http://vustudents.ning.com>

Forecasting the demand of human resources

Forecasting the supply of human resources

<http://vustudents.ning.com>

Discovering potential job candidates for a particular position

Making a “hire” or “no hire” decisions

The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

Application ratio

Recruitment ratio

Selection ratio

Employment ratio

The extent to which an employment selection test provides consistent results is known as:

Reliability

Dependability

Consistency

Trustworthiness

Which of the following test indicates the person's inclination towards a particular occupation that

provides satisfaction to that individual?

Vocational interest test

Cognitive aptitude test

Personality test

psychomotor abilities test

All of the following areas are covered in an employee orientation program, EXCEPT:

Organizational history

Employee benefits

Organizational issues

Organizational politics

Which of the following term reflects the process of

preparing organizational people according to the

<http://vustudents.ning.com>

future needs?

Learning

Training

Development

Need analysis

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

Workforce

Stakeholders

Customers

Stockholders

Mr. Ahmed was working as a computer operator,

but he was unable to work in Ms Excel with the required speed. Due to this reason management has

forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

Rightsizing

Affirmative action

Downsizing

Discrimination

“Self-motivated & result oriented individuals with

sound knowledge of combined cycle gas turbine power plant operations and practical experience of

mechanical, electrical and I&C maintenance of plant.”

This section of job advertisement represents which

of the given term?

Job analysis

Job description

Job specification

<http://vustudents.ning.com>

Job evaluation

Which of the following statement represents "effectiveness"?

Achieve most output in less time

Achieve mass production

Achieve most output with least input

Achieve organizational goals

How hesitation among newly hired employees can

be eliminated through socialization within an

organization?

Socialization: In order to reduce the anxiety that new employees may experience, attempts should be made to integrate the person into the informal organization. HRM department can conduct the orientation in order to socialize the newly hired employees with the working environment of the organization. HRM plays a major role in new employee orientation-the role of coordination, which ensures that the appropriate components are in place. In addition HRM also serves as a participant in program. As job offers are made and accepted, HRM should instruct the new employee when to report to work. However, before the employee formally arrives, HRM must be prepared to handle some of the more routine needs of these individuals.

Organizational Behavior is a study of investigating

the impact of:

- Employees' behavior in an organization
- Societal behavior on an organization

<http://vustudents.ning.com>

Country's culture on an organization

Country's economy on an organization

With the emergence of Information Technology (IT), organizations are needed to perform which of

the following activity in response to this new technological trend?

Job evaluation

Job specification

Job description

Job analysis

Which of the following is said to be the main focus

of Organization Behavior?

How to become more effective in society

How to best utilize human resource

How to become environmental friendly

How to become a market leader

'Job specification' is said to be an outcome of which of the given term?

Job analysis

Job title

Job evaluation

Job worth

Jobs are compensated on the basis of:

Job analysis

Job specification

Job worth

Job description

Technically HRIS is a/an:

System software

System hardware

Database system

<http://vustudents.ning.com>

Operating system

HRIS is used to facilitate the decisions related to:

Overall organization

Employment planning

Sales forecasting

Resource allocation

As a result of which of the following activity, HRIS

is gaining popularity day by day?

Generating organizational reports

Managing resources effectively

Retrieving timely information

Handling bundles of data

HR department maintains

_____ **records.**

Employee

Sales

Production

Inventory

Why organizational goals should be measurable?

Ensure goal ambiguity

Ensure goal attainment

Put high effort

Encourage employee participation

_____ **is the main source of innovations.**

Upgraded technology

Human mind

Competitors' pressure

Research & Development

Which of the following emerged when individuals

realized the strength they could gain by joining together to negotiate with employers?

<http://vustudents.ning.com>

Trade unions

- Human relation movement
- Employment legislations
- None of the given options

Who is responsible to take corrective actions in response to unforeseen problems?

Liaison

Disturbance-handler

- Figurehead
- Spokesperson

Which of the following role a manager performs as

a Resource allocator?

Interpersonal role

Decisional role

- Informational role
- Supportive role

Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?

Negotiator

- Spokesperson
- Disseminator
- Entrepreneur

Organization is said to be an open system, because:

It operates within an environment

- It operates in isolation
- Its activities are random
- Its activities are independent

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

<http://vustudents.ning.com>

Scientific approach

Rational approach

Human relations approach

Systematic approach

How often HR planning process is implemented within an organization?

Continuously

Annually

Bi-annually

Quarterly

The best hiring occurs when the goals of which of

the following should consistent to each other?

HR managers, Finance managers

Head office, Branch

Organization, Individual

Lower managers, Top managers

Why organizations provide attractive salaries, fringe benefits, career development opportunities

To retain valuable human resource

To be the market leader in the future

To attract more and more people

To enforce government regulations

An organization posts advertisement in the news paper as:

“Approximate Gross salary is Rs. 24,000/ per

month. In addition to above salary the candidate on

appointment will also be entitled for other attractive benefits/facilities like pick and drop, indoor medical facility, housing subsidy etc”.

This represents:

The organization’s policy for attracting

<http://vustudents.ning.com>

more potential candidates

The organization is creating its positive image in the market

The organization is clearly defining the job position

The organization’s policy to retain valuable employees

A test conducted to ensure the biological fitness of

an individual by identifying the presence of any inherited diseases like diabetes, heart diseases, neurological disorders etc, is termed as:

Hereditary testing

Gene testing

Instinct testing

Genetic testing

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

Planning

Decentralization

Restructuring

Outsourcing

People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

Information collector roles

Task oriented roles

Relationship oriented roles

Individual roles

Organizations started emphasizing on making

<http://vustudents.ning.com>

rules and regulations during:

Mechanistic period

Legalistic period

Catalytic period

Strategic period

'Career counseling' is part of which of the following functions of HRM?

Compensation & benefits

Planning & selection

Training & development

Maintenance of HRIS

Which of the following force makes an individual eligible to make decisions, give orders & directing

work activities of others?

Power

Influence

Authority

Command

SWOT Analysis is a tool for:

Determining the mission
Dividing missions into goals

Scanning the environment

Monitoring frequent performances

What comes prior to environmental scanning of an organization?

Determining organizational mission

Monitoring the action plans
Developing budgets for plans
None of the given options

What measure should be needed to ensure effective recruitment?

<http://vustudents.ning.com>

Keep pool of large size to get best out of it

Address personnel needs of applicants
Meet economies of scale for an organization
Clearly understand organizational goals

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

Selection

Recruitment

Staffing

Enrollment

The extent to which an employment selection test provides consistent results is known as:

Reliability
Dependability

Consistency

Trustworthiness

Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?

Cognitive aptitude test

Job knowledge test

Vocational interest test

Psychomotor abilities test

Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

Vocational interest test

Cognitive aptitude test

Personality test

<http://vustudents.ning.com>

Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

Reference check

Criminal record

Application for m

Credit history

Background investigations and reference checks are considered to verify candidate's

. Age

Marital status

Credentials

Gender

Non-Muslims are not allowed to enter the

**territory
of Mekkah & Madina, due to this restriction,
McDonalds made local hiring for its subsidiaries
in
these regions. Which hiring approach they have
adopted in response to this limitation?**

Parent-country national

Host-country national

Third-country national

Headquarter national

**Decision regarding the delivery medium for
training is made prior to which of the following
step?**

Evaluating the training program

**Designing the contents of training to be
delivered**

Identifying whether the training is required or
not

Conducting need assessment to identify issues

<http://vustudents.ning.com>

**HRM is said to be effective when
_____ is achieved.**

Minimization of wastage

Cohesive work environment

Customer satisfaction

Large market share

"Effectiveness" is represented by:

Doing things before time

Doing right things right

Doing things in minimum time

Doing things with minimum resources

Question No: 41 (Marks: 10)

What measures can be taken by the employer to prevent negligent hiring? Explain in detail.

Which of the following defines the levels of authority to perform the assigned tasks?

Labor union

Competitor's threat

Organizational structure

Pressure group

The actions of people at work place are studied under which of the following discipline?

Psychology

Organizational behavior

Sociology

Anthropology

Job specification is a statement that represents:

Required skills

Specific qualification

Personality traits

All of the given options

<http://vustudents.ning.com>

'Job specification' is said to be an outcome of which of the given term?

Job analysis

Job title

Job evaluation

Job worth

Jobs are compensated on the basis of:

Job analysis

Job specification

Job worth

Job description

Which of the following is served as criteria for declaring a particular job as worth-full?

Physical motion

Significance of task

Mental stress

Long working hours

The thorough & detailed study regarding jobs within an organization is termed as:

Job analysis

Job description

Job specification

Job evaluation

The three most important job-related attitudes are:

Job involvement, organizational commitment and job enrichment

Job satisfaction, job orientation and organizational commitment

Job satisfaction, job involvement and organizational commitment

<http://vustudents.ning.com>

Job satisfaction, job enlargement and organizational behavior

Which of the following term describes the unique combination of psychological traits that describes a

Perception

Personality

Attitude

Ability

Successful managers are:

Efficient & effective

Goal achievers

Strict to employees

Policy makers

Which of the following is an online recruitment method engaged in by a single employer or group of employers to attract a large number of applicants?

Job fairs

Recent grads

Internship programs

Recruiting sites

Which of the given statement reflects the Relationship between HRM & Management?

Both are same

Management is one aspect of HRM

HRM is one aspect of Management

No relationship exists

Which of the following HR function is the basic element of recruitment?

Attract the job applicants for the particular post

Select the best one among all applicants

Train the people as per organizational

<http://vustudents.ning.com>

requirements

Fire the non-performing employees

Entrepreneurs are said to perform the:

Interpersonal role
Informational role
Supportive role

Decisional role

The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:

Task
People
Structure

Technology

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

Scientific approach
Rational approach

Human relations approach

Systematic approach

Under which of the following authority, an HR manager took the decision to provide training to its employees regarding the operations of newly installed machine?

Staff

Functional

Line

Implied

Which one of the following is NOT the advantage of Workforce Diversity?

<http://vustudents.ning.com>

Increased creativity and flexibility

Decreased problem-solving skills

Multiple perspectives

Greater openness to new ideas

The best hiring occurs when the goals of which of

the following should consistent to each other?

HR managers, Finance managers

Head office, Branch

Organization, Individual

Lower managers, Top managers

Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?

Counseling simulations

Vocational interest test

Role playing

Employment interview

The process by which people acquire skills & abilities required to perform jobs at hand, is known

as:

Learning

Training

Development

Need analysis

Which of the following department is responsible

for handling safety & health issues of employees?

HR department

Procurement department

Finance department

Marketing department

<http://vustudents.ning.com>

Organizations started giving more focus on the quality of work life (QWL) during:

<http://vustudents.ning.com>

1960-70

1970-80

1980-90

1990-2000

Which of the following is a forecasting technique that involves experimenting a real-world situation

through a mathematical model?

Simulation

Modeling

Mock-up

Replication

Which of the following information is NOT collected through observation method while

<http://vustudents.ning.com> conducting job analysis?

Who is monitoring the task?

What task has done?

How task has done?

How long a task has taken to complete?

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

Selection

Recruitment

Staffing

Enrollment

Which of the following method is used to inform employees about the company's job openings?

Job publishing

<http://vustudents.ning.com>

Job declaration

Job posting

Job listing

Which of the following is a test validation method

that determines whether a test measures certain traits that are important in performing a job or not?

Concept validity

Criterion validity

Construct validity

Content validity

During which of the following interview, an interviewer asks probing and open-ended questions?

Structured interview

Unstructured interview

Formal interview

Planned interview

Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

Reference check

Criminal record

Application for m

Credit history

All of the following areas are covered in an employee orientation program, EXCEPT:

- Organizational history
- Employee benefits
- Organizational issues
- Organizational politics**

<http://vustudents.ning.com>

Which of the following department of an organization performs the managerial function of

matching organizational needs with the skills & abilities of the employees?

- Finance department
- Marketing department
- Production department
- Human Resource department**

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- Workforce
- Stakeholders**
- Customers
- Stockholders

Which of the following component of attitude represents a person's opinions, knowledge, and information?

- Affective component
- Cognitive component**
- Behavioral component
- Objective component

The mental process to interpret environment as

per one's own understanding is known as:

Perception

Personality

Attitude

Ability

Which of the following act represents a situation in which employment decisions are NOT affected by illegal discrimination?

<http://vustudents.ning.com>

Fair employment

Legal compliance

Litigation process

Affirmative action

If in a country women advocates are not encouraged to be appointed as high court judges; which of the following constraint applies in this situation?

Grievance practices

Equal employment opportunity

Glass ceiling effect

Reverse discrimination

Read carefully the following section of job advertisement.

“Management, both technical & administrative affairs.

Promotion of marine R&D activities for the purpose of protection/preservation of marine

environment.

**Exploration & management of
marine research & development
within the marine zone of
Pakistan."**

**This section of job advertisement represents
which
of the following term?**

- Job analysis
- Job description
- Job specification
- Job summary**

<http://vustudents.ning.com>

**'Job description' provides which of the following
information?**

Defined job activities & responsibilities

Set of KSA required to perform a job

Level of experience mandatory for a particular
job

Individual's general attitude that affects the job
performance

**Which of the following statement represents
"effectiveness"?**

Achieve most output in less time

Achieve mass production

Achieve most output with least input

Achieve organizational goals

Question No: 41 (Marks: 10)

**There are several sources that can identify the
training needs. List & explain any five of such**

sources.

Q-1: Job posting is:

1. Internal advertisement by an organization to attract candidates from the existing employees, against a vacancy .

2. The system of transferring existing employees to comparable new jobs available in the organization.

3. An arrangement of in house training of employees for career advancement.

4. Grouping together of a family of similar jobs, under a single title to establish uniformity of standards in controls and compensations.

Q-2: Realistic job preview is a:

1. Technique for listing elements of job before

<http://vustudents.ning.com>

selecting someone to perform it.

2. Performance appraisal technique.

3. A selection device that enables the candidates to learn both the negative and positive information about the job and organization .

4. None of the given options

Q-3: Job analysis can be performed in all of the following ways except:

1. Observing hourly work

1. Reviewing interviews conducted with departing employees

2. Studying diaries or daily journals that manager kept over a three-month period

3. Giving workers checklists to indicate which

tasks on the list are performed during job execution

Q-4: Considering continuous process improvement

activities in organizations,

Should “Zero defects” really be a goal?

1. Yes perfection is reasonable goal.
2. No, 0.1 percent errors can be corrected much more efficiently than they can be prevented
3. Yes most industries find this an attainable goal.

4. Sometimes, for some mistakes, cost benefits can not be calculated

Q-5 : Organizational efficiency is expressed as:

1. Planning for long-run goals
- 2. Making the best use of scarce resources**

<http://vustudents.ning.com>

3. Goal attainment

4. Meeting deadlines

Q-6: Goal setting is:

1. Top down process
2. Bottom up process

3. A process of top down support and bottom up development

4. A function of senior management

Q-7: When the firm changes the way it operates, the process is known as:

1. Downsizing
2. Brain drain

3. Restructuring

4. Outsourcing

Q-8: Which one is not included in the hiring process? <http://vustudents.ning.com>

1. Recruitment

2. Socialization

3. Selection

4. Job specification

Q-9: Effectiveness is -----

1. Do right things

2. Do things right

3. Productivity

4. All of the given options

Q-10: Extents of individual freedom and discretion

employees have in performing their jobs is Known as

1. Capitation

2. Flextime

<http://vustudents.ning.com>

3. Empowerment

4. Autonomy

Which of the following measures are taken to assess the intensity of employees' satisfaction and their attitude toward the training program?

• **Continuous feedback**

• Profitability rate

• Market share

• Productivity levels

Organization, where employees are provided with the

opportunity to learn on continuous basis is known as:

- Formal
- Informal
- Bureaucratic
- **Learning**

Under which of the following no screening of applicant pool is conducted before making final selection?

- **Walk-in applicants**
- Employee referrals
- Employment agency
- School placement

Which of the following is NOT a concern of Human Resource Development (HRD)?

- Employee training
- Employee orientation
- **Employee rights**
- Employee appraisals)

Employee commitment has suffered in recent years because of::

<http://vustudents.ning.com>

- Downsizing
- Training issues
- **Appraisals**
- Performance standards

The process through which someone becomes aware of personal skills, interests, knowledge, motivations;

acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals is called _____.

- Organizational development
- Career management
- **Career development**
- Career planning

Following are the stages of socialization process, EXCEPT:

- Pre-arrival stage
- Encounter stage
- Metamorphosis stage
- **Completion stage**

Which performance appraisal technique lists traits and

a range of performance?

1. Alternation ranking
2. **Graphic rating scale**
3. Management By Objective
4. Paired comparison

Which of the following is part of an employee's role

in his or her own career development?

1. Providing timely performance feedback
2. Participating in career development discussions
3. **Establishing goals and career plans**

<http://vustudents.ning.com>

4. Offering a variety of career options

_____ is achieved by combining capital, raw material & human resource by an

organization.

1. Sales
2. Capital
3. Input
4. **Output**

Decision regarding the delivery medium for training is

made prior to which of the following step?

1. Evaluating the training program
2. **Designing the contents of training to be delivered**
3. Identifying whether the training is required or not
4. Conducting need assessment to identify issues

Unofficial part of an organization formed on the basis

of common interests is known as:

1. Formal organization
2. **Informal organization**
3. Bureaucratic organization
4. Virtual organization

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

1. Task analysis
2. **Organizational analysis**
3. Person analysis
4. Management analysis

Which of the following statement reflects the 'Age

<http://vustudents.ning.com>

Discrimination Act' for workers?

1. **At the age of 40 to 70, workers can not be retired by force**

2. At the age below 18, workers can never be hired

3. Having 10 years of experience, workers should be promoted

4. Workers can never be rehired if retired once

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and

with appropriate qualifications, to apply for jobs with

an organization?

1. Selection

2. **Recruitment**

3. Staffing

4. Enrollment

Providing training & development opportunities, and

career information & programs, are all part of the _____'s role in career development.

1. Individual

2. Manager

3. **Supervisor**

4. Company

Which of the following method includes the exchange

of information between organizational member & the

applicant through a goal-oriented conversation?

1. Counseling simulations

2. Vocational interest test

3. Role playing

4. **Employment interview**

_____ is an obligation to

<http://vustudents.ning.com>

perform certain tasks/activities.

1. Duty
2. **Responsibility**
3. Position
4. Work

If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

1. Performance
2. Gaps
3. **Effectiveness**
4. Discrepancies

Studying organizational behavior helps managers:

1. To see the value of workforce diversity
2. To analyze the efficiency of organization
3. To analyze the efficiency of organization
4. **To become more effective in society**

If a company is employing the fresh graduates as well

as the professional experts, the management is said to

be enhancing _____.

1. Stereotyping
2. Variety
3. **Diversity**
4. Uniformity

The cognitive component consists of a person's:

1. Emotions
2. **Knowledge**
3. Attitude

4. Feelings

Which of the given term is used to represent the

<http://vustudents.ning.com>

segments of jobs held by an individual throughout his/her life time?

1. Responsibility
2. **Career**
3. Occupation
4. Position

Which of the following information is NOT collected through observation method while conducting job analysis?

1. **Who is monitoring the task?**
2. What task has done?
3. How task has done?
4. How long a task has taken to complete?

The cognitive component consists of a person's:

1. Emotions
2. **Knowledge**
3. Attitude
4. Feelings

What is another term used for 360-degree feedback?

1. Feedback loop
2. **Multi-source assessment**
3. Upward reporting
4. Round communication

Which one of the following is an outcome of 'organizing' function of management?

1. Organization's strategy
2. Motivation & commitment
3. **Organization's structure**
4. Performance measurement

Which of the following is a stated outcome of 'Job

<http://vustudents.ning.com>

Analysis'?

1. Job description
2. Job specification
3. Job evaluation
4. **All of the given options**

Which of the following is MOST important to manage workforce diversity?

1. Lower cohesiveness
2. Support group
3. **Top-level commitment**
4. Resistance to change

Training to the raters of performance appraisal is an important responsibility of:

1. Top management
2. **HR department**
3. Line managers
4. Production department

Graphic rating scales are subjected to all of the following problems, EXCEPT:

1. Halo effects
2. **Complexity**
3. Central tendency
4. Leniency

Which of the following is responsible for

implementing the developed strategies?

1. **Human resource**
2. Physical resource
3. Rules & policies
4. Installed equipment

In which of the following area organizations are legally bound to maintain consistency in HR policies?

<http://vustudents.ning.com>

1. Compensation system
2. Training & development
3. Safety measures
4. **None of the given options**

How can companies provide career counseling, development advice, and therapy for employees seeking to grow in their careers?

1. **Provide career coaches**
2. Encourage role reversal
3. Establish a corporate campus
4. Offer online career centers

Which ONE of the following is not a part of Human Resource Development?

Select correct option:

1. Training
2. **Education**
3. Development
4. Rewards

What type of screening mode is used to reduce absenteeism and establish a baseline for future insurance claims?

1. **Physical examinations**

2. Personality tests
3. Polygraph tests
4. Substance abuse screening

Which of the following is part of the organization's role in an employee's career development?

1. **Communicating the mission, policies, and procedures**
2. Providing timely performance feedback

<http://vustudents.ning.com>

3. Participating in career development discussions

4. Seeking out career information

Which of the following term is said to be a part of Organizational Structure?

1. Goal attainment
2. **Hierarchy level**
3. Performance standards
4. Supporting staff

“On going process of evaluating & managing both the behavior & outcomes in the workplace” is known as;

1. Training & development
2. **Performance appraisal**
3. Compensation management
4. Job analysis

Which performance appraisal technique lists traits and

a range of performance?

1. Alternation ranking

2. **Graphic rating scale**
3. Management By Objective
4. Paired comparison

HRIS helps managers to perform

_____ more effectively & systematically.

1. Management functions
2. Controlling functions
3. Planning functions
4. **HR functions**

1)

Q1. Rewards offered to labors involved in production, are categorized as;

<http://vustudents.ning.com>

- A. Salary
- B. Fringe benefits
- C. **Wage**
- D. Commission

Q2 . The goal of pre-retirement educational programs is to;

- A. Improve job satisfaction
- B. Increase employee commitment
- C. Minimize medical claims from retirees
- D. **Ease the transition from working life to retirement**

Q3 . Organizations put maximum effort in measuring performance of organizational people because;

- A. It makes procedures cost effective

B. It helps in detecting the problems

C. It leads to product innovation

D. It assists in implementing new technology

Q4 . Willingness, capacity & opportunity to perform

are said to be;

A. Performance outcomes

B. Determinants of performance

C. Performance appraisals

D. Types of performance standards

Q5 . One of the major barriers to career advancement

experiencing by working ladies is;

A. Difficulty in balancing work and family life

B. Top management is usually male oriented

C. Lack of educational opportunities

D. Common perception that woman can not be better

boss

<http://vustudents.ning.com>

Q6 . Alternative work arrangements include all of the

following **EXCEPT** ;

A. Part-time work

B. Flexible hours

C. On-site child care

D. Job sharing

Q7 . Mr. Ahmed is a cashier and he feels dissatisfied at

work. What best justifies this situation?

A. His job may not be structured to suit his preferences

B. It involves physical toughness

C. It requires mental toughness

D. It involves too much customer interaction

Q8 . The _____ problem occurs when supervisors tend

to rate all their subordinates consistently high.

A. Central tendency

B. Leniency

C. Strictness

D. Halo effect

Q9 . The relationship between critical incident method

& BARS (behaviorally anchored rating scale) is;

A. No relationship exists

B. Different methods to evaluate performance

C. Both are similar PA methods

D. Comparison method is used for PA, while BARS is

related to training evaluation

Q10 . What is another term for 360-degree feedback?

A. Feedback loop

B. Multi-source assessment

C. Upward feedback

D. Circle feedback

<http://vustudents.ning.com>

Q11 . Standards are established to;

A. Achieve desired outcomes

B. Meet legal compliance

C. Achieve competitive advantage

D. Promote goodwill in market

Q12 . The point method to evaluate job is an extension of;

A. Ranking method

B. Factor comparison method

C. Classification method

D. Point factor method

Q13 . Job evaluation is based on the;

A. Physical skills required by the job

B. Relative job worth for an organization

C. Complexity of the job to perform

D. Conceptual skill required by the job

Q14 . Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?

A. Peers

B. Customers

C. Top management

D. Immediate supervisor

Q15 . Groups are called _____ if jobs are similar.

A. Classes

B. Grades

D. Roles

Q16 . Train the raters prior to conduct the performance appraisal is an important responsibility of;

<http://vustudents.ning.com>

A. Top management

B. HR department

C. Line managers

D. Production department

Q17 . Currently Organizations are providing benefits to their employees;

A. To attract new blood in the organization

B. To create stronger customer relationship

C. To enhance the market share

D. All of the above

Q18 . Following are all examples of direct compensation EXCEPT;

A. Pension

B. Salary

C. Bonus

D. Income

Q19 . One of the main flaws of Classification method to evaluate the jobs is;

A. It is an expensive method

B. Only beneficial for small organizations

C. Maximum probability of biasness

D. Not useful when jobs are different

Q20 . Which of the following measurement methods

rates employee performance? relative to other employees?

A. Graphic rating scale

B. Comparative method

C. Essay method

D. Critical incident method

Q1. HRM is associated with the management of;

A. General people

<http://vustudents.ning.com>

B. Financial resources

C. Organizational people

D. Community members

Q2 . Cost of human resources refers to;

A. Company profits

B. Employee shares

C. Salary packages

D. Earned revenues

Q3 . Top level managers require

skills the most;

A. Technical

B. Interpersonal

C. Conceptual

D. Mechanical

Q4 . Matching the job description with the individuals' qualification is an important aspect of;

A. IS

B. MIS

C. HRIS

D. DBMS

Q5 . HR managers are generally the

managers;

A. Line

B. Middle

C. Staff

D. Top

Q6 . Manufacturing was the main concern of

personnel

department during;

A. Mechanistic period

B. Catalytic period

<http://vustudents.ning.com>

C. Organist period

D. Strategic period

Q7 . SWOT Analysis is a tool for;

A. Determining organization's mission

B. Developing organizational goals

C. Formulating strategies

D. Environmental scanning

Q8 . Jobs are identified & grouped while;

A. Planning

B. Organizing

C. Leading

D. Controlling

Q9 . According to the Hawthorne studies, the productivity of employees;

A. Increased by increasing light

B. Decreased by decreasing light

C. Increased by observing them

D. No change in their productivity

Q10 . Organizational goals should be;

A. Achievable

B. Ambiguous

C. Random

D. Vague

Q11 . Which one of the following is **NOT** the source

of workforce diversity?

A. Age

B. Gender

C. Education

D. Resentment

Q12 . To anticipate the human resource needs of the organization based on some previous data or

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managerial judgment is known as;

A. Demand forecasting

B. Supplies forecasting

C. Financial forecasting

D. Sales forecasting

Q13 . The thorough & detailed study regarding jobs within an organization is represented by;

A. Job analysis

B. Job description

C. Job specification

D. Job evaluation

Q14 . A practice used by companies to assign their costly activities to outside providers, (for the purpose of cost saving), rather than completing it internally is called;

A. Planning

B. Decentralization

C. Restructuring

D. Outsourcing

Q15 . Organizational behavior depicts the;

A. Jargons used within the organization

b- **behavior of an organization**

C. Effect of society's common behavior on an organization

D. Culture prevails in an organization

Q16 . Leaders perform;

A. Decisional roles

B. Informal roles

C. Informational roles

D. Interpersonal roles

Q17 . Organizations take inputs from its;

<http://vustudents.ning.com>

A. Rules & Policies

B. Internal Environment

C. External Environment

D. Legislations

Q18 . As organizational activities are interrelated, it is

said to be;

A. A closed system

B. An isolated system

C. An open system

D. A clogged system

Q19 . Management sciences department is one of the

_____ of the VU;

A. System

B. Subsystem

C. Board

D. Structure

Q20 . Shifting from manual to computerized system is

resulted due to;

A. Workforce diversity

B. Technological advancement

C. Stake holder's involvement

D. Globalization

1. _____ is the process of acquiring, training, appraising and compensating employees, attending to their labor relations, health and safety and fairness concerns. <http://vustudents.ning.com>

a. Labor Relations

b. Organizational Behavior

c. Human Resource Management

d. Organizational Health and Safety Management

<http://vustudents.ning.com>

2. Which of these refers to the temporary, parttime and self-employed workers?

a. Internal labor force

b. Contingent work force

c. High-performance work systems

d. Downsized employees

3. Which basic function of management includes delegating authority to subordinates and establishing channels of communication?

a. Planning

b. Organizing

c. Leading

d. Staffing

4. Over the past 25 years, all of these areas of legal environment have influenced HRM except:

a. Equal employment opportunity legislation

b. Employees pay and benefits

c. Employee competition legislation

d. Job security

5. One of the most popular methods of increasing employee responsibility and control is _____.

a. Outsourcing

b. "Military model" of management

c. HRIS

d. Work teams

6. Which of these is a major dimension of HRM practices contributing to company competitiveness?

<http://vustudents.ning.com>

a. Compensating human resources

b. Acquiring and preparing human resources

c. Managing the human resource environment

d. All of the given options

7. How has technology changed HRM practices?

a. Recruiting using the web generates smaller, more focused applicant pools.

b. Employee training is offered through scheduled classes rather than on demand.

c. Electronic resumes take less time to evaluate than paper resumes.

d. None of the given options.

8. How do companies facilitate workforce diversity?

a. Rely on external support systems for

minority workers.

- b. Encourage employees to challenge the beliefs and values of other employees.
- c. Build in accountability through surveys and audits.
- d. Reinforce traditional values.

9. Employee involvement requires extensive additional HRM activity in which of these areas?

- a. Training
- b. Benefits
- c. Labor negotiation
- d. Marketing

10. Managers who meet designated goals are

<http://vustudents.ning.com>

-
- a. Assertive
 - b. Efficient
 - c. Effective
 - d. Entitled

11. David conducts new employee orientation for a large organization. His work is within which basic HRM function?

- a. Management
- b. Motivation
- c. Career planning
- d. Training and development

12. Employee relations specialists are involved in which of these activities?

- a. Handling employee complaints
- b. Working with position control specialists in compensation

- c. Negotiating benefits packages
- d. Coordinating interview schedules

<http://vustudents.ning.com>

13. The father of scientific management is

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- a. Deming
- b. Burns
- c. Taylor
- d. Hawthorne

14. A large organization is an EEO employer with an affirmative action plan. Which of these activities is performed as part of the plan?

- a. All job applicants must have a recommendation from current or past

<http://vustudents.ning.com>

employee

- b. Insurance premiums from former employers of all applicants are analyzed
- c. Job requirements are determined based on skills, knowledge and abilities
- d. Job announcements are posted on the company bulletin board

15. Which of these items would be in the highest security category of a typical HRIS?

- a. Employee name
- b. Former employers
- c. Salary
- d. Work location

16. Which of these decreases in the labor supply is the easiest to predict?

- a. Transfers-in
- b. Retirements
- c. Voluntary quits
- d. Prolonged illnesses

17. Wal-Mart differentiates its business by offering the lowest prices. Offering the lowest prices is Wal-Mart's _____.

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- b. Competitive advantage
- c. Distinctive competence
- d. Corporate strategy

18. _____ is the process of assessing progress toward strategic goals and taking corrective action as needed.

- a. Strategic management
- b. Strategic planning

<http://vustudents.ning.com>

- c. Strategic control
- d. Diversification

19. _____ is the right to make decisions, to direct the work of others and to give orders.

- a. Leadership
- b. Authority
- c. Delegation
- d. Management

20. Which of the following is considered a qualitative approach to job analysis?

- a. Position analysis questionnaire

- b. Interviews
- c. Department of Labor approach
- d. Functional job analysis

1. Which of the following personality characteristics are associated with people who are

likely to exhibit violent behavior on the job?

- a. Neurotic**
- b. Optimistic
- c. Extraverted
- d. Type A

2. Which of these suggestions is an effective way to deal with stress?

- a. Meditation
- b. Exercise
- c. Talking with others
- d. All of the given options**

3. In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?

<http://vustudents.ning.com>

- a. Chief executive officer
- b. Chief safety officer**
- c. Occupational safety and health officer
- d. Chief operations officer

4. Who distinguished between intrinsic motivation and extrinsic motivation?

- a. Frederick Taylor
- b. Frederick Herzberg

c. David McClelland

d. Edward Deci

5. Which of the following is categorized as an indirect payment portion of employee compensation?

a. Wages

b. Salaries

c. Employer-paid insurance

d. Commissions

6. Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?

a. Family relationships

b. Work performance

c. Your attention to safety

d. All of the given options

7. Unemployment benefits are typically about _____ percent of a person's earnings and last for_____.

a. 50; 26 weeks

b. 75; 1 year

c. 100; 2 years

<http://vustudents.ning.com>

d. 25; 4 weeks

8. Unsafe acts can be reduced through all of the following methods except:

a. Job rotation

b. Screening

c. Training

d. Incentive programs

9. Which of these is the most common type of retirement plan?

- a. Defined benefit**
- b. ERISA
- c. Defined contribution
- d. Money purchase plan

10. Which one of the following statements is correct in relation to monetary rewards in accordance with Herzberg's Two-Factor theory?

- a. Pay increases are a powerful long-term motivator
- b. Inadequate monetary rewards are a powerful dissatisfier**
- c. Monetary rewards are more important than non-monetary rewards
- d. Pay can never be used as a motivator

11. Which pattern of communication is the quickest way to send a message?

- a. The circle
- b. The chain
- c. The Y
- d. The wheel**

<http://vustudents.ning.com>

12. Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress?

- a. An unhappy marriage
- b. Ongoing money problems

c. Dissatisfaction with a job

d. All of the given options

13. The relative position of an organization's pay incentives compared to other companies in the same industry is known as:

a. Pay structure

b. Pay appraisal

c. Pay level

d. Pay feedback

14. Poor quality lateral communication will result in which of the following?

a. Lack of direction

b. Lack of coordination

c. Lack of delegation

d. Lack of control

15. Which of the following is a health hazard in the work place?

a. Uncollected waste paper

b. Heavy object

c. Frayed crypt

d. All of the given options

16. Managers can motivate people to avoid performing dysfunctional behaviors by using:

I. Extinction

II. Punishment

III. Negative reinforcement

<http://vustudents.ning.com>

a. I, II, III

b. I and III

c. II and III

d. I and II

17. Workers' compensation benefits fall into all of these major categories except:

- a. Medical care
- b. Retirement benefits**
- c. Disability income
- d. Death benefits

18. Expectancy theory focuses on the relationships between which three factors?

- a. Needs, effort and persistence
- b. Needs, performance and inputs
- c. Inputs, performance and outcomes

d. Needs, performance and outcomes

19. A horizontal extension of the object to increase task variety is called:

- a. Job evaluation
- b. Job enrichment
- c. Job enlargement**
- d. Job rotation

20. Communication between two members of a project team from different function, but the same

level of authority is _____ communication.

- a. UP ward
- b. Downward
- c. Lateral**
- d. Diagonal

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Which of the following role a manager performs as
a

Resource allocator?

Decisional role

Informational role

Supportive role

The emigration of trained and talented individuals to

other nations due to lack of opportunity or other reasons is known as _____.

Job Insecurity

Outsourcing

Workforce diversity

Brain Drain

Staffing is a process of hiring qualified employees at

the right place and at the right time, to achieve _____.

Targeted sales goals

Individual career goals

Return on investment

Organizational objectives

Manufacturing was the main concern of personnel department during:

Mechanistic period

Catalytic period

Organistic period

Strategic period

_____ is achieved by combining capital, raw material & human resource by an organization.

Sales

Capital

<http://vustudents.ning.com>

Input

Output

Supervisors fall into the:

Top-level

Middle-level

First-line level

Executive level

HRM is associated with the management of:

General people

Labors only

Organizational people

Employers only

A practice used by different companies to reduce costs

by transferring portions of work to outside provider rather than completing it internally is termed as:

Planning

Decentralization

Restructuring

Outsourcing

The cognitive component consists of a person's:

Emotions

Knowledge

Attitude

Feelings

Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred

as:

Equal employment opportunity

HR planning

Litigation process

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Which of the following terminology describes the legal

legislation in which job applicant should not be rejected on the basis of discriminatory practices?

Affirmative action

Legal compliance

Equal employment opportunity

Stereotype

An organization operates in:

An isolated system

A closed system

A clogged system

An open system

_____ refers to a set of expected behavior patterns

attributed to someone who occupies a given position in a social unit.

Norm

Perception

Role

Stereotyping

People can be more productive while working in:

Isolation

Groups

Crowd

None of the given options

Which of the following component consists of a person's beliefs, opinions, knowledge, and information?

Affective component

Cognitive component

Behavioral component

Objective component

<http://vustudents.ning.com>

Which of the following involves holding beliefs about people that place them in categories for recognizing and accepting differences?

Backlash

Mistrust

Cohesiveness

Stereotyping

All of the following are External Environmental Factors except ?

a) Legal Considerations

b) The Labor Force

c) Customers

d) Corporate Culture

Correct!

2) The people who perform tasks in a wide variety of

human resource-related areas are called?

a) HR Executives

b) HR Generalists

c) HR Specialist

d) All of the given options

3) A strategy intended to achieve fair employment by

urging employers to hire certain groups of people who

were discriminated against in the past is known as?

a) Fair employment

b) Equal Employment Opportunity (EEO)

c) Affirmative action

d) Employment discrimination

4) Generally, the goal setting is a ?

a) Top down process

b) Bottom up process

c) Process of top down support and bottom up

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development

d) Function of senior management

5) Following are the reasons for conducting job analysis except?

a) Staffing workers

b) Observing workers

c) Training and Development

d) Legal Considerations

6) The method that uses the organization's current level of employment as the starting point for determining future staffing needs is ?

a) Zero Based Forecasting

b) Bottom-Up Approach

c) Forecasting Human Resource Availability

d) None of the given options

7) job analysis can be performed in all of the following ways except?

a) Interviews conducted with departing employees

b) Analyzing log books

c) Observing hourly workers

d) Giving workers checklist to indicate which tasks on the list are performed during job.

8) What specific activities listed below are part of the

organizing function?

- a) **Giving each subordinate a specific task**
 - b) Recruiting prospective employees
 - c) Training and developing employees
 - d) Developing rules and procedures
- 9) _____ are authorized to direct the work of subordinates?
- a) Staff managers

<http://vustudents.ning.com>

b) Line managers

- c) Leaders
 - d) Advisory board members
- 10) What tactic will employers likely have to take to fill openings left by retiring employees?
- a) Instituting flexible work hours
 - b) Providing elder care
 - c) Hiring more women

d) Rehiring retirees

- 11) Following are the basic principles or conditions that facilitate learning except?
- a) Participation
 - b) Relevance
 - c) Feedback

d) Education

- 12) Career Development is:?
- a) **A formal approach taken by an organization to help its people acquire the skills and experiences needed to perform current and future jobs.**
 - b) An employee's progresses vertically upward in

the organization from one specific job to the next.

c) Both a vertical sequence of jobs and a series of horizontal opportunities.

d) Self-understanding for future jobs. Then, the person is in a position to establish realistic goals and

determine how to achieve these goals.

13) _____ can provide an opportunity for the

employee to share in decision making, to learn by watching others, and to investigate specific organizational problems.?

a) Lectures & Seminars

<http://vustudents.ning.com>

b) Assistant to Position

c) Committee Assignments

d) Simulations:

14) _____ is a career-path method recognizing that technical specialists can and should be allowed to continue to contribute their expertise to a company without having become managers.?

a) Demotion

b) Lateral skill path

c) Dual-career path

d) None of the given options

15) Training instruction for a small group, which employs such techniques as role-playing or simulation

etc. and encounters give and take sessions and problem-solving techniques is called:?

a) Career counseling

b) Workshop

c) Development Plan

d) On the job training

16) Barriers to career advancement include:?

a) Lack of time

b) Rigid job specifications

c) Short-term focus

d) All of the given options

17) The basic skills possessed by the individual that are required to give certain performance are termed as:?

a) Ability

b) Motivation

c) Experience

d) Performance

<http://vustudents.ning.com>

18) Using the _____ approach, managers evaluate organizational effectiveness?

a) External resource

b) Internal systems

c) Technical

d) Systems

19) A career stage in which one begins to search for work and finds a first job is:?

a) Exploration period

b) Establishment period

c) Middle stage

d) None of the given options

20) Without proper feedback about an employee's effort and its effect on performance, we run the risk

of
decreasing his/ her _____?

a) Salary

b) Experience

c) Motivation

d) Performance appraisal

21) The _____ trust is based on the behavioral predictability that comes from a history of interaction?

a) Deterrence-based

b) Knowledge-based

c) Identification-based

d) None of the given options

22) _____ is the process whereby union members vote out their union as their representative?

a) Authorization card

b) Representation certification

c) Representation decertification

<http://vustudents.ning.com>

d) Trade union election

23) We can define _____ as activities people perform to acquire, enhance, and use power and other resources

to obtain their preferred outcomes in a situation of uncertainty or disagreement?

a) Organizational politics

b) Executing authority

c) Collective bargaining

d) Position power

24) Protection from discrimination, safe working conditions and union formulation are _____ rights,

provided to employees?

- a) Contractual
- b) Individual
- c) Statutory**
- d) Organizational

25) A situation in labor ? management negotiation whereby management prevents union members from

returning to work is called _____?

- a) Grievance
- b) Strike
- c) Arbitration

d) Lockout

26) The first formal stage of the disciplinary procedure is?

- a) Written Verbal Warning

b) Written Warning

- c) Suspension
- d) Dismissal

27) The cost associated with employee separations and turnover includes:?

<http://vustudents.ning.com>

- a) Recruitment & Selection costs
- b) Training cost
- c) Separation costs
- d) All of the given options

28) The _____ leadership is a set of abilities that allows the leader to recognize the need for change, to create a vision to guide that change, and to execute that

change effectively? <http://vustudents.ning.com>

a) Transformational

b) Charismatic

c) Autocratic

d) Transactional

29) According to _____, leaders may use different styles with different members of the same work group?

a) Path-goal leadership

b) Vroom-Jago-Yetton model

c) Leader-member exchange theory

d) The situational leadership theory

30) Following the _____, discipline should be immediate, provide ample warning, be consistent, and

be impersonal?

a) Disciplinary rules

b) Corrective action

c) Punitive action

d) Hot-stove rule

31) _____ is the process of acquiring, training, appraising and compensating employees, attending to

their labor relations, health and safety and fairness concerns?

a) Labor Relations

b) Organizational Behavior

<http://vustudents.ning.com>

c) Human Resource Management

d) Organizational Health and Safety Management

32) Which of these refers to the temporary, part-

time

and self-employed workers?

- a) Internal labor force
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- c) High-performance work systems
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33) Which basic function of management includes delegating authority to subordinates and establishing channels of communication?

- a) Planning
- b) Organizing
- c) Leading
- d) Staffing

34) Over the past 25 years, all of these areas of legal

environment have influenced HRM except: ?

- a) Equal employment opportunity legislation
- b) Employees pay and benefits
- c) Employee competition legislation**
- d) Job security

35) One of the most popular methods of increasing employee responsibility and control is _____?

- a) Outsourcing
- b) "Military model" of management
- c) HRIS
- d) Work teams

36) Which of these is a major dimension of HRM practices contributing to company competitiveness?

- a) Compensating human resources

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- b) Acquiring and preparing human resources
 - c) Managing the human resource environment
 - d) All of the given options
- 37) How has technology changed HRM practices?
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 - b) Employee training is offered through scheduled classes rather than on demand.
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 - b) Encourage employees to challenge the beliefs and values of other employees.
 - c) Build in accountability through surveys and audits.**
 - d) Reinforce traditional values.
- 39) Employee involvement requires extensive additional HRM activity in which of these areas?
- a) Training**
 - b) Benefits
 - c) Labor negotiation
 - d) Marketing
- 40) Managers who meet designated goals are _____?
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 - b) Efficient
 - c) Effective**
 - d) Entitled

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41) David conducts new employee orientation for a large organization. His work is within which basic HRM function?

- a) Management
- b) Motivation
- c) Career planning

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42) Employee relations specialists are involved in which of these activities?

a) Handling employee complaints

- b) Working with position control specialists in compensation
- c) Negotiating benefits packages
- d) Coordinating interview schedules

43) The father of scientific management is _____?

- a) Deming
- b) Burns
- c) Taylor
- d) Hawthorne

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affirmative action plan. Which of these activities is performed as part of the plan?

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- d) Job announcements are posted on the company bulletin board

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45) Which of these items would be in the highest security category of a typical HRIS?

- a) Employee name
- b) Former employers
- c) Salary
- d) Work location

46) Which of these decreases in the labor supply is the easiest to predict?

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- c) Voluntary quits
- d) Prolonged illnesses

47) Wal-Mart differentiates its business by offering the lowest prices. Offering the lowest prices is Wal-Mart's _____?

- a) Functional strategy
- b) Competitive advantage
- c) Distinctive competence
- d) Corporate strategy

48) _____ is the process of assessing progress toward strategic goals and taking corrective action as needed?

- a) Strategic management
- b) Strategic planning
- c) **Strategic control**
- d) Diversification

49) _____ is the right to make decisions, to direct the work of others and to give orders?

- a) Leadership
- b) Authority**

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- c) Delegation
- d) Management

50) Which of the following is considered a qualitative approach to job analysis?

- a) Position analysis questionnaire
- b) Interviews**
- c) Department of Labor approach
- d) Functional job analysis

KEY TERMS

1. Human Resource Management

The staffing functions of the management process.

Or

the policies and practices needed to carry out the “people” or human resource aspects of a management

position, including recruiting, screening, training, rewarding, and appraising etc.

Manager Individuals in an organization who direct the

activities of others. Member of

the organization performing the management function

Motivation : Motivation means to influence performance of others and to redirect the efforts in desirable direction by using different motivational tools that can help in fulfilling the mission of organization

Organization A systematic arrangement of people to accomplish some specific purpose.

Competitive Advantage Any factor that allows an organization to differentiate its product or service from those of its competitors to increase market share.

Stakeholders All individuals and groups that are directly or indirectly affected by an organization's decisions

<http://vustudents.ning.com>

Controlling : Specific activities are to set performance standards that indicate progress toward long-term goals

Decisional roles included those of entrepreneur, disturbance handler, resource allocator, and negotiator activities.

Disseminator is a conduit to transmit information to organizational members

Disturbance handlers take corrective action in response to unforeseen problems

Effectiveness : A measure of the appropriateness of the goals chosen (are these the right goals?), and the degree to which they are achieved

Efficiency measure of how well resources are used to achieve a goal

Entrepreneur : managers initiate and oversee new projects that will improve their organization's performance

Figurehead : duties that are ceremonial and symbolic in nature

Informational roles included monitoring, disseminating, and spokesperson activities

Interpersonal roles included figurehead, leadership, and liaison activities

Leadership : hires, train, motivate, and discipline employees

Leading : Leading is stimulating people to be high performers It is directing, motivating, and communicating

with employees, individually and in groups.

Liaison : contact outsiders who provide the manager

<http://vustudents.ning.com>

with information. These may be individuals or groups

inside or outside the organization.

Line manager : Authorized to direct the work of subordinates—they're always someone's boss. In addition,

line managers are in charge of accomplishing the organization's basic goals.

Management : Management is the process of working

with different resources to accomplish

organizational
goals.

Manager : The member of the organization who participates in the management process by planning, organizing, leading, or controlling the organization's resources

Monitor : collect information from organizations and institutions outside their own

Negotiator role: discuss issues and bargain with other units to gain advantages for their own unit

Organizing is assembling and coordinating the human, financial, physical, informational, and other resources needed to achieve goals.

Planning : Planning is specifying the goals to be achieved and deciding in advances the appropriate actions taken to achieve those goals.

Resource allocators : responsible for allocating human, physical, and monetary resources

Spokesperson : represent the organization to outsiders

Staff manager : Authorized to assist and advise line managers in accomplishing these basic goals.

<http://vustudents.ning.com>

Diverse Workforce: A diverse workforce refers to

two or more groups, each of whose members are identifiable and distinguishable

Effectiveness : A measure of the appropriateness of the

goals chosen (are these the right goals?), and the degree to which they are achieved

Efficiency: Efficiency is the ratio of outputs to inputs

Organization: Organization is a managed system designed and operated to achieve a specific set of objectives.

Stakeholders: Stakeholders are those who have interests in the organization

Structure: Structure is the basic arrangement of people in the organization.

Synergy: This concept states that the whole is greater

than the sum of its parts

System : A system is an entity with a purpose that has

interdependent parts

Task: This component can be defined as a mission or

purpose of the existence of organization

Organizational Behavior: OB is concerned specifically with the actions of people at work

Cognitive component: The cognitive component consists of a person's beliefs, opinions, knowledge, and information held by a person.

Skills & Abilities: Mental and physical capacities to

perform various tasks. This comes from knowledge, learning, and experiences.

Personality: The unique combination of psychological

traits that describes a person. OR

behaviors or trends that influence other people.

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Perceptions: Perception is the mental process to pay attention selectively to some stimuli and cues in our environment.

Attitudes: Attitudes are comprised of feelings, beliefs, and behaviors.

Values: Basic convictions about what is right and wrong.

Ethics: Rules and principles that define right and wrong conduct.

Individuals : Individuals are important units of any organization

Group : A group is defined as two or more interacting and interdependent individuals who come together to achieve particular objectives.

Team : A team is a mature group with highly independent members who are completely committed to a common goal

Role : A role refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

Self Esteem : Self-esteem conveys people's feelings of self-worth.

Brain Drain: the loss of intellectual property that results when competitors lure away key employees.

Downsizing: Periodic reductions in a company's work

force to improve its bottom line-often called downsizing

Ethics and Social Responsibility: Corporate social

responsibility refers to the extent to which companies

should and do channel resources toward improving one

or more segments of society other than the firm's

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owners or stockholders. Ethics is the bedrock of socially responsible behavior.

Outsourcing Firms: The process of transferring responsibility for an area of service and its objectives

to an external provider

Restructuring: A number of firms are changing the

way the functions are performed. OR

Restructuring is the corporate management term for the act of partially dismantling and reorganizing a company

for the purpose of making it more efficient and therefore more profitable. It generally involves selling

off

portions of the company and making severe staff reductions

Re-engineering is the radical redesign of an organization's processes, especially its business processes. Rather than organizing a firm into functional specialties (like production, accounting, marketing, etc.) and looking at the tasks that each function performs, we should, according to the reengineering theory, be looking at complete processes from materials acquisition, to production, to marketing and distribution. The firm should be reengineered into a series of processes.

Affirmative Action: Steps that are taken for eliminating the present effects of past discrimination

Cohesiveness: Refers to how tightly knit the group is and the degree to which group members

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perceive, interpret and act on their environment in similar or mutually agreed upon ways

Corporate Culture The system of shared values, beliefs, and habits within an organization that interacts

with the formal structure to produce behavioral norms

Mission: The organization's continuing purpose or reason for being.

Policies: A predetermined guide established to

provide
direction in decision-making

The Labor Force : The labor force is a pool of individuals external to the firm from which the organization obtains its workers

Unions : Union is a group of employees who have joined together for the purpose of dealing collectively with their employer.

Authority: Authority is the right to make decisions, to direct the work of others, and to give orders.

Executives: Executives are top-level managers, who report directly to the corporation's chief executive officer or the head of a major division.

Generalists: Generalists are people who perform tasks in a wide variety of human resource-related areas. The generalist is involved in several, or all, of the human resource management functions.

Line Authority: Line authority entitles a manager to direct the work of an employee.

Specialist: Specialist may be a human resource executive, manager, or non-manager who typically is concerned with only one of the functional areas of human resource management.

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Affirmative Action: An approach that an organization with government contracts develops to demonstrate that women or minorities are employed in proportion to their representation in the firm's relevant labor market

Employment discrimination: To make an employment decision, not on the basis of legitimate job-related factors

Plans Plans are methods for achieving a desired result.

Simulation A technique for experimenting with a realworld situation through a mathematical model representing that situation. A model is an abstraction of the real world.

Strategic planning is the process by which top management determines overall organizational purposes and objectives and how they are to be achieved.

Layoffs At times, the firm has no choice but to actually lay off part of its workforce.

Human Resource Information System: HRISs are systems used to collect, record, and store, analyze, and retrieve data concerning an organization's human resources.

Job Analysis: Studying and understanding jobs through the process known as *job analysis* is a vital part of any HRM program

Job Specification: A job specification is a

document
containing the minimum acceptable qualifications
that
a
person should possess in order to perform a
particular

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job
Job Description: A job description is a written
statement of what the jobholder actually does, how
he
or she
does it, and under what conditions the job is
performed.

Job Evaluation: It suggests about the relevant
importance of a particular job in organization.

Job Identification – contains the job title, the
FLSA
status, date, and possible space to indicate who
approved
the description, the location of the job, the
immediate
supervisor's title, salary and/or pay scale.

Job Summary – should describe the general nature
of
the job, and includes only its major functions or
activities.

Human resource planning (HRP): It is the
process of
systematically reviewing human resource
requirements

to ensure that the required number of employees, with the required skills, is available when they are needed.

Recruitment: It is the process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications, and encouraging them to apply for jobs with an organization.

Job Evaluation: It is used to evaluate the importance of job by considering its contribution towards achievements of the objectives of organization.

Advertising : A way of communicating the employment needs within the firm to the public through media such as radio, newspaper, television,

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industry publications, and the Internet.

Yield Ratios : Yield Ratios help organizations decide how many employees to recruit for each job opening.

Internal Recruiting Sources: When job vacancies exist, the first place that an organization should look for placement is within itself

Outsourcing: Outsourcing is the process of transferring responsibility for an area of service and its objectives to an external service provider instead of

internal employee.

Contingent Workers: It is also known as part-timers, temporaries, and independent contractors, comprise the fastest-growing segment of our economy.

Internships: A special form of recruiting that involves placing a student in a temporary job.

Recruitment: Recruiting refers to the process of attracting potential job applicants from the available labor force.

Selection Process: *Selection* is the process of choosing from a group of applicants those individuals best suited for a particular position.

Application Blank: Application blank is a formal record of an individual's application for employment

Standardization : Refers to the uniformity of the procedures and conditions related to administering tests. It is necessary for all to take the test under conditions that are as close to identical as possible.

Objectivity : Achieved when all individuals scoring a

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given test obtain the same results.

Norms : Provide a frame of reference for

comparing applicants' performance with that of others. A norm reflects the distribution of scores obtained by many people similar to the applicant being tested. The prospective employee's test score is compared to the norm, and the significance of the test score is determined.

Reliability : The extent to which a selection test provides consistent results. If a test has low reliability,

its validity as a predictor will also be low. To validate reliability, a test must be verified.

Validity : The extent to which a test measures what it

purports to measure. If a test cannot indicate ability to

perform the job, it has no value as a predictor.

Snap Judgments: This is where the interviewer jumps

to a conclusion about the candidate during the first few

minutes of the interview.

Socialization: Teaching the corporate culture and philosophies about how to do business

Socialization: In order to reduce the anxiety that new

employees may experience, attempts should be made

to

integrate the person into the informal organization.

Training: Training is a process whereby people acquire capabilities to aid in the achievement of organizational

goals. It involves planned learning activities designed

to improve an employee's performance at her/his current

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job.

Corporate Culture: The firm's culture reflects, in effect, how we do things around here. This relates to everything from the way employees dress to the way they talk.

Training: The process of teaching new employees the basic skills they need to perform their jobs.

Task analysis: A detailed study of a job to identify the skills required so that an appropriate training program may be instituted.

Performance analysis : Careful study of performance to identify a deficiency and then correct it with new equipment, a new employee, a training program, or some other adjustment.

On-the-job training (OJT) : Training a person to learn a job while working at it.

Vestibule or simulated : Training employees on special off-the-job equipment, as in training airplane pilot training, whereby training costs and hazards can be reduced.

Coaching/Mentoring : A method of on-the-job training where an experienced worker, or Method the trainee's supervisor trains the employee.

Action Learning : A training technique by which management trainees are allowed to work full-time analyzing and solving problems in other departments.

Case study method : A development method in which the manager is presented with a written description of an organizational problem to diagnose and solve.

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Business games : A development technique in which teams of managers compete with one another by making computerized decisions regarding realistic but simulated companies.

Behavior modeling : A training technique in which trainees are first shown good management techniques in a film, are then asked to play roles in a simulated situation, and are then given feedback and praise by their supervisor.

Learning organization: An organization skilled at creating, acquiring, and transferring knowledge and

at
modifying its behavior to reflect new knowledge
and
insights.

**A psychological condition in which a person is put
into a deep sleep-like state, while still remaining
awake. It can be used to relieve pain & stress is
called:**

Hypnosis

Biofeedback

Transcendental mediation

Burnout

**Employees quit the organizations at their own
choice through:**

Outplacement, restructuring

Discharging, layoff

Transfer, demotion

Resigning, retirement

According to which of the following it is better to

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**convince the employees to abide by the
company's
rules, rather than promptly responding with
written or oral warnings to employees?**

Hot stove rule

Positive discipline

Progressive discipline

Implied discipline

**General practice carried out by Mr. Aslam is to
encourage the participation of his subordinates**

while making departmental decisions. He is therefore said to be:

Involved in practicing his referent power

Involved in practicing legitimate power

Involved in a leadership process

Involved in making efforts to get favors from employees

The CEO has appointed Amjad to lead the current

project as he has the talent to handle critical situations with an ease which enhances the followers' morale as well. He is said to be a successful leader as per:

Leadership Theory

Trait Theory

Behavioral Theory

Motivational Theory

Creating conditions for a team to be effective is the

responsibility of a(n):

Leader

Employee

Organization

HR department

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United Nations sent a rescue team in the supervision of Mr. Kim from Geneva to the northern areas of Pakistan affected by the destructive earthquake of 2005. Mr. Kim is a/an:

Parent-country national

Host-country national

Third-country national

Local-country national

Employee handbook is a tool used for:

Communicating rules & policies within an organization

Providing information to stakeholders outside the organization

Manipulating the competitors with false information

Providing information about salary scale only

Organizational guarantee about the job security is

a functional form of:

Statutory law

Contractual law

Public policy

Management rights

Ahmed has provided the personal contact numbers

of his subordinates to one of his friend who is working as an insurance agent in a private insurance firm, to help him in achieving his monthly sales target. This practice is:

Clear violation of labor laws

Implementation of discrimination law

Prohibited by the privacy rights

Violation of employment at will

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Organizations are bound to pay its employees at least the defined minimum wage as per government

decision. This obligation resulted because:

It is necessary to build goodwill

It is the statutory right of an employee

It enhances the market share of a company's product

It provides benefits to all of its stakeholders

The BEST indicator of an effective safety and health program of an organization is:

Employees do not feel hesitant while sharing their problems

Employees feel motivated to perform well and

Employees feel honor that organization is concerned about their problems

Employees do not face injuries and illnesses on regular basis

The physical or psychological condition induced in

workers by overwork or overexposure to stress in

the workplace, is known as:

Exhaustion

Burnout

Collapse

Fatigue

For which of the following reason, unionmembership

in organizations losses it's importance during recent years?

Legislation protects workers in a better way

Unions give advantage to union leaders

Union membership is quite expensive

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Companies do not hire union members

All of the following are reasons of conflicts in an organization, EXCEPT:

Everyone competing for scarce resources

Interactionist view about employees

Poor coordination among employees

Stereotypical views about employees

Which of the following is an incentive plan that rewards employees for exceeding a predetermined goal by sharing the extra profits?

Scanlon plan

Piece-work plan

Gainsharing plan

Variable pay plan

Which one of the following does NOT categorized as 'pay-for-performance' program?

Piecework plan

Scanlon plan

Gainsharing plan

Profit sharing plan

Which of the given expression is termed as 'equity'?

Output 1 < Output 2

Input Input

Output 1 = Output 2

Input Input

Output 1 = Output 2

Input Input

Output 1 > Output 2

Input Input

An employee's compensation usually comprises of:

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High monetary rewards

Quality rewards requested by employees

Benefits like medical & transport allowances

Financial & non-financial rewards

To make the 'Ranking Method' of job evaluation more effective:

Perform performance appraisals on regular basis

Train employees prior to appraisals

Develop high compensation packages

Clearly define job description initially

Which of the following is most popular technique

for appraising employee performance?

Alternation ranking

Graphic rating scale

Management by objective

Paired comparison

Which is the best time or occasion to discuss career-related issues with an employee?

Weekly staff meeting

Social lunch

Employee's annual appraisal

Career success team meeting

The basis for promotion will typically be competence rather than seniority when:

Team cohesiveness is important

Company is promoting competition

Union agreements are involved

Organization is Legaly bound by government

Which of the following is a part of organization's

role in the career development of an employee?

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Communicating the mission, policies and procedures

Providing timely performance feedback

Participating in career development discussions

Seeking out career information

Amjad has reached the age of full retirement, but

he still wants to continue his job. Moreover, organization has not yet found any replacement to

him. In such situation Amjad should pursue:

Counseling to utilize his leisure time

Search careers outside the company

Psychological counseling to prepare for retirement

Extension of current job within company

Question No: 26 -

Which of the following is the utmost preference of

an organization while selecting a training and development program?

Ensure the cost effectiveness of the training session

Expert & professional trainers should be hired

Training should be provided to all the employees

Maximum training mediums should be used

Which of the following is the greatest

contributor

towards the success of an organization?

grapevine network of employees

Conduct frequent trainings to employees

Set goals to define the direction to pursue

Implementation of the newest technology

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**The re-arrangement of organizational structure
&
change in organizational culture is accomplished
during:**

Task analysis

Organizational analysis

Person analysis

Management analysis

**Which of the following term reflects the process
of
preparing organizational people according to the
future needs?**

Learning

Training

Development

Need analysis

**Which of the following is a test validation
method**

**that determines whether a test measures certain
traits that are important in performing a job or
not?**

Concept validity

Criterion validity

Construct validity

Content validity

Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?

Curriculum vitae

Educational record

Career goal

Interview questioning

Which of the following force makes an individual eligible to make decisions, give orders & directing

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work activities of others?

Power

Influence

Authority

Command

Previous company records & customer satisfaction

surveys may serve as a source for:

Cultivating learning culture within the organization

Determining deficiencies that require training

Developing career development plans for employees

Identifying training outcomes through evaluation

Which of the following method includes the

exchange of information between organizational member & the applicant through a goal-oriented conversation?

Counseling simulations

Vocational interest test

Role playing

Employment interview

Which of the given employment testing approach

requires individuals to perform activities similar to

those they might encounter in an actual job?

In-basket technique

Role playing

Interview simulations

Case study

As an HR manager, what should be your main

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focus while recruitment?

The potential candidate must possess interpersonal and analytical skills

The potential candidate should be very confident and sharp

The potential candidate must be attractive enough to fit in the position

The potential candidate should match the requirements of the job

What could be the main consideration of an HR manager during recruitment?

Outsource the employee selection to recruiting agencies

Screen the pool of appropriate applicants

Attract a large number of applicants

Only hire the experienced candidates

'There is no need to make any new appointment';

therefore, the organization has transferred Mr.

Azam to another branch. This step of the organization is taken to:

Increase the labor supply than demand

Maintain the balance of labor supply and demand

Decrease the labor supply than demand

Devastate the balance of labor supply and demand

Term used to refer the potential employees available for work within the geographic area from

which employees are recruited is:

Labor market

Employment market

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Employee market

Job market

The best way of reducing the problems of leniency

or strictness in performance appraisals is to:

Rank employees

Train supervisors to avoid it

Impose a distribution for performance

Consider the purpose of the appraisal

Which of the following problem occurs when

supervisors tend to rate all their subordinates

Central tendency

Leniency

Strictness

Halo effect

Rating a person high or low on all items because of

one characteristic during performance appraisal, is known as:

Halo effect

Central tendency

Stereotyping

Biasness

Which of the following performance appraisal method is usually adopted for evaluating performance at managerial positions?

Management by objective

Critical incident

Paired comparison

Essay method

In which method supervisor keeps a log of positive and negative examples of a subordinate's workrelated behavior?

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Management by objective

Comparison method

Essay method

Critical incident method

When supervisors are indulged in identifying the subordinates' performance deficiencies & provide suggestions for improvements , the process is said to be:

Strategic performance appraisal

Organizational development

Upward feedback

Downward feedback

Grouping of different jobs having similar job responsibilities & duties is called:

Classes

Grades

Scales

Roles

According to which of the following method, each

job is assigned to a particular grade/category depending on the type of jobs, the organizations required?

Ranking method

Classification method

Factor comparison method

Point factor method

Which of the following step is MOST important in

creating job-fit?

An effective selection process

Promotion and transfer of existing employees

Training of employees

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Competitive compensation packages

Question No: 49 -

Organization has legitimacy and rationale configuration that is why it is said to be a/an:

Formal organization

Informal organization

Virtual organization

Learning organization

According to the 'Hawthorne Studies' productivity of employees:

Increased by increasing light intensity

Decreased by decreasing light intensity

Increased by observing them

None of the given options

Question No: 51 (Marks: 5)

Company consults its legal advisor for some legal assistance, what sort of power that legal advisor will practice?

ANS: The legal advisor will practice the following power:

Expertise: It is a type of power which is possessed by a person due to personal expertise and knowledge.

Using his expertise and knowledge advisor will provide legal assistance to the company and help them

to get rid of their problems.

Question No: 52 (Marks: 10)

Identify the measures that should be taken to make the performance appraisal system of an organization more effective.

ANS: Effective Performance Appraisal: In order to

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make performance appraisal more effective the following measures should be taken:

1. **Providing training to appraiser:** Before starting the appraisal it is important that the appraiser must be trained well so that he/she does not commit the common mistakes of performance appraisal.
2. **Ensuring mistakes are not made during appraisal:** An effective appraisal system is free of errors and appraiser carries appraisal well.
3. **Proper methods are used:** A proper method to carry performance appraisal should be adopted to make it effective.
4. **Clear objectives:** It should be clear in appraiser's mind that what should be evaluated and for what reason he/she is being evaluated.

Being a manager how can you make the performance appraisal system of your organization

legally defensible? <http://vustudents.ning.com>

Identify the methods that can be adopted to maximize the effectiveness of learning.

ANS: Maximize Effectiveness of Learning:

To maximize the effectiveness of learning the following methods (learning principles) should be adopted:

1. **Participation:** Learning is only effective when the learners participate in the learning process. So such conditions should be

provided to learners so that they participate in the learning process.

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2. **Repetition:** An important aspect to enhance learning is repetition that is given the learner the opportunity to practice what he is being taught.

3. **Relevance:** Learning must be problem centered rather than content centered. People should be trained when there is some deficiency in them and the learning is solving that problem.

4. **Transference:** Learning is no effective if it is not transferred to actual workplace so that trainees should apply what they have learned the skills and knowledge to workplace to increase their productivity. So it should be ensured that transfer of learning takes place.

5. **Feedback:** Feedback of performance is necessary for learning. Feedback helps employees to improve their performance.

While downsizing, organizations sometimes reduce the number of its employees by offering early retirements because:

HR requirement is less than existing number of employees

HR requirement is greater than the existing number of employees

Company's cost in terms of employee compensation can be saved

Organizations can be more efficient by this action of management (correct)

Which of the following can be an alternative decision to employee termination?

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Demotion

Retirement

Resignation

Lay-off (Correct)

If the time between violation & the respective penalty implementation lengthens, the impact of the

disciplinary action will:

Be exceeded (Correct)

Remain the same

Become invisible

Be reduced

Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

Manager only (Correct)

Charismatic leader

Leader only

Leader & manager at the same time

What sort of relationship exists between 'negative reinforcement'

& 'punishment'?

Both are similar concepts

Punishment leads to negative-reinforcement (Correct)

Negative-reinforcement leads to punishment

Both leads to similar consequences
'Federal law' requiring employers to give 60 days notice prior to plant closing or major layoff, as stated by:

Statutory right of employees (Correct)

Employer itself

Due process by an employer

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Union recommendations
Which of the following facilitates the employer to hire, fire, demote or promote anyone, in the absence of any legal obligation?

Discrimination law

Employment at will (Correct)

Affirmative action

Equal employment opportunity

'Honda Pakistan', implemented a safety & health

program for its employees after consulting experts

and management in the organization. But, no reduction in the accidents or injuries is observed.

Identify a reason which is least possible to the failure of this Safety & Health program?

Company is not considering inputs of employees regarding safety decisions

Safety & health program is not communicated properly to all employees

Proper safety & health training has not been

provided to the employees (Correct)

Proper budget is not allocated to safety and health

program as required

Which one of the following is NOT included in the

content of 'Employee Handbook'?

Fringe benefits

Safety procedures

Financial statements (Correct)

Job duties

"Accounting staff of a EFU General Insurance ltd,

share information of different departments to assist

in preparing the annual budget on a consistent

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basis". Which type of communication it is?

Diagonal communication

Horizontal communication (Correct)

Upward communication

communication

Under a strong union influence, the union members demanded the salary increment as per the

rate of increase in inflation. As an HR manager what will be your initial step?

Rejecting the request as it is unnecessary

Approving the demand immediately

Asking union to make a contract

Arranging negotiation to discuss the issue

**According to which of the following view,
"conflict
is bad and should be avoided"?**

Behavioral view (Correct)

Traditional View

Human Relations View

Interactionist View

**If the political behavior is motivated by
selfserving
interests without taking into account the
goals of the organization, the move would be
considered as:**

Ethical

Neutral

Unethical (Correct)

Intense

**Legitimate power includes which of the
following?**

**Acceptance of authority by organizational
members (Correct)**

Limited ability to reward employees

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Ability to only punish employees

Limited control of company's physical resources

**A power base that depends on fear comes under
which of the following category of power?**

Reward power

Coercive power (Correct)

Referent power

Legitimate power

Which of the following is NOT included in time-off benefits?

On-the-job breaks

Annual holidays

Flexi time (Correct)

Paid leaves

Ali was working as MTO in ABL & getting the package of Rs.20.000, few weeks ago he resigned from ABL & joined HBL which is offering him Rs.30,000 at the same post of MTO. In this situation HBL is adopting the _____ pay strategy.

Above market rate (Correct)

Below market rate

At market rate

All of the given options

What type of pay plan is being used when workers

are paid a sum for each unit they produce?

Base pay

Competency-based pay (Correct)

Bonus pay

Piecework pay

To make the 'Ranking Method' of job evaluation

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more effective:

Perform performance appraisals on regular basis

Train employees prior to appraisals

Develop high compensation packages

Clearly define job description initially

Miss. Fouzia wants to excel herself in the banking

field by clearing the IBP Superior Qualification (ISQ) examination. But her current job's strict timings do not allow her to fulfill her plans. To address this problem, the bank could help her by:

Providing her with a career coach

Encouraging her to join a career success team

Facilitating her with flexible working hours

Suggesting her a better occupation to adopt

Which of the following is part of a manager's role

in the career development of an employee?

Communicating the mission, policies and procedures

Utilizing career development opportunities

Participating in career development discussions

Establishing goals and career plans

Which of the following plays a role in assessing interests, seeking out career information and utilizing development opportunities in career development?

Individual

Manager (Correct)

Supervisor

Company

The lifelong series of activities that contribute to a

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person's career exploration, establishment, success, and fulfillment is called:

Organizational development

Career management (Correct)

Career development

Career planning

How do compensation and benefits with a career development focus differ from compensation and benefits with a traditional focus?

Employee's productivity is rewarded

Employee's efficiency is rewarded

Enhancement in abilities is rewarded

All of the given options (Correct)

Amjad has reached the age of full retirement, but

he still wants to continue his job. Moreover, organization has not yet found any replacement to

him. In such situation Amjad should pursue:

selling to utilize his leisure time

Search careers outside the company

Psychological counseling to prepare for retirement

Extension of current job within company

Which of the given objective is mainly focused during pre-retirement educational programs?

Improve job satisfaction among senior staff

Enhance employee performances through such concerns

Prepare employees for their upcoming retired life (Correct)

Minimize medical claims from retirees

During which stage of socialization, employees

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successfully internalize the organizational norms & beliefs?

Pre-arrival stage

Encounter stage

Metamorphosis stage (Correct)

Post-retirement stage

During which of the following interview, an interviewer asks probing and open-ended questions?

Structured interview

Unstructured interview (Correct)

Formal interview

Planned interview

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

Selection

Recruitment (Correct)

Staffing

Enrollment

Which of the following is a force by which personality traits (expertise) affects others' behavior?

Power

Influence (Correct)

Authority

Command

Which of the following practice involves the selling off portions of the company and making severe staff reductions?

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Redesigning

Restructuring (Correct)

Organizational designing

Reengineering

People can be more productive while working in:

Isolation

Groups (Correct)

Crowd

None of the given options

The MOST common reason that an expatriate fails at an international assignment is ____.

Incompetency

Technical demands of the job

Expense

Family pressures (Correct)

Previous company records & customer satisfaction

surveys may serve as a source for:

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Cultivating learning culture within the organization (Correct)

Determining deficiencies that require training

Developing career development plans for employees

Identifying training outcomes through evaluation

The best hiring occurs when the goals of which of the following should consistent to each other?

HR managers, Finance managers

Head office, Branch

Organization, Individual (Correct)

Lower managers, Top managers

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Which one of the following is NOT the advantage of Workforce Diversity?

Multiple perspectives

Greater openness to new ideas

Increased creativity and flexibility

Decreased problem-solving skills (Correct)

Due to which of the following reason, subordinates

may feel dissatisfied with their appraisal interviews?

They feel threatened during the interview

They can influence the course of the interview

Constructive interviewer is conducting the interview

Their poor performance is being highlighted

Which of the given solution served as the best one

for reducing the problem of central tendency in performance appraisals?

Rank employees

Train supervisors to avoid it (Correct)

Impose a distribution for performance

Consider the purpose of the appraisal

Some supervisors, when filling in rating scales, tend to avoid the highs and lows on the scale and rate most people in the middle. This type of evaluation is said to be effected by:

Stereotyping

Central tendency (Correct)

Strictness

<http://vustudents.ning.com> . n i n g L . e c n o i e m n c y

“Ongoing process of managing & evaluating both the behavior & outcomes in the workplace” is

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known as:

Training & development

Performance appraisal (Correct)

Compensation management

Job analysis

Employees' routine working is now being monitored through computers electronically; this

trend has affected the Performance Appraisal (PA)

system in which of the following manner?

Development of PA on more frequent basis

Enhanced importance of PA for employees

PA have become more accurate & efficient one

Human involvement is completely removed

By what means, organizations show concerns for their employees and earn their commitment?

Solely ensuring job security of employees

Provide career development opportunities

Promise after retirement incentives only

Offer stock options limited to senior employees

The frequency of conducting the performance appraisal depends on:

Environmental challenges

Training sessions

Job analysis

Organizational policies (Correct)

Evaluation method generally adopted by most of the educational institutes to evaluate the students'

academic performance is:

Project based method (Correct)

Focal point method

Anniversary method

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Base timings method

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

Scientific approach

Rational approach

Human relations approach

Systematic approach (Correct)

In Hawthorne studies which decisive factor was

used in the variation of the workers' performance?

- Safety measures
- Health condition
- Light variation
- Salary bonuses

Which of the following signifies a term "Task" as a

component of an organization?

- Organizational HR
- Organizational hierarchy
- Mechanical process (Correct)**
- Existence purpose

Which of the following abilities are categorized as

the Technical skill of an individual?

- Judgment & creativity
- Analysis & communication
- Knowledge & proficiency (Correct)**
- Innovation & advancement

Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:

- Equal employment opportunity
- Affirmative action (Correct)**

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- HR planning
- Litigation process

The cognitive component consists of a person's:

- Emotions

Knowledge (Correct)

Attitude

Feelings

Yousaf has beaten his fellow employee for which his manager has dismissed him. Evaluate manager's response in terms of ethical application of power.

Answer:

No employee is supposed to get physical with any of the colleagues. Manager's decision was the extreme as he could have brought both employees together and tried to know the problem between them. I see this move as an unethical act by the manager.

What measures should be taken to limitize the union membership by employees? Explain each in detail.

Answer:

When do organizational people indulged themselves in organizational politics? Discuss any five factors in detail.

Answer:

Organizational politics are actions that allow people in organizations to attain goals without going through ceremonial channels. Whether political activities help or hurt the organization depends on whether the person's goals are steady with the organization's goals.

In the impartial model of organizations, people are

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assumed to manage sensibly, based on clear information and well-defined goals.

There are few factors that result in political activities

in an organization and are explained as under.

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1. **Changes in Leadership** which changes conventional associations and processes can create an opportunity for increased political behavior.
2. **Changes in Coordination and integration** of organizational activities used to achieve common goals can also lead to an increase in political behavior.
3. **Changes in any of the five contextual forces, i.e.** environment, technology, strategy, culture, and structure, can generate uncertainty over resource allocation, leading to an increase in political behavior.
4. **Blame & Integration.** Blaming and attacking others to deflect attention from one's mistakes and using ingratiating behavior to gain favor are unethical and negative types of political actions.
5. **Building Relationship** . People develop relationships through coalitions, grouping, networks, and accommodating managerial linkages. Coalitions are relationships formed over specific issues. Alliances are general

agreements of support among different individuals and groups; and networks are broad, loose support systems. Relationship

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building can either help or harm the organization.

In order to get advantage of each method, will it be

a sensible decision to simultaneously apply all the

four methods of job evaluation?

Answer:

Four methods of Job evaluation

1. Ranking Method: Raters examine the description of each job being evaluated and assemble the jobs according to their value to the corporation. This technique requires a team characteristically composed of both management and employee delegate to arrange job in a simple rank order from uppermost to lowest. The most noticeable restraint to the ranking method is its utter lack of ability to be managed when there are a large number of jobs.

2. Classification Method: A job evaluation method by which a number of classes or ratings are

defined to explain a group of jobs is known as categorization method. The classifications are created by identifying some common denominator skills, knowledge, and responsibilities with the desired goal being the

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criterion of a number of distinctive classes or grades of jobs.

3. Factor Comparison Method

Raters need not keep the entire job in mind as they evaluate instead, they make decisions on separate phases, or issues, of the job. A basic fundamental hypothesis is that there are five universal job factors: (1) Mental Requirements (2) Skills (3) Physical Requirements (4) Responsibilities 5) Working Conditions.

4. Point Method: Raters assign numerical values to specific job components, and the sum of these values provides a quantitative appraisal of a job's relative significance. The point method requires selection of job factors

according to the nature of the specific group of jobs being evaluated. After determining the group of jobs to be studied, analysts conduct job analysis and write job descriptions. Next, the analysts select and define the factors to be used in measuring job value and which become the

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standards used for the evaluation of jobs. Education, experience, job knowledge, mental effort, physical effort, responsibility, and working conditions are examples of factors typically used.

Which of the following employee benefits are legally imposed on organizations?

Social security

Stock options

Care centers

Flexible hours

Question No: 2 -

Leadership will mostly be considered failed if:

Leaders are appointed by top management

Leader established high goals to be achieved

Leader also plays the role of a manager in an organization

Followers stop sharing their issues with a leader

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Usually it is observed that after becoming the team's captain the player's own performance declines. What could be the reason behind it?

Unable to handle extra pressure

Absence of task related knowledge

Lack of high energy level

Imposed on a team by management

'Unilever' comes under which of the following categories while conducting its business globally?

Domestic

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International

Multinational

Transnational

Which group of employees may also be known as expatriate?

Parent-country nationals

Host-country nationals

Third-country nationals

Local-country nationals

_____ are citizens of the country in

which the multinational company has its headquarters.

Expatriates

Third-country nationals

Home-country nationals

Host-country nationals

Neither an organization nor any organizational member can provide the employee database information to any person/organization without the permission of the concerned employee. This restriction is supported by:

Employment at will

Discrimination law

Rights to privacy

Labor law

Communication in which information flows from the top of the organizational management hierarchy to the employees telling them what is the mission and what are the policies of the organization is known as:

Diagonal communication

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Horizontal communication

Upward communication

Downward communication

All of the following would be considered as sources

of conflicts, EXCEPT:

Goal incompatibility

Different values and beliefs

Lack of resources and finances

Strengthened team dynamics

The labor union of 'SAGA Trading Pvt Ltd' is

demanding company to buy resources from their settled place. Company didn't bother about raising such issue by the union, as the issue comes under:

- Labor issues
- Mandatory issues
- Permissive issues

Prohibited issues

According to which of the following view, "conflict should be encouraged and managed"?

- Traditional View

Human Relations View

- Interactionist View
- Behavioral view

Asif has punished his subordinate for the reason that he had refused to drop Asif's children at school. What type of power Asif practiced over his subordinate?

- Referent power
- Social power
- Personal power**
- Charismatic power

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If being a manager you have the power to dismiss, suspend or demote your subordinates, you are said

to have which of the following power?

Charismatic power

Referent power

Coercive power

Legitimate power

Question No: 14 -

Performance measures include all of the following,

EXCEPT:

Individual's productivity

Team's productivity

Departmental productivity

Market productivity

Which of the following is NOT included in time-off

benefits?

On-the-job breaks

Annual holidays

Flexi time

Paid leaves

For which of the following reason, organizations consider employee benefits important?

To attract new blood in the organizations

To retain the valuable employees

To create good reputation in the market

All of the given options

Question No: 17 -

Which of the following is NOT included in direct financial payments?

Wages

Insurance

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Commissions

Incentive

employee's performance is so poor that a written warning is required, that warning should:

Identify the standards by which the employee is judged

Contain examples of employees who met the standards

Provide previous examples when employee met the standards

Be sent to the employee in question and to the superior manager

If a supervisor wants to criticize his subordinate in

an appraisal interview, it is best to:

Hold meeting with other people to diffuse the negative situation

Provide examples of critical incidents by that employee

Acknowledge personal biases with the employee

Scold the employee on excuses for poor performance

Which of the following depicts today's major barrier to career advancement of the working ladies?

Top management is usually male oriented

Lack of educational opportunities for women

Common perception that woman can never be a better boss

Difficulty in balancing the work and family life

Which of the following is part of a manager's role

in the career development of an employee?

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Communicating the mission, policies and procedures

Utilizing career development opportunities

Participating in career development discussions

Establishing goals and career plans

Which of the following is a part of organization's role in the career development of an employee?

Communicating the mission, policies and procedures

Providing timely performance feedback

Participating in career development discussions

Seeking out career information

Which of the following term is used to represent the shift in job position without any change in salary or grade?

Promotion

Transfer

Demotion

Resignation

Employee commitment had suffered a lot in recent

years due to which of the following reasons?

Structural downsizing

Skill inadequacy

Rational appraisals

Organizational expansion

Shehzad planed to retire from his company

because he would get a better package after 30 years of service. However, according to him without a job it would be difficult for him to spend time so he may consider other options. What do you suggest for him?

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Explanation of social security benefits
Pursue career outside the company
Counseling to utilize leisure time

All of the given options

How organizations prepare their employees for retirement?

Provide leisure time counseling
Search careers outside the company
Explanation of social security benefits

Psychological counseling to accept retirement

Which of the following measures are taken to assess the intensity of employees' satisfaction and

their attitude toward the training program?

Continuous feedback

Profitability rate
Market share
Productivity levels

Which of the following is the greatest contributor

towards the success of an organization?

Prevailed grapevine network of employees

Conduct frequent trainings to employees

Set goals to define the direction to pursue

Implementation of the newest technology

Which of the following test is used to measure a candidate's knowledge regarding job duties he/she

is supposed to perform in a particular job position?

Work knowledge test

Trade knowledge test

Job knowledge test

Position knowledge test

The extent to which an employment selection test

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provides consistent results is known as:

Reliability

Dependability

Consistency

Trustworthiness

Which of the following term is used as the indicator of missing information by the applicant while making selection decision?

Red flag

Red alert

High alert

Alarming situation

Which of the following method is used to inform employees about the company's job openings?

Job publishing

Job declaration

Job opening

Job listing

Organizations started focusing on quality, productivity and efficiency during:

Mechanistic period

Legalistic period

Organistic period

Strategic period

Which of the following aspect should be considered

during task analysis, before conducting the training

in an organization? <http://vustudents.ning.com>

Individuals who require training

Shortcomings in existing technology

Ineffective feedback system of organization

Areas where training is required

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'Due to lack of knowledge among employees, they

are unable to operate the computerized MIS',

which of the following addresses this problem?

Provision of new computers

Conduct relevant training

Supply input devices

Supply output devices

The process by which people acquire skills & abilities required to perform jobs at hand, is known

as:

Learning

Training

Development

Need analysis

According to which of the following interview type,

several applicants are being interviewed by one or

more company representatives?

One-to-one interview

Panel interview

Group interview

Stress interview

Which of the following represents the basic goal of

the recruitment?

Communicate job opening positions clearly

Attract maximum number of applicants

Self select out the candidates to save time and money

Attract the qualified candidates & not the unqualified ones

Which of the given solution served as the best one

for reducing the problem of central tendency in

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performance appraisals?

Rank employees

Train supervisors to avoid it

Impose a distribution for performance

Consider the purpose of the appraisal
Rating a person high or low on all items because of one characteristic during performance appraisal, is known as:

Halo effect

Central tendency

Stereotyping

Biasness

Management by objectives (MBO) refers to an appraisal method, which:

Evaluates progress made toward the accomplishment of measurable goals

Assigning scale points with specific examples of good or poor performance

A log of positive and negative examples of a subordinate's work-related behavior

Assigning predetermined percentages for different performance categories

If a performance appraisal focuses on an employee's quality and quantity of work, then the performance appraisal is focused on measuring

_____.

Generic dimensions of performance

Performance of actual duties

Employee competency

Achievement of objectives

Which of the following is NOT one of the

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guidelines for effective goal setting?

Allocate specific goals

Set challenging but achievable goals

Assign consequences for performance

Encourage employee participation

All of the following could be the reasons of an employee stress, EXCEPT:

Supervisor's rude attitude

No recognition of efforts

Job insecurity and safety

Missing out the thanking notes

Management has pointed out Mr. Haseeb as a low

performer & shows their dissatisfaction with his performance, Mr. Haseeb had tried a lot to put more & more efforts but still unable to satisfy the

management, after some time he started overlooked

the appraisal reports as he perceived that management is habitual of criticizing the employees' performance. This reaction by Haseeb

is resulted due to:

Lack of trained raters

Unserious attitude towards appraisal

Lack of proper feedback

Management is biased

Which one of the following is NOT the characteristic of a Virtual Team?

Lack of nonverbal signals

Limited social contact

Increased social relationship

Ability to overcome time and space constraints

Jobs are identified & grouped during which of the

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following managerial function?

Planning

Organizing

Leading

Controlling

As a result of which of the following activity, HRIS

is gaining popularity day by day?

Generating organizational reports

Managing resources effectively

Retrieving timely information

Handling bundles of data

HRIS provides information that supports organizations in:

Designing compensation packages

Launching new equipments

Forecasting financial budgets

Anticipating customers' trend

'Job description' provides which of the following information?

Working conditions prevailing in an organization

Set of KSA required to perform a job

Level of experience mandatory for a particular job

Individual's general attitude that affects the job performance

Question No: 51 (Marks: 5)

What are the criteria that make the leaders & managers similar to each other?

There are some points by which leaders and

managers

become similar to each others.

1. Both leader and manager interact and motivate their

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subordinates.

2. Both leader and manager have power over their subordinates.

3. Leaders work for achieving the desire strategic goals

while managers also work for getting their goals.

4. Both works in organizations. Both are responsible

for their subordinates and people.

Question No: 52 (Marks: 10)

Leaders should be selected by the respective followers or must be imposed by the policy makers?

In your opinion which could be the better option?

Elaborate in detail by explaining the pros & cons of

both the situations.

Leaders are selected by the respective followers

because as we know that best leaders are selected by

the people who want him. The good leader is that who

leads his followers. So his people will follow him.

But

if a leader is selected by policy makers, may be this leader will not be able to motivate and guide his people. Because there is no opinion taken from people

in selection of this leader. We will take a real example

from today's life.

For example, if we select a leader in elections on high

majority, we will be happy from that leader. But if some party has select a leader without the knowledge

of people. That will be not a good opinion. I think that

the first sentence will be correct in my view.

Question No: 53 (Marks: 10)

A warehouse of a company caught fire, a labor named Iftikhar had voluntarily took steps to extinguish the fire. For this act of bravery,

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company's management awarded him with the 'medal of bravery'. In the light of Maslow's Need

Theory, how will you evaluate this reward offered

by company to appreciate & keep Iftikhar motivated?

According to Maslow's Need Theory, money can motivate an employee. But here the company awarded

Mr Iftikhar a Medal. So Iftikhar will try to work more hard for getting cash award to fulfill his lower needs. If for example Iftikhar gets money awards on his performance, he will try to fulfill his higher needs. For this he will do some special work to inspire its managers.

Question No: 54 (Marks: 10)

How can managers reinforce positive behaviors among their employees through non-monetary incentive? Support your answer by providing any practical example of such practices adopted in various organizations.

In organizations, managers can motivate positive behaviors among their employee through some nonmonetary incentives. By which all employees will be neutrally work and motivated.

Manager should provide non-monetary rewards to their employees. For example, Employee must have a pleasant working environment, so they will enjoy their work with good performance.

Also their behavior will be positive.

They should be trained in a good way.

Social security is also a right of employees.

Managers

should provide disability insurance, medical, and

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security for employees.

Which of the following is a part of non-financial compensation?

- Monthly commission
- Employee autonomy
- Stock option
- Medical allowance

Which of the following employee benefits are legally imposed on organizations?

- Social security
- Stock options
- Care centers
- Flexible hours

Background and reference checks are made by HR

department while hiring employees to:

- Evaluate employee's capability
- Meet requirements of federal law
- Check employee's communication network

Check authenticity of provided information

Hamid immediately left the organization for personal reasons during the office hours without informing his manager. Manager should take notice

of it because:

It is his responsibility to remain informed about employees' problems

It is a disciplinary problem that requires immediate action

It is about assigning Hamid's work to some other employee before leaving

It is his responsibility to keep record of enter & exit of employees during office hours

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‘Unilever’ comes under which of the following categories while conducting its business globally?

- Domestic
- International
- Multinational
- Transnational

Mehmood, a Pakistani national is working in the HSBC, Pakistan branch of a China based multinational bank. Mehmood is therefore be classified as a/an:

- Expatriate
- Third-country national
- Home-country national
- Host-country national

Which group of employees may also be known as expatriates?

- Parent-country nationals
- Host-country nationals
- Third-country nationals
- Local-country nationals

Amjad is a Pakistani born national who is working

in Saudi Arabia as a HR manager for an American

company. So, Amjad is a/an:

- Expatriate
- Third-country national
- Home-country national

Host-country national
**Assessing an employee's probable success in
handling a foreign transfer and the best
predictor
of future success is proved to be:**
Job competence

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Past international travel
Language skills
Extraversion
**Ali often gets aggressive on minute things, the
counselor indicate his responses as:**
Short-term physical symptom of stress
Long-term physical symptom of stress
Behavioral symptom of stress
Internal symptom of stress
**The 2 factors used by Hertzberg in 'Two factor
theory' are:**
Expectancy & relatedness
Hygiene & motivators
People X & people Y
Self-esteem & security
**Organizational guarantee about the job security
is
a functional form of:**
Statutory law
Contractual law
Public policy
Management rights
Occupational health & safety refers to which of

the
following dimensions of a workforce that result
from the work environment provided by the
organization?

Physical & physiological

Physiological & Mycological

Chronological & psychological

Physiological & psychological

Which one of the following is NOT included in
the
content of 'Employee Handbook'?

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Fringe benefits

Safety procedures

Financial statements

Job duties

The physical or psychological condition induced
in

workers by overwork or overexposure to stress
in

the workplace, is known as:

Exhaustion

Burnout

Collapse

Fatigue

The labor union of 'SAGA Trading Pvt Ltd' is
demanding company to buy resources from their
settled place. Company didn't bother about
raising

such issue by the union, as the issue comes

under:

- Labor issues
- Mandatory issues
- Permissive issues
- Prohibited issues

According to which of the following view, "conflict

is bad and should be avoided"?

- Behavioral view
- Traditional View
- Human Relations View
- Interactionist View

Activities that people perform to acquire and enhance their power & other resources, to obtain their preferred outcomes, are represented as:

- Authorities
- Politics
- Principles

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Asif has punished his subordinate for the reason that he had refused to drop Asif's children at school. What type of power Asif practiced over his

subordinate?

- Referent power
- Social power
- Personal power**
- Charismatic power

A power base that depends on fear comes under which of the following category of power?

Reward power
Coercive power
Referent power
Legitimate power

For which of the following reason, organizations consider employee benefits important?

To attract new blood in the organizations
To retain the valuable employees
To create good reputation in the market

All of the given options

Which of the following pay category depicts the increase in salary, the firm awards to an individual employee based on his or her individual performance?

Merit pay
Variable pay

Piecework pay

Job-based pay

Rewards offered to individuals serving at the managerial positions on monthly basis are termed as:

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Commission

Salary

Wage

Bonus

When an employee's performance is so poor that a

written warning is required, that warning should:

Identify the standards by which the employee is judged

Contain examples of employees who met the standards

Provide previous examples when employee met the standards

Be sent to the employee in question and to the superior manager

Which of the following methods of performance appraisal includes evaluating performance by assigning predetermined percentages of rates into performance categories?

Alternation ranking

Paired comparison

Forced distribution

Graphic ranking scale

Which of the following is MOST essential for sustainable performance of an employee?

Clearly defined job description

Career development opportunities

Commitment from top management

Feedback in term of appropriate rewards

Which of the following is a part of organization's role in the career development of an employee?

Communicating the mission, policies and

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procedures

Providing timely performance feedback
Participating in career development discussions
Seeking out career information

Which of the following plays a role in assessing interests, seeking out career information and utilizing development opportunities in career development?

Individual
Manager
Supervisor
Company

Employee commitment had suffered a lot in recent

years due to which of the following reasons?

Structural downsizing
Skill inadequacy
Rational appraisals
Organizational expansion

How organizations prepare their employees for retirement?

Provide leisure time counseling
Search careers outside the company
Explanation of social security benefits
Psychological counseling to accept retirement

Which of the following phase includes the content

development of training program?

Training evaluation
Training design
Training need analysis
Defining training objectives

Who is responsible for hiring the wrong person for

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the particular job?

HR manager

Regional manager

Regional head

CEO

Which of the following strategy is said to be more

effective to motivate contingent workers?

Facilitate with job security

Make jobs more appealing

Develop interest through job rotation

Provide challenging projects

The inner drive that directs a person's behavior towards goal attainment is known as:

Attitude

Performance

Motivation

Need

Which of the given employment testing approach

requires individuals to perform activities similar to

those they might encounter in an actual job?

In-basket technique

Role playing

Interview simulations

Case study

Ahmed, the supervisor of the manufacturing department, is in the process of evaluating his staff's performance. He has determined that 15%

of the group will be identified as high performers,

20% as above average performers, 30% as average performers, 20% as below average performers, and 15% as poor performers. He is using a _____

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method.

- Graphic rating scale
- Constant sum ranking scale
- Forced distribution
- Alternation ranking

According to which of the following method, each

job is assigned to a particular grade/category depending on the type of jobs, the organizations required?

- Ranking method
- Classification method
- Factor comparison method
- Point factor method

Management has pointed out Mr. Haseeb as a low

performer & shows their dissatisfaction with his performance, Mr. Haseeb had tried a lot to put more & more efforts but still unable to satisfy the

management, after some time he started overlooked

the appraisal reports as he perceived that management is habitual of criticizing the

employees' performance. This reaction by Haseeb

is resulted due to:

- Lack of trained raters
- Unserious attitude towards appraisal
- Lack of proper feedback
- Management is biased

Question No: 39 -

HR generalist is involved in:

- Performing all or few (more than one) HR functions
- Performing a single focused HR function

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Providing orientation to employees only
Designing special compensation packages for female employees

Managers who are indulged in establishing policies

& procedures are fall under which category?

- Staff
- Line
- Functional
- Operational

In Hawthorne studies which decisive factor was used in the variation of the workers' performance?

- Safety measures
- Health condition
- Light variation
- Salary bonuses

Which of the following term defined Management

Sciences Department of the Virtual University (VU)?

System

Subsystem

Board

Arrangement

Strategic managers are responsible for overall:

Production

Planning

Controlling

Changes

Which of the following terms correctly represents

different types of managers?

Tactical, operational, functional

Tactical. operational, strategic

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Executive, CEO, director

Dimensional, functional, strategic

According to which act, pay discrimination on the

basis of gender for same position & performance is

prohibited?

Civil rights

Equal pay

Worker compensation

Age discrimination

Which of the following Management functions are applicable w.r.t HRM?

Planning, organizing, leading & controlling

Planning & organizing only

Leading & controlling only

None of the management functions applied

While developing laws, management should be able to:

Implement laws by force

Modify as per requirement

Defend their decisions

Easily convey among employees

Which of the following emerged when individuals

realized the strength they could gain by joining together to negotiate with employers?

Trade unions

Human relation movement

Employment legislations

None of the given options

Matching job description with the individual's qualification, is one of the important aspects of:

DBMS (Data Base Management System)

<http://vustudents.ning.com>

IS (Information System)

MIS (Management Information System)

HRIS (Human Resource Information System)

Question No: 51 (Marks: 5)

Parveez was asked for the explanation of his frequent leaves in a month. The justification he

made was his illness but he was unable to provide any medical prescription to prove his illness. Does management accept his excuse? Justify.

Question No: 52 (Marks: 10)

What are the advantages and disadvantages of using home country nationals in international assignments?

Question No: 53 (Marks: 10)

What are the different dimensions of stress? List & discuss them in detail.

1) Appraisal of a worker's performance can be described as:

- a) Planning Activity
- b) Organizing Activity
- c) Controlling Activity**
- d) Leading Activity

2) Hawthorne studies depict the effects of work environment on:

- a) Human Behavior**
- b) Human Performance
- c) Human Satisfaction
- d) All the given options

3) Process of working with different resources to accomplish organizational goals is known as:

- a) Strategic management

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- b) Human Resource management

c) Management

d) Team work

4) The concept of how a person behaves in a group can be attributed to:

a) Thermodynamics

b) Group Dynamics

c) MBO (Management by objectives)

d) Group Behavior

5) The study of Organizational Behavior is closely related to:

a) Human Psychology

b) Human Behavior in general

c) Human Behavior at work

d) Human-Machine Interaction

6) Essential component of an organization is:

a) Team

b) Structure

c) Individual

d) None of the given options

7) The whole is greater than the sum of its parts is known as:

a) Efficiency

b) Effectiveness

c) Productivity

d) Synergy

8) Virtual teams can contribute to better coordination among the team members because:

a) Technology brings them together on a forum.

b) Team members meet physically with each other

c) Team members share views among themselves

<http://vustudents.ning.com>

via communication links.

d) Team members have the real time environment for interaction.

9) Setting standards should be left to the employee rather than organization leads to self controlling because:

a) It follows the management by objective approach.

b) It increases the productivity of the worker

c) It increases the confidence of workers

d) Workers come up to the high standard since they have no pressure from his superiors.

10) Which one is not basic component of OB (Organizational Behavior) Model?

a) Organization

b) Group

c) Team

d) Individual

Organizations started giving more focus on the quality of work life (QWL) during:

1960-70

1970-80

1980-90

1990-2000

Which of the following is MOST important to manage workforce diversity?

• a) Lower cohesiveness

• b) Support group

• **c) Top-level commitment**

• d) Resistance to change

Performance measures include all of the following,

<http://vustudents.ning.com>

EXCEPT:

- a) Individual's productivity
- b) Team's productivity
- c) Departmental productivity
- **d) Market productivity**

While conducting job analysis the 'Observation Method' is useful when:

- a) Job requires more intellectual skills to complete
- b) Job is repetitive in nature
- c) Job is market oriented and requires more data
- **d) Job consists of physical activity like machine operations**

For the selection of pilot, PIA's management took

the written test based on the understanding & application of aeronautical engineering; under which category this test will fall?

- a) Reliable test
- **b) Content-valid test**
- c) Criterion-valid test
- d) Face-valid test

The communication flowing from subordinates to

superiors, is known as:

- a) Diagonal communication
- b) Horizontal communication
- **c) Upward communication**
- d) Downward communication

Leadership is a _____ not a _____.

- a) Position; process

- b) System; phase

<http://vustudents.ning.com>

- c) **Process; position**
- d) Phase; system

Rewards that employees receive as a result of their employment and position rather than performance in the organization are referred to:

- a) Variable pay
- b) Benefits
- c) **Salary**
- d) Bonuses

Which of the following term is used for choosing the individual that is best suited to a particular position and to the organization from a group of potential applicants?

- a) Recruitment
- b) **Selection**
- c) Staffing
- d) Enrollment

Question # 11 of 20 (Start time: 11:18:20 PM)

Total Marks: 1

Which of the following is NOT one of the methods of recruiting outside candidates?

Select correct option:

- a) Job advertisements
- b) **Job postings**
- c) Employment agencies

- d) Executive recruiters

Employee's inability to complete the assigned tasks

within the deadline may leads to:

- a) Decline in his salary only
- b) Increased work burden
- c) Employee demotion only

<http://vustudents.ning.com>

- **d) Disciplinary action against him**

The inner drive that directs a person's behavior towards goal attainment is known as:

- a) Performance
- **b) Motivation**
- c) Need
- d) Attitude

Which performance appraisal technique lists traits

and a range of performance?

- a) Alternation ranking
- **b) Graphic rating scale**
- c) Management By Objective
- d) Paired comparison

The cognitive component consists of a person's:

- a) Emotions

Knowledge

- c) Attitude
- d) Feelings

Which of the following criteria is said to be essential for an effective communication?

- a) Sender and receiver are using the same

code\language

- b) At least two people are involved & willing to communicate
- c) A channel to communicate should be present
- **d) All of the given options**

Employees quit the organizations at their own choice through <http://vustudents.ning.com>

- a) Outplacement, restructuring
- b) Discharging, layoff

<http://vustudents.ning.com>

- c) Transfer, demotion
 - **d) Resigning, retirement**
- The supervisor keeps a log of positive and negative examples of a subordinate's work-related behavior in:**

- a) Management By Objective
- b) Comparison method
- c) Essay method
- **d) Critical incident**

HRIS helps managers to perform

_____ **more effectively & systematically.**

- a) Management functions
- b) Controlling functions
- c) Planning functions
- **d) HR functions**

In which of the following area organizations are

legally bound to maintain consistency in HR policies?

- a) Compensation system
- b) Training & development
- c) Safety measures
- **d) None of the given options**

-- HR-related guidelines for building effective selfdirected

teams include:

- a. designating a strong leader as manager of the team.
- b. eliminating cross training so that workers can concentrate on their jobs.
- c. **providing extensive training so that team members have the skills needed to do their jobs.**
- d. assigning employees who dislike teams to work

<http://vustudents.ning.com>

together as a team to overcome their resistance

Which of the following component of attitude represents a person's opinions, knowledge, and information?

Affective component

Cognitive component

Behavioral component

Objective component

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

Workforce

Stakeholders

Customers
Stockholders

Decision regarding the delivery medium for training is made prior to which of the following step?

Evaluating the training program

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Identifying whether the training is required or not

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Personality test

Polygraph test

Substance abuse

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Which of the following test is used to measure a candidate's knowledge regarding job duties he/she

is supposed to perform in a particular job position?

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Trade knowledge test

Job knowledge test

Position knowledge test

Which of the following is a goal-directed summary

of a person's experience, education and training developed for use in the selection process?

Curriculum vitae

Educational record

Career goal

Interview questioning

Which of the following information is NOT collected through observation method while conducting job analysis?

Who is monitoring the task?

What task has done?

How task has done?

How long a task has taken to complete?

'Fair employment legislation' is applicable to which of the following?

Collective bargaining

Planning & selection

Training & development

Grapevine network

'Career counseling' is part of which of the following functions of HRM?

Compensation & benefits

<http://vustudents.ning.com>

Planning & selection

Training & development

Maintenance of HRIS

The emigration of trained and talented individuals

to other nations mostly due to lack of opportunities

is known as:

- Job insecurity
- Outsourcing
- Workforce diversity

Brain drain

_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

- Norm
- Perception

Role

- Stereotyping

Which of the following skills are required most by the Top-level managers?

- Technical skills
- Interpersonal skills

Conceptual skills

- All of the given options

Which of the following involves channeling the behavior of all personnel to accomplish the organization's mission and objectives while simultaneously helping them accomplish their own career objectives?

- Planning
- Organizing
- Leading**

<http://vustudents.ning.com>

Controlling

Which of the following stage of training module identifies the mediums of training?

Designing phase of training

Training Need Analysis

Determining training objectives

Training evaluation

Previous company records & customer satisfaction surveys may serve as a source for:

Cultivating learning culture within the organization

Determining deficiencies that require training

Developing career development plans for employees

Identifying training outcomes through evaluation

'Due to lack of knowledge among employees, they

are unable to operate the computerized MIS', which of the following addresses this problem?

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Supply output devices

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<http://vustudents.ning.com>

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Labor market

Employment market

Employee market

Job market

Ufone, appointed Mr. Ali just to develop training modules for its employees. In such a case Mr. Ali is

said to be a/an:

HR executive

HR generalist

HR specialist

None of the given options

HR managers who are close & answerable to top management/CEO, and perform one or more HR

functions are titled as;

HR specialists

Functional managers

HR generalists

HR executives

Unilever is serving all around the world with its diversified products, it is said to be practicing:

Technological advancements

Rapid changes

Stakeholders' management

Business globalization

Entrepreneurs are said to perform the:

Interpersonal role

Informational role

Supportive role

<http://vustudents.ning.com>

Decisional role

Good judgment, creativity, and the ability to see the big picture are the abilities of managers having:

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Interpersonal skills

Conceptual skills

Practical skills

Which of the following abilities are categorized as

the Technical skill of an individual?

Judgment & creativity

Analysis & communication

Knowledge & proficiency

Innovation & advancement

Resources are allocated & assigned while:

Planning & Organizing

Leading & Controlling

Organizing & Controlling

Controlling & Planning

Which of the following statement represents "effectiveness"?

Achieve most output with less time

Achieve mass production

Achieve most output with least input

Achieve organizational goals

"A person is known by the company he/she keeps";

is well described by which of the term?

Prejudice

Stereotype

Introversion

Extroversion

A special form of recruitment that involves placing

<http://vustudents.ning.com>

a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

Cooperative work

Student placement

Internship program

Student leasing

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

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Equal pay

Worker compensation

Age discrimination

Which of the following had gained importance during 1970s to save the organizations from courts?

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Human relation movement

Employment legislations

None of the given options

HR department became the main force behind all changes during:

Mechanistic period

Catalytic period

Organistic period

Strategic period

For which of the following employees' participation plays a vital role?

Enhance goals' complexity

<http://vustudents.ning.com>

Develop tools for measurable goals

Redefine goals frequently

Ensure goals attainment

HR department maintains _____ records.

Employee

Sales

Production

Inventory

By retrieving required information timely, organizations are in the position to:

Take critical decisions

Support organizational activities

Facilitate organizational people

Implement strategies more efficiently

The thorough & detailed study regarding jobs within an organization is termed as:

Job analysis

Job description
Job specification
Job evaluation

Which of the following condition stimulates the need of Job analysis within an organization?

Creation of New jobs
Prior to job specification
While modifying existing jobs

All of the given options

The set of tasks & duties assigned to a particular person is said to be his/her:

Position
Duty

<http://vustudents.ning.com>

Responsibility
Work

In order to ensure better compensation & salary packages for employees, organization should develop:

Job description
Job specification
Job evaluation

All of the given options

Which of the following defines the levels of authority to perform the assigned tasks?

Labor union
Competitor's threat

Organizational structure

Pressure group

Question No: 41 (Marks: 10)

Your company is going to launch a new product. For this purpose you have formed a team within an organization. The performance of team is decreasing day by day.

1. State reasons why team is not performing well?

2. What steps you should take to resolve this problem?

)

Organizational Behavior is a study of investigating the impact of:

Employees' behavior in an organization

Societal behavior on an organization

Country's culture on an organization

Country's economy on an organization

<http://vustudents.ning.com>

Which of the following term is used to identify, "what the job holder does"? "how it is done"? & "why it is done"?

Job specification

Job evaluation

Job description

Job title

Which of the following term is used to identify the

physical & mental skills, required to perform by an

individual within a particular position in an

organization?

Job title

Job specification

Job description

Job evaluation

Jobs are compensated on the basis of:

Job analysis

Job specification

Job worth

Job description

_____ **is the main source of innovations.**

Upgraded technology

Human mind

Competitors' pressure

Research & Development

Which of the following HR function is the basic element of recruitment?

Attract the job applicants for the particular post

Select the best one among all applicants

<http://vustudents.ning.com>

Train the people as per organizational requirements

Fire the non-performing employees

“A person is known by the company he/she keeps”;

is well described by which of the term?

Prejudice

Stereotype

Introversion

Extroversion

Terms "Interpersonal skills" and "Human skills"

are used for:

Two different skills

Different managerial skills

Operational skills

Same managerial skills

Which of the following abilities are categorized as

the Technical skill of an individual?

Judgment & creativity

Analysis & communication

Knowledge & proficiency

Innovation & advancement

The intellectual & mechanical process used by an

organization to transform inputs into outputs is termed as:

Task

People

Structure

Technology

Under which of the following authority, an HR manager took the decision to provide training to its

employees regarding the operations of newly

<http://vustudents.ning.com>

installed machine?

Staff

Functional

Line

Implied

Which one of the following is NOT the benefit of making teams?

Every member is mutually accountable within a team

Teams enable organizations to better utilize employees' talents

Teams create trust and a collaborative culture

Teams always perform better than individuals in all situations

Which one of the following is NOT the characteristic of a Virtual Team?

Lack of nonverbal signals

Limited social contact

Increased social relationship

Ability to overcome time and space constraints

Which of the following functions of HRM deals with 'Collective Bargaining'?

Staffing

Forecasting

Employee-assistance management

Employee-relations management

'There is no need to make any new appointment';

therefore, the organization has transferred Mr. Azam to another branch. This step of the organization is taken to:

Increase the labor supply than demand

<http://vustudents.ning.com>

Maintain the balance of labor supply and demand

Decrease the labor supply than demand

Devastate the balance of labor supply and demand

A test conducted to ensure the biological fitness of

an individual by identifying the presence of any inherited diseases like diabetes, heart diseases, neurological disorders etc, is termed as:

Hereditary testing

Gene testing

Instinct testing

Genetic testing

Which of the given employment testing approach

requires individuals to perform activities similar to

those they might encounter in an actual job?

In-basket technique

Role playing

Interview simulations

Case study

According to which of the following interview type,

several applicants are being interviewed by one or

more company representatives?

One-to-one interview

Panel interview

Group interview

Stress interview

'Material wastage has increased to greater extent due to using outdated machinery'. This issue can be

resolved by:

Train machine operators regarding its

<http://vustudents.ning.com>

operations

Replacing the existing machinery with the new one

Using new raw material in production

No action is required as it is not a noticeable issue

Previous company records & customer satisfaction

surveys may serve as a source for:

Cultivating learning culture within the organization

Determining deficiencies that require training

Developing career development plans for employees

Identifying training outcomes through evaluation

Question No: 21 -

Evaluation of training program is conducted:

At the initial stage while design a training

Prior to need assessment phase

Parallel to design a training content

At the last stage of training

HR managers play vital role in:

Setting production targets

Formulating strategies

Publishing financial statements

Preparing reports for shareholders

Which of the following are the groups of social nature that are formed around friendship and common interests?

Formal

<http://vustudents.ning.com>

Structured

Informal

Unstructured

Initially the personnel department was only involved in:

Recruitment & selection

Compensation & benefits

Training & development

Scheduling vacations

'Career counseling' is part of which of the following functions of HRM?

Compensation & benefits

Planning & selection

Training & development

Maintenance of HRIS

'Fair employment legislation' is applicable to which of the following?

Collective bargaining

Planning & selection

Training & development

Grapevine network

Which one of the following is NOT included in 'Training and Development'?

Orientation

Career development

Employee education

Recruitment

Jamal Enterprises' top management refused to consider its female marketing manager for the post of Vice President. This action of the company is representing which of the following?

<http://vustudents.ning.com>

Gender discrimination

Legal consideration

Reverse discrimination

Glass ceiling effect

The process of discovering potential candidates for actual or anticipated organizational vacancies is known as:

HR planning

Job analysis

Recruitment

Selection

The hiring process comprises which of the following steps?

Selection, Recruitment & performance appraisals

Recruitment, Selection & Socialization

Selection, Orientation & Development

Job analysis, Selection & Training

Which of the following defines the process of 'Recruitment'?

Forecasting the demand of human resources

Forecasting the supply of human resources

Discovering potential job candidates for a particular position

Making a “hire” or “no hire” decisions

The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

Application ratio

Recruitment ratio

Selection ratio

<http://vustudents.ning.com>

Employee ment ratio

The extent to which an employment selection test provides consistent results is known as:

Reliability

Dependability

Consistency

Trustworthiness

Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

Vocational interest test

Cognitive aptitude test

Personality test

Psychomotor abilities test

Question No: 35 -

All of the following areas are covered in an employee orientation program, EXCEPT:

Organizational history

Employee benefits
Organizational issues

Organizational politics

Which of the following term reflects the process of preparing organizational people according to the future needs?

Learning
Training
Development
Need analysis

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

<http://vustudents.ning.com>

Workforce
Stakeholders
Customers
Stockholders

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

Rightsizing
Affirmative action

Downsizing
Discrimination

“Self-motivated & result oriented individuals with sound knowledge of combined cycle gas turbine power plant operations and practical experience of mechanical, electrical and I&C maintenance of plant.”

This section of job advertisement represents which of the given term?

Job analysis
Job description
Job specification
Job evaluation

Which of the following statement represents "effectiveness"?

Achieve most output in less time
Achieve mass production
Achieve most output with least input
Achieve organizational goals

Question No: 41 (Marks: 10)

<http://vustudents.ning.com>

How hesitation among newly hired employees can be eliminated through socialization within an organization?

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<http://vustudents.ning.com>

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<http://vustudents.ning.com>

Conceptual skills

All of the given options

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<http://vustudents.ning.com>

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<http://vustudents.ning.com>

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Duty

Responsibility

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Organizational structure

Pressure group

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For this purpose

you have formed a team within an organization.

The performance

of team is decreasing day by day.

1. State reasons why team is not performing well?

2. What steps you should take to resolve this problem?

The re-arrangement of organizational structure &

change in organizational culture is accomplished during:

Task analysis

Organizational analysis

Person analysis

Management analysis

Decision regarding the delivery medium for

<http://vustudents.ning.com>

training is made prior to which of the following step?

Evaluating the training program

Designing the contents of training to be delivered

Identifying whether the training is required or not

Conducting need assessment to identify issues

Organization, where employees are provided with

the opportunity to learn on continuous basis is known as:

Formal

Informal

Bureaucratic

Learning

Which of the following statement defines 'Socialization'?

The formation of an attachment bond between an infant and its career

The tendency of social theorists to explain everything in terms of social causes

The process of becoming part of a society by learning its norms and values

The historical process by which societies change from traditional to modern ones

The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:

Physical examination

Personality test
Polygraph test

<http://vustudents.ning.com>

Substance abuse

In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali?

Reliable test
Content-valid test
Face-valid test

Construct-valid test

What measure should be needed to ensure effective recruitment?

Keep pool of large size to get best out of it

Address personnel needs of applicants
Meet economies of scale for an organization
Clearly understand organizational goals

Which of the following identifies the minimum acceptable qualification that the incumbent must possess to perform a particular job successfully?

Job analysis

Job specification

Job description

Job evaluation

SWOT Analysis is a tool for:

Determining the mission

Dividing missions into goals

Scanning the environment

Monitoring frequent performances

People within a group who initiate the work, give

<http://vustudents.ning.com>

new ideas and also collect information about the task, are actually performing:

Information collector roles

Task oriented roles

Relationship oriented roles

Individual roles

Individual's behavior comprises of:

Heritage

Perception

Emotions

All of the given options

Which of the following term is used to study the collective behavior of individuals within an organization?

Organizational culture

Organizational norms

Organizational behavior

Organizational rules

Which of the following skills are required most by

the Top-level managers?

Technical skills

Interpersonal skills

Conceptual skills

All of the given options

Which of the following department of an organization perform the managerial function of matching organizational needs with the skills & abilities of the employees?

Finance department

Marketing department

Production department

<http://vustudents.ning.com>

Human Resource department

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

Planning

Decentralization

Restructuring

Outsourcing

Which of the following aspect should be considered

during task analysis, before conducting the training

in an organization?

Individuals who require training

Shortcomings in existing technology

Ineffective feedback system of organization

Areas where training is required

As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis.

What will be your next step in this situation?

Maintaining and updating the jobs

Identify objectives of job analysis

Identify the job to be analyzed

Draft job description & job specification

Which of the following step is MOST important in

creating job-fit?

An effective selection process

Promotion and transfer of existing employees

Training of employees

Competitive compensation packages

Members of an effective team should be more:

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Extrovert

Homogeneous

Inflexible

Introvert

_____ team allows groups to meet without concern for space or time and enables organizations to link workers together.

Process

Self-managed

Virtual

Cross-functional

Which one of the following is NOT the characteristic of a Virtual Team?

Lack of nonverbal signals

Limited social contact

Increased social relationship

Ability to overcome time and space constraints

_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.

Synergy

Enthusiasm

Energy

Initiative

Which is NOT a weakness of group decisionmaking?

Group decisions are time-consuming

Groups enhance creativity through diverse views

Group members suffer from ambiguous responsibilities

Groups can be dominated by one or a few

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members

Managers who are indulged in establishing policies

& procedures are fall under which category?

Staff

Line

Functional
Operational

Which of the following term best represents the individuals who have interests in an organization and influenced by it?

Workforce
STACK HOLDERS

Customers
Stockholders

Who collects information from institutions & organizations outside their own, and facilitate the organizational personnels with that gathered information?

Monitor
Liaison
Disseminator
Figurehead

Being a Figurehead, manager has to perform which of the following role?

Informational roles
Decisional roles
Interpersonal roles
Sequential roles

How many levels of management are in a traditional organization?

5

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4

The ability to think about abstract & complex situations is referred to as:

Mechanical skill
Technical skill
Interpersonal skill

Conceptual skill

Controlling is mandatory to:

Large organizations
Small & medium enterprises

All of the given options

Private organizations

"Management" is concerned with the administration of:

Human resource
Financial resource
Physical resource

All of the given options

A special form of recruitment that involves placing

a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

Cooperative work
Student placement

Internship program

Student leasing

Which of the following terminology describes the

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legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?

Affirmative action

Legal compliance

Equal employment opportunity

Stereotype

If the workforce of an organization represents true

proportion of the community sectors in all its job classifications, it represents the

_____ of its affirmative action.

Performance

Gaps

Effectiveness

Discrepancies

Which of the following emerged when individuals

realized the strength they could gain by joining together to negotiate with employers?

Trade unions

Human relation movement

Employment legislations

None of the given options

HR department became the main force behind all

changes during:

Mechanistic period

Catalytic period

Organistic period

Strategic period

As a result of which of the following activity, HRIS

is gaining popularity day by day?

Generating organizational reports

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Managing resources effectively

Retrieving timely information

Handling bundles of data

Achievable & quality performance standards can

be set with the help of accurate:

Job analysis

Job description

Job specification

Job evaluation

Organizational Behavior is a study of investigating the impact of:

Employees' behavior in an organization

Societal behavior on an organization

Country's culture on an organization

Country's economy on an organization

Explain the following terms:

Personality

Perception

Attitude

Values

Ethics

ANSWER:

PERSONALITY: Personality is a combination of psychological traits that describes a person.

PERCEPTION : Perception is the mental process

to

pay attention selectively to some stimuli in the environment.

ATTITUDE : Attitude comprises of feelings, beliefs and behaviors.

VALUES : Values are the basic conviction about what

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is right and wrong.

ETHICS : Ethics are the rules and principles that tell what is right and wrong.

Socialization: In order to reduce the anxiety that new employees may experience, attempts should be made to integrate the person into the informal organization.

HRM department can conduct the orientation in order

to socialize

the newly hired employees with the working environment of the organization. HRM plays a major role in new employee orientation-the role of coordination, which ensures that the appropriate components are in place. In addition HRM

also serves as a participant in program. As job offers are made and accepted,

HRM

should instruct the new employee when to report to work. However, before the employee formally arrives, HRM must be prepared to handle some of the more routine needs of these individuals.

The basic OB model suggests study of organization at

all of the following levels except

organization

groups

individuals

shareholders

Taking action in anticipation of environmental changes

called

corrective action

proactive response

reactive response

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none of the given options

The systematic exploration of activities within a job is

called

job analysis

job design

job description

job specification

All of the individuals and groups that are directly or indirectly affected by an organization decisions are its_____.

- consumers
- suppliers
- stakeholders
- stock holders

Firms using _____ make an extra effort to hire and

promote those in protected groups.

- ethical hiring practices
- affirmative actions
- diversity management
- network groups

What can be a quick, efficient way of gathering information from a large number of employees?

- research
- interview
- observation
- questionnaire

Which basic function of management includes setting

standards such a sales quotas and quality standards?

- staffing
- planning
- controlling

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organizing

Periodic reductions in a company's work force to improve its bottom line is often called

downsizing
decentralization:
outsourcing
restructuring

A group of employees who have joined together for the purpose of dealing collectively with their employer

is known as

shareholders
the labor force
competitors
union

Who is in charge of accomplishing the organization's basic goals?

HR executive
HR specialist
line manager
staff manager

Question No: 11 (Marks: 5)

Why do you think that Strategic Managers of a company should consult HR Manager in planning process?

Question No: 12 (Marks: 5)

Differentiate between HR Executives, HR Generalists and HR Specialist.

Question No: 13 (Marks: 5)

Describe how job analysis permeates all aspects of HRM.

Question No: 14 (Marks: 10)

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What is the difference between Personnel Management and Human Resource Management? How the concept of today's Human Resource Management is evolved?

All of the following are the basic principles or conditions that facilitate learning except:

- Participation
- Training
- Transference
- Feedback

All of the individuals and groups that are directly or indirectly affected by an organization's decisions are called:

- Stock holders
- Consumers
- Suppliers
- Stakeholders

The loss of intellectual property that results when competitors lure away key employees is called:

- Brain Drain
- Hiring
- Firing
- Brainstorming

External Environmental factors that affect a firm's human resources from outside the organization's boundaries are all except:

- Economic conditions
- Legal consideration
- Society
- Corporate Culture

Document that provides information regarding the tasks, duties and responsibilities of a job is called:

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Job Identification.

Job Specification.

Job Description.

Job Evaluation

A formal approach taken by an organization to help people acquire the skills and experiences needed to perform current and future jobs is termed as:

Career planning

Career paths

Dual career path

Career development

A process that significantly affects organizational success by having managers and employees work together to set expectations, review results and reward

performance is:

Performance Management

Performance appraisal

Decentralization

MBO

Applying a valued consequence that increases the likelihood that the person will repeat the behavior that

led to it is termed as:

Self Management

Positive reinforcement

Employee's Assistance Programs

Appraisal system

Method in which Raters assign numerical values to

specific job components, and the sum of these values

provides a quantitative assessment of job's relative worth is known as:

Point method

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Classification method

Ranking method

Positive reinforcement

Work arrangement whereby employees are able to remain at home, or otherwise away from the office and

perform their work over telephone lines tied to a computer called:

Flextime

Scanlon plan

Telecommuting

Autonomy

Managers face following pressing issues that complicate the challenges of motivating their employees except:

Work force diversity

Organizational restructuring

Fewer entry-level employees

Reinforcement

A system of retirement benefits that provides benefits

like disability insurance, survivor's benefits and most

recently, Medicare is called:

Workers' retirement compensation

Employees' pension

Social security

Health and security benefits

A formal, systematic process that permits employees

to complain about matters affecting them and their work is called:

Grievance procedure

Collective bargaining

Boycotts

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Arbitration

Alderfer focuses on three needs:

Physiological, Safety and Ego

Expectancy, Instrumentality and Valance

Existence, Relatedness and Growth

Affiliation, Power and Achievement

Employees seek to join a union because:

They are dissatisfied with aspects of their job.

Feel a lack of power or influence with management in terms of making changes.

All the given options

See unionization as a solution to their problems.

Effective training can raise performance, improve morale, and increase an organization's potential.

True False

Demographic component consists of a person's beliefs,

opinions, knowledge and information.

True False

McGregor's Theory-X states that under the right circumstances, employees would willingly contribute their ingenuity and their talents for the benefits of the organization.

True False

Job rotation involves moving employees to various positions in organization in an effort to expand their skills, knowledge and abilities.

True False

Autocratic leaders share the problem with subordinates as a group.

True False

_____ are those firms that recognize the critical

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importance of continuous performance-related training

and development and take appropriate action.

_____ is a technique for experimenting with a

real-world situation through a mathematical model representing that situation. A model is an abstraction of the real world.

_____ is an employee working in a firm who

is not a citizen of the country in which the firm is located but is a citizen of the country in which the organization is headquartered.

_____ are activities that allow people in organizations to achieve goals without going through formal channels.

When the evaluator perceives one factor as being of paramount importance and gives a good or bad overall rating to an employee based on this factor is called _____.

How is coaching related to leadership?

What is the impact of globalization on HRM regarding personal skills of employees?

Describe the role of HR department in Employee Safety and Health Programs.

How can we use appraisal as a motivational tool?

When is the whistle-blowing justified outside the organization?

How could we use job descriptions to drive our recruiting?

What are the pros and cons of switching to lump-sum payments as compensation instead of base-pay increases?

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Question1: Which of the following personality

characteristics are associated with people who are likely to exhibit violent behavior on the job?

A: Neurotic

B: Optimistic

C: Extraverted

D: Type A

Question2: Which of these suggestions is an effective way to deal with stress?

A: Meditation

B: Exercise

C: Talking with others

D: All of the given options

Question3: In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?

A: Chief executive officer

B: Chief safety officer

C: Occupational safety and health officer

D: Chief operations officer

Question:4 Who distinguished between intrinsic motivation and extrinsic motivation?

A: Frederick Taylor

B: Frederick Herzberg

C: David McClelland

D: Edward Deci

Question5: Which of the following is categorized as an indirect payment portion of employee compensation?

A: Wages

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B: Salaries

C: Employer-paid insurance

D: Commissions

Question6: Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?

A: Family relationships

B: Work performance

C: Your attention to safety

D: All of the given options

Question7: Unemployment benefits are typically about _____ percent of a person's earnings and last for_____.

A: 50; 26 weeks

B: 75; 1 year

C: 100; 2 years

D: 25; 4 weeks

Question8: Unsafe acts can be reduced through all of the following methods except:

A: Job rotation

B: Screening

C: Training

D: Incentive programs

Question9: Which of these is the most common type of retirement plan?

A: Defined benefit

B: ERISA

C: Defined contribution

D: Money purchase plan

tion10: Which one of the following statements is correct in relation to monetary rewards in

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accordance with Herzberg's Two-Factor theory?

A: Pay increases are a powerful long-term

Motivator <http://vustudents.ning.com>

B: Inadequate monetary rewards are a powerful dissatisfier

C: Monetary rewards are more important than non-monetary rewards

D: Pay can never be used as a motivator

Question11: Which pattern of communication is the quickest way to send a message?

A: The circle

B: The chain

C: The Y

D: The wheel

Question12: Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress?

A: An unhappy marriage

B: Ongoing money problems

C: Dissatisfaction with a job

D: All of the given options

Question13: The relative position of an organization's pay incentives compared to other companies in the same industry is known as:

A: Pay structure

B: Pay appraisal

C: Pay level

D: Pay feedback

Question14: Poor quality lateral communication will result in which of the following?

A: Lack of direction

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B: Lack of coordination

C: Lack of delegation

D: Lack of control

Question15: 1Which of the following is a health hazard in the work place?

A: Uncollected waste paper

B: Heavy object

C: Frayed crypt

D: All of the given options

Question16: Managers can motivate people to avoid performing dysfunctional behaviors by using: I. Extinction. II. Punishment. III. Negative reinforcement.

A: I, II, III

B: I and III

C: II and III

D: I and II

Question17: Workers' compensation benefits fall into all of these major categories except:

A: Medical care

B: Retirement benefits

C: Disability income

D: Death benefits

Question18: Expectancy theory focuses on the relationships between which three factors?

A: Needs, effort and persistence

B: Needs, performance and inputs

C: Inputs, performance and outcomes

D: Needs, performance and outcomes

Question19: A horizontal extension of the object

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to increase task variety is called:

A: Job evaluation

B: Job enrichment

C: Job enlargement

D: Job rotation

Question20: Communication between two members of a project team from different function, but the same level of authority is _____ communication.

A: UP ward

B: Downward

C: Lateral

D: Diagonal

Question21: McClelland believes the needs for _____ are most important.

A: expectancy, instrumentality, and valance

B: existence, relatedness, and growth

C: positive reinforcement, negative reinforcement, and punishment

D: affiliation, power, and achievement

Question22: _____ are programs designed to help employees whose job performance is suffering because of physical, mental, or emotional problems.

A: Employee Assistance Programs

B: Wellness Programs

C: Safety Programs

D: Managed health

Question23: The 360 degree appraisal

A: works best in large organizations.

B: provides feedback from a variety of

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individuals .

C: aids in developing competitive intelligence.

D: diminishes the effect of development in the appraisal process.

Question24: Following are the phases of the Motivational Process except

A: Need Identification

B: Selecting Goals

C: Extinction

D: Consequences of performance
Reward/punishments

Question25: Placing a dollar value on the worth of a job is known as

A: Job Pricing

B: Pay Grades

C: Pay Ranges

D: Single-Rate System

Question26: Total compensation constitutes of

A: direct rewards

B: indirect rewards

C: both of the given options

D: none of the given options

Question27: Following ways can be used to avoid the high turnover of employees except

A: Use Recognition

B: Use money

C: Use Positive Reinforcement

D: Empower Employees

Question28: A system of retirement benefits that provides benefits like disability insurance,

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survivor's benefits, and Medicare is called _____.

A: Social Security

B: Unemployment Compensation

C: Workers' Compensation

D: Security benefit

Question29: Upward appraisal is done by

A: Immediate Supervisor

B: Peers

C: Subordinates

D: None of the given options

Question30: _____ exists when individuals performing similar jobs for the same firm are paid according to factors unique to the employee

A: Employee Equity

B: Team Equity

C: Internal Equity

D: All of the given options

Question31: A process that significantly affects organizational success by having managers and employees work together to set expectations, review results, and reward performance.

A: Management by Objectives

B: Performance Appraisal

C: Performance Management

D : Organizational Planning

Question32: _____ is solely responsible for managing individual's career.

A: Individual

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B: Team

C: Organization

D: HR Manager

Question33: The evaluator uses a list of behavioral descriptions and checks off those behaviors that apply to the employee. This method of appraisal is called

A: Forced-Choice Appraisal

B: Forced Distribution Appraisal

C: Checklist Appraisal

D: Behaviorally Anchored Rating Scales

Question34 Any compensation method that ties pay to the quantity or quality of work the person produces is called

A: Gain-sharing Plan

B: Incentive Plan

C: Compensation Plan

D: Pay for performance Plan

Question35: Employee evaluations are directly affected by a "supervisor's perceptions of who is believed to be in control of the employee's performance – the employer or the manager."

This theory is known as

A: Attribution Theory

B: Stereotype

C: Halo Effect

D: None of above options

Question36: The ____ trust is based on the behavioral predictability that comes from a history of interaction

A: Deterrence-based

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B: Knowledge-based

C: Identification-based

D: None of the given options

Question37 _____ is the process whereby union members vote out their union as their representative.

A: Authorization card

B: Representation certification

C: Representation decertification

D: Trade union election

Question38: We can define ____ as activities people perform to acquire, enhance, and use power and other resources to obtain their preferred outcomes in a situation of uncertainty or disagreement.

A: Organizational politics

B: Executing authority

C: Collective bargaining

D: Position power

Question39: Protection from discrimination, safe working conditions and union formulation are ____ rights, provided to employees.

- A: Contractual
- B: Individual
- C: Statutory**
- D: Organizational

Question40: A situation in labor – management negotiation whereby management prevents union members from returning to work is called _____.

- A: Grievance
- B: Strike

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- C: Arbitration

D: Lockout

Question41: The _____ leadership is a set of abilities that allows the leader to recognize the need for change, to create a vision to guide that change, and to execute that change effectively.

A: Transformational

- B: Charismatic
- C: Autocratic
- D: Transactional

Question42: The first formal stage of the disciplinary procedure is

- A: Written Verbal Warning

B: Written Warning

- C: Suspension
- D: Dismissal

Question43: The cost associated with employee separations and turnover includes:

- A: Recruitment & Selection costs
- B: Training cost

C: Separation cost

D: All of the given options

Question44: According to _____, leaders may use different styles with different members of the same work group.

A: Path-goal leadership

B: Vroom-Jago-Yetton model

C: Leader-member exchange theory

D: The situational leadership theory

Question45: Following the _____, discipline should be immediate, provide ample warning, be

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consistent, and be impersonal.

A: Disciplinary rules

B: Corrective action

C: Punitive action

D: Hot-stove rule

Question46: Which has an impact on job pricing and the ultimate determination of an individual's financial compensation?

A: The Organization

B: The Job

C: The Employee

D: All of the above options

Question47: Office environment that contain

harmful airborne chemicals, asbestos, or indoor pollution is referred to

A: Homicide

B: Sick Building

C: Green Environment

D: Environment pollution

Question48: Benefits offered to employees reflect many of the trends existing in our

A: Country

B: Environment

C: Organization

D: Labor Force

Question49: Recognition, positive reinforcement and employees' empowerment can be used to avoid the

A: Turnover

B: Conflict

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C: Accident

D: Frustration

Question50 Not giving a compliment for a job done very well can cause

A: Punishment

B: Extinction

C: Negative Reinforcement

D: De-motivation

Question51 Which is a common law doctrine stating that employers have the right to hire, fire, demote, or promote whomever they choose, unless there is a law or contract to the contrary .

A: Management Rights

B: Employment at Will

C: Statutory Rights

D: Contractual Rights

Question52: The ability of one person to influence another is

A: Power

B: Responsibility

C: Authority

D: All given options

Question53: The first formal stage of the disciplinary procedure is

A: Written Verbal Warning

B: Written Warning

C: Employee Separation

D: Show-Cause Notice

Question54: A worker surplus forecasted results in

A: Creative Recruiting

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B: Special Training Programs

C: Reduced Hours

D: Succession Planning

Question55: Which theory suggests that a leader should adapt his/her leadership style to the task?

A: Path-Goal Leadership Theory

B: Vroom-Jago-Yetton Model

C: LMX Theory

D: The Situational Leadership Model

Question56: To be effective, leaders must provide a _____ that is a general statement of the organization's intended direction that evokes positive emotional feelings in

organization members.

A: Vision

B: Mission

C: Goal

D: Declaration

Question57 These rights Protect employees from discrimination, Safe working conditions, Right to form unions

A: Statutory Rights

B: Contractual Rights

C: Employment policies

D: Civil Rights

Question58: For simplicity's sake, we can classify the most frequent violations of discipline into _____ categories.

A: Two

B: Three

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C: Four

D: Six

Question59: To Becoming a Leader do all except

A: Build Your Power

B: Develop Your Judgmentase

C: Use Your Management Skills

D: Do Not Trust Anyone

Question60: A forecasting tool that uses mathematical equations to predict the behavior of one variable on the basis of other known variable/s is known as

A: Managerial judgment

B: Regression analysis

C: Trend analysis

D: Ratio analysis

Question61: One reason for falling union membership in recent years is that _____

A: Legislation protects workers in a way that was once only offered by the unions

B: Unions have been seen as largely ineffectual

C: Union membership is too expensive

D: Manufacturers will not hire union members

Question62: All of the following types of organizations are covered by the Occupational Safety and Health Act except _____

A: Federal agencies

B: Hospitals

C: Schools

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D: Self-employed persons

Question63: There is fairly strong evidence that traits can predict _____ more accurately than leadership effectiveness

A: Leadership emergence

B: Extraversion in leaders

C: Leadership awareness

D: Leadership competence

Question64: Which one of the following is not implied in the definition of power?

A: Influence

B: Potential

C: Dependency

D: Actualization

Question65: The conflict-handling intention of accommodating is _____

A: assertive and uncooperative

B: assertive and cooperative

C: unassertive and uncooperative

D: unassertive and cooperative

Question66: Which department enforces the standards set out in the Occupational Safety and Health Act?

A: Department of Health Services

B: Department of Labor

C: Department of Defense

D: Department of Financial Services

Question67: Family issues, economic problems, and personality characteristics are examples of the _____ factor of potential stress

A: Social

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B: Environmental

C: Personnel

D: Personal

Question68: The _____ form of union security means that it is up to the workers whether or not they join the union and only those who join must pay dues.

A: Closed shop

- B: Union shop
- C: Agency shop

D: Open shop

Question69: The dimension of assertiveness refers to situations _____

A: in which one party attempts to satisfy his/her own concerns

B: in which there is an expression of competition

C: involving a major behavior change

D: that lead to conflict

Question70: Which of the following benefits could be awarded as workers' compensation?

A: Cash benefit

B: Medical services

C: Time off with pay

D: a and b

Question71: Rewards offered to labors involved in production, are categorized as;

A: Salary

B: Fringe benefits

C: Wage

D: Commission

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Question72: The goal of pre-retirement educational programs is to;

A: Improve job satisfaction

B: Increase employee commitment

C: Minimize medical claims from retirees

D: Ease the transition from working life to

retirement

Question73: Organizations put maximum effort in measuring performance of organizational people because;

A: It makes procedures cost effective

B: It helps in detecting the problems

C: It leads to product innovation

D: It assists in implementing new technology

Question74: Willingness, capacity & opportunity to perform are said to be;

A: Performance outcomes

B: Determinants of performance

C: Performance appraisals

D: Types of performance standards

Question75: One of the major barriers to career advancement experiencing by working ladies is:

A: Difficulty in balancing work and family life

B: Top management is usually male oriented

C: Lack of educational opportunities

D: Common perception that woman can not be better boss

Question76: Alternative work arrangements include all of the following EXCEPT;

A: Part-time work

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B: Flexible hours

C: On-site child care

D: Job sharing

Question77: Mr. Ahmed is a cashier and he

feels dissatisfied at work. What best justifies this situation?

A: His job may not be structured to suit his preferences

B: It involves physical toughness

C: It requires mental toughness

D: It involves too much customer interaction

Question78: The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.

A: Central tendency

B: Leniency

C: Strictness

D: Halo effect

Question79: The relationship between critical incident method & BARS (behaviorally anchored rating scale) is;

A: No relationship exists

B: Different methods to evaluate performance

C: Both are similar PA methods

D: Comparison method is used for PA, while BARS is related to training evaluation

Question80: What is another term for 360-degree feedback?

A: Feedback loop

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B: Multi-source assessment

C: Upward feedback

D: Circle feedback

Question81: Standards are established to;

A: Achieve desired outcomes

B: Meet legal compliance

C: Achieve competitive advantage

D: Promote goodwill in market

Question82: The point method to evaluate job is an extension of;

A: Ranking method

B: Factor comparison method

C: Classification method

D: Point factor method

Question83: Job evaluation is based on the;

A: Physical skills required by the job

B: Relative job worth for an organization

C: Complexity of the job to perform

D: Conceptual skill required by the job

Question84: Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?

A: Peers

B: Customers

C: Top management

D: Immediate supervisor

Question85: Groups are called

_____ if jobs are similar.

A: Classes

B: Grades

<http://vustudents.ning.com>

C: Scales

D: Roles

Question86: Train the raters prior to conduct the performance appraisal is an important responsibility of;

A: Top management

B: HR department

C: Line managers

D: Production department

Question87: Currently Organizations are providing benefits to their employees;

A: To attract new blood in the organization

B: To create stronger customer relationship

C: To enhance the market share

D: All of the above

Question88: Following are all examples of direct compensation EXCEPT;

A: Pension

B: Salary

C: Bonus

D: Income

Question89: One of the main flaws of Classification method to evaluate the jobs is;

A: It is an expensive method

B: Only beneficial for small organizations

C: Maximum probability of biasness

D: Not useful when jobs are different

Question90: Which of the following measurement methods rates employee performance relative to other employees?

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A: Graphic rating scale

B: Comparative method

C: Essay method

D: Critical incident method

Question91: Which of the following statement reflects the 'Age Discrimination Act' for workers?

A: At the age of 40 to 70, workers can not be retired by force

B: At the age below 18, workers can never be hired

C: Having 10 years of experience, workers should be promoted

D: Workers can never be rehired if retired once

Question92: Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:

A: Equal employment opportunity

B: Affirmative action

C: HR planning

D: Litigation process

Question93: Organizations put maximum effort in measuring performance of organizational people because:

A: It makes procedures cost effective

B: It helps in detecting the problems

C: It leads to product innovation

D: It assists in implementing new technology

Question94: In order to promote unbiased management, organizations should develop:

A: Powerful union

<http://vustudents.ning.com>

B: Strategic alliance

C: Legal compliance

D: Stakeholder influence

Question95: Following are all included in 'Statistical Approach' of forecasting, EXCEPT:

A: Trend analysis

B: Sensitivity analysis

C: Ratio analysis

D: Regression analysis

Question96: Alternative work arrangements include all of the following, EXCEPT:

A: Part-time work

B: Flexible hours

C: On-site child care

D: Job sharing

Question97: How often HR planning process is implemented within an organization?

A: Continuously

B: Annually

C: Bi-annually

D: Quarterly

Question98: Which of the following reflects the relationship between MIS & HRIS?

A: Both are same

B: MIS is one aspect of HRIS

C: HRIS is one aspect of MIS

D: No relationship exists

Question99: 'Strengths' & 'Weaknesses' are _____ to an organization.

A: Important

B: Internal

<http://vustudents.ning.com>

C: External

D: Central

Question100: Which of the following statement best reflects the Job analysis?

A: Conceptual process

B: Written statement

C: Recruitment method

D: Legal clause

Question101: Standards are established to:

A: Achieve desired outcomes

B: Meet legal compliance

C: Achieve competitive advantage

D: Promote goodwill in market

Question102: Which of the following constraint does NOT affect the recruiting efforts?

A: Compensation of the job

B: Image of the organization

C: Internal organizational policies

D: None of the given options

Question103: Job evaluation is based on the:

A: Physical skills required by the job

B: Relative job worth for an organization

C: Complexity of the job to perform

D: Conceptual skill required by the job

Question104: Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?

A: Peers

B: Customers

C: Top management

<http://vustudents.ning.com>

D: Immediate supervisor

Question105: Which of the following is a stated outcome of 'Job Analysis'?

A: Job description

B: Job specification

C: Job evaluation

D: All of the given options

Question106: Which of the following term is used as an indicator of missing information by the applicant while making selection decision?

A: Red flag

B: Red alert

C: High alert

D: Alarming situation

Question107: Which of the following best defines recruitment in an organization?

A: Forecast the supply of outside candidates

B: Develop an appropriate applicant pool

C: Determine the importance of job applicants

D: All of the given options

Question108: Which of the following term is used for choosing the individual who is best suited to a particular position and to the organization from a group of potential applicants?

A: Recruitment

B: Staffing

C: Enrollment

D: Selection

Question109: Followings are included in contingent workers, EXCEPT:

<http://vustudents.ning.com>

A: Part-timers

B: Contractors

C: Directors

D: Temporaries

Question110: Which of the following term contains information regarding machines & equipments used at workplace?

A: Job analysis

B: Job specification

C: Job description

D: Job evaluation

MGT501- Human Resource Management

Organizational Behavior is a study of investigating

Which

of the following abilities are categorized as
the impact of: the Technical skill of an
individual?

Employees' behavior in an organization	
Judgment & creativity	
Societal behavior on an organization	Analysis &
communication	
Country's culture on an organization	
Knowledge & proficiency	
Country's economy on an organization	
Innovation & advancement	

Which of the following term is used to identify, The
intellectual & mechanical process used by an
"what the job holder does"? "how it is done"? &
organization to transform inputs into outputs is
"why it is done"? termed as:

Job specification	Task
Job evaluation	People
Job description	Structure

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Which of the following term is used to identify the Under
which of the following authority, an HR

physical & mental skills, required to perform by an	
manager took the decision to provide training to its	
individual within a particular position in an	employees
regarding the operations of newly	
organization?	installed machine?
Job title	Staff
Job specification	Functional
Job description	Line
Job evaluation	Implied

Jobs are compensated on the basis of:	Which one of the
following is NOT the benefit of	
Job analysis	making teams?
Job specification	

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_____ **is the main source of innovations.**
talents

employees'

Upgraded technology
and a collaborative culture

Teams create trust

Human mind
better than individuals

Teams always perform

Competitors' pressure

in all situations

Research & Development

Which one of the following is NOT

the

Which of the following HR function is the basic characteristic of a Virtual Team? element of recruitment?

Lack of nonverbal signals
Attract the job applicants for the particular post

post

Limited social contact

Select the best one among all applicants

Increased social relationship

Train the people as per organizational overcome time and space constraints

Ability to

requirements

Fire the non-performing employees
following functions of HRM deals

Which of the

with 'Collective Bargaining'?

Staffing

“A person is known by the company he/she keeps”;
Forecasting

is well described by which of the term?

Employee-

assistance management

Prejudice

Employee-relations

management

Stereotype

Introversion

'There is no need to make

any new appointment';

Extroversion

therefore, the organization

has transfered Mr.

Azam to another branch. This step

of the

Terms "Interpersonal skills" and "Human skills"
organization is taken to:

are used for:

Increase the labor supply

than demand

Two different skills

Maintain the balance

of labor supply and demand

Different managerial skills

Decrease the

labor supply than demand

Operational skills

Devastate the balance

of labor supply and demand

Same

managerial

skills

<http://vustudents.ning.com>

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the biological fitness of

an individual by identifying the presence of any **Which of**
the following are the groups of social **nature**
inherited diseases like diabetes, heart diseases,
that are formed around friendship and **common**
neurological disorders etc, is termed as:
interests?

Hereditary testing	Formal
Gene testing	Structured
Instinct testing	Informal
Genetic testing	Unstructured

Which of the given employment testing approach **Initially**
the personnel department was only
requires individuals to perform activities similar to **involved**
in:

those they might encounter in an actual job?

Recruitment & selection	
In-basket technique	Compensation & benefits

Role playing	Training &
development	

Interview simulations	Scheduling
vacations	

Case study	

• **Role playing** **'Career counseling' is part**
of which of the

A Training method in which participants are required **following**
functions of HRM?

to respond to specific problems they may actually
Compensation & benefits
encounter in their jobs.

Planning & selection
Training & development

According to which of the following interview type,
Maintenance of HRIS

several applicants are being interviewed by one or more company representatives? **'Fair employment legislation' is applicable to**

One-to-one interview

which of the following?

Panel interview

Collective bargaining

Group

interview

Planning & selection

Stress interview

Training &

development

Grapevine network

'Material wastage has increased to greater extent due to using outdated machinery'. This issue can be one of the following is NOT included in resolved by:

Which

'Training and Development'?

Train machine operators regarding its

Orientation

operations

Career development

Replacing the existing machinery with the new one

Employee education

Using new raw material in production

Recruitment

No action is required as it is not a noticeable issue

Jamal Enterprises' top

management refused to

Previous company records & customer satisfaction consider

its female marketing manager for the post

surveys may serve as a source for:

of Vice President.

This action of the company is

Cultivating learning culture within the

representing

which of the following?

organization

Gender discrimination

Determining deficiencies that require

Legal

consideration

training

Reverse discrimination

Developing career development plans for

Glass

ceiling effect

employees

Identifying training outcomes through

The process of

discovering potential candidates for

evaluation

actual or anticipated

organizational vacancies is

known as:

Evaluation of training program is conducted:

HR

planning

At the initial stage while design a training

Job

analysis

Prior to need assessment phase

Parallel to design a training content

At the last stage of training

Recruitment

Selection

The hiring process comprises

which of the

HR managers play vital role in:

steps?

following

Selection, Recruitment &

performance

Setting production targets

appraisals

Formulating strategies

Recruitment,

Selection & Socialization

Publishing financial statements

Selection,

Orientation & Development

Preparing reports

for shareholders

<http://vustudents.ning.com>

Job analysis, Selection &

Training

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'Recruitment'? Downsizing
Forecasting the demand of human resources
Discrimination
Forecasting the supply of human resources
Discovering potential job candidates for a “Self-
motivated & result oriented individuals with
particular position sound knowledge of
combined cycle gas turbine
Making a “hire” or “no hire” decisions **power plant**
operations and practical experience of
maintenance of mechanical, electrical and I&C
The number of people hired for a particular job plant.”
compared to the number of individuals in the This section of
job advertisement represents which
applicant pool is often expressed as: of the given term?

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The extent to which an employment selection test
the following statement represents
provides consistent results is known as:

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"effectiveness"?

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Which of the following test indicates the person's hesitation among newly hired employees can inclination towards a particular occupation that eliminated through socialization within an provides satisfaction to that individual?

How be organization?

Socialization:
In order to reduce the anxiety that new employees may experience, att

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**of Organization Behavior?
with employers?**

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Trade

How to best utilize human resource
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which of the given term?
problems?

Job analysis

Job title

response to unforeseen

Liaison

Disturbance-handler

actions in 'Job specification' is said to be an outcome of

Figurehead Job evaluation

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Job analysis
Job specification

a Resource allocator?

Interpersonal role
Decisional role

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the following role, manager Technically HRISS is a/an : discuss issues and bargain with other units

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Database system

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used to facilitate the decision ns related to:

Overall organization

Organization is said to be an open system

Sales forecasting
environment
Resource allocation
isolation

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Managing resources effectively
psychological & social factors on
Retrieving timely information
performance?
Handling bundles of data
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	E m pl oy ee
Sales	How often HR planning
process is implemented	within an organization?
Prodction	Continuously
Inventory	
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	W hy or ga ni za tio na l go als sh ou ld be m ea su ra

ble?

Quarterly
Ensure
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Research & Development
career development opportunities

fringe benefits,

<http://vustudents.ning.com> and respect to
their employees?

To retain valuable human resource
To be the market leader in the future
following force makes an individual
To attract more and more people
decisions, give orders & directing
To enforce government regulations

Which of the
eligible to make
work activities of

others?

An organization posts advertisement in the news
Influence

paper as:
“Approximate Gross salary is Rs. 24,000/ per
Command

month. In addition to above salary the candidate on
appointment will also be entitled for other SWOT

Analysis is a tool for:
attractive benefits/facilities like pick and drop,
indoor medical facility, housing subsidy etc”.

Determining the mission

This represents: Dividing missions into
goals

The organization’s policy for attracting
Scanning the environment
more potential candidates Monitoring
frequent performances

The organization is creating its positive image
in the market What comes prior to
environmental scanning of an

The organization is clearly defining the job
organization? Determining
position

organizational mission
The organization’s policy to retain valuable
Monitoring the action plans
employees Developing budgets for
plans

None of the given options
A test conducted to ensure the biological fitness of
an individual by identifying the presence of any What
measure should be needed to ensure effective
inherited diseases like diabetes, heart diseases,
recruitment?

neurological disorders etc, is termed as: Keep pool
of large size to get best out of it

Hereditary testing Address personnel
needs of applicants

Gene testing Meet economies of
scale for an organization

Instinct testing Clearly understand
organizational goals

Genetic testing

Which of the following is a process of attracting

A practice used by different companies to reduce individuals on timely basis, in sufficient numbers costs by transferring portions of work to outside and with appropriate qualifications, to apply for provider rather than completing it internally is jobs with an organization?

termed as:

Planning
Decentralization
Restructuring
Outsourcing

Selection
Recruitment
Staffing
Enrollment

The extent to which an employment selection test

People within a group who initiate the work, give provides consistent results is known as:

new ideas and also collect information about the Reliability

task, are actually performing:

Information collector roles
Task oriented roles
Relationship oriented roles
Individual roles

Dependability
Consistency
Trustworthiness

test can best evaluate the

Which of the following

routine production activities of job

that require

Organizations started emphasizing on making coordination & physical strength?

rules and regulations during:

aptitude test

Mechanistic period
Legalistic period

Cognitive
Job knowledge test
Vocational interest

test

Catalytic period

abilities test

Strategic period

Psychomotor

Which of the following test indicates the person's

'Career counseling' is part of which of the inclination towards a particular occupation that

following functions of HRM?

provides satisfaction

to that individual?

Compensation & benefits

interest test

Vocational

Planning & selection
test
Training & development
Maintainence
<http://vustudents.ning.com>

Cognitive aptitude
Personality test
of HRIS
Psychomotor abilities test

Labor union

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ensure the authentication of the information
Organizational structure
provided by the job applicant?
Reference check
Criminal record
work place are studied
Application form
following discipline?
Credit history

Pressure group
The actions of people at
under which of the
Psychology

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Background investigations and reference checks

Sociology

are considered to verify candidate's _____

Anthropology

. Age

Marital status

Job specification is a

statement that represents:

Credentials

Required skills

Gender

Specific qualification

Personality traits

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of Mekkah & Madina, due to this restriction,
McDonalds made local hiring for its subsidiaries in
specification' is said to be an outcome of
these regions. Which hiring approach they have
the given term?
adopted in response to this limitation?
analysis

'Job

which of

Job

Job title

Parent-country national

Job evaluation

Host-country national

Job worth

Third-country national

Headquarter national

Jobs are compensated

on the basis of:

**Decision regarding the delivery medium for
analysis**

Job

training is made prior to which of the following

Job

specification

step?

Job worth

Evaluating the training program
description

Job

**Designing the contents of training to be
delivered**

Which of the following is

served as criteria for

Identifying whether the training is required or
particular job as worth-full?

declaring a

not

Conducting need assessment to identify issues
Physical motion

Significance of task

HRM is said to be effective when

Mental

stress

_____ is achieved.

Long

working hours

Minimization of wastage
detailed study regarding jobs

The thorough &

Cohesive work environment
organization is termed as:

within an

Customer satisfaction

Job analysis

Large market share

Job description

Job specification

Job evaluation

"Effectiveness" is represented by:

**The three most important job-
related attitudes**

Doing things before time

are:

Doing right things right

Job involvement,

organizational commitment

Doing things in minimum time

and job enrichment

Doing things with minimum resources

Job

satisfaction, job orientation and

organizational commitment

Question No: 41 (Marks: 10)

Job

satisfaction, job involvement and

**What measures can be taken by the employer to
organizational commitment**

prevent negligent hiring? Explain in detail.

Job

satisfaction, job enlargement and

organizational behavior

Which of the following defines the levels of

Which of the

following term describes the unique
authority to perform the assigned tasks? combination of
psychological traits that describes a
<http://vustudents.ning.com> person's
behaviors?

Perception
Personality
Attitude
Ability

Staff

Functional

Line

Implied

Which one of the following is

NOT the advantage

Successful managers are:

of Workforce

Diversity?

Efficient & effective

Increased creativity

and flexibility

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Strict to employees perspectives	Multiple
Policy makers new ideas	Greater openness to

Which of the following is an online recruitment hiring occurs when the goals of which of method engaged in by a single employer or group of following should consistent to each other? employers to attract a large number of applicants?	The best the HR
managers, Finance managers	

Job fairs	Head office, Branch
Recent grads	Organization,
Individual	
Internship programs	Lower managers,
Top managers	
Recruiting sites	

Which of the given statement reflects the information between organizational Relationship between HRM & Management? the applicant through a goal-oriented	exchange of member &
Recruiting sites	

Both are same **conversation?**
 Management is one aspect of HRM Counseling
 simulations
HRM is one aspect of Management Vocational
 interest test
 No relationship exists Role playing

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element of recruitment? The process by which
people acquire skills &
Attract the job applicants for the particular post abilities
required to perform jobs at hand, is known
 Select the best one among all applicants as:

Train the people as per organizational requirements
Fire Development the non-performing employees
Training
Need analysis

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Interpersonal role
department is responsible
Informational role
health issues of employees?
Supportive role
Decisional role
department

Which of the following
for handling safety &
HR department
Procurement

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termed as:
more focus on the
Task
during:
People
Structure
Technology

Organizations started giving
quality of work life (QWL)

1960-70
1970-80
1980-90
1990-2000

Which
of the
following
approach
emphasize
the

effect of psychological & social factors on
following is a forecasting technique
employees' performance?
experimenting a real-world situation
Scientific approach

Which of the
that involves
through a mathematical

model?

Rational approach

Human relations approach

Systematic approach

Simulation

Modeling

Mock-up

Replication

Under which of the following authority, an HR

manager took the decision to provide training to its employees regarding the operations of newly installed through observation method while

Which

collected

machine?

<http://vustudents.ning.com> conducting job analysis?

Who is monitoring the task?

What task has done?

term best represents the

How task has done?

interests in an organization

How long a task has taken to complete?

influenced by it?

Which of the following

individuals who have

and are

Workforce

Which of the following is a process of attracting Stakeholders

individuals on timely basis, in sufficient numbers
Customers

and with appropriate qualifications, to apply for
Stockholders

jobs with an organization?

Selection

Which of the following

component of attitude

Recruitment

represents a person's

opinions, knowledge, and

Staffing

information?

Enrollment

Affective component

Cognitive component

Which of the following method is used to inform

Behavioral component

employees about the company's job openings?

Objective component

Job publishing

The mental process to

Job declaration

interpret environment as

per one's own understanding

Job posting

is known as:

Job listing

Perception

Personality

Which of the following is a test validation method

Attitude

that determines whether a test measures certain

Ability

traits that are important in performing a job or

not?

Which of the following act

represents a situation in

Concept validity

which employment

decisions are NOT affected by

Criterion validity

illegal discrimination?

Construct validity

Fair employment

Content validity

Legal compliance

Litigation process

During which of the following interview, an

Affirmative action

interviewer asks probing and open-ended

questions?

If in a country women

advocates are not

Structured interview

encouraged to be

appointed as high court judges;

Unstructured interview

which of the

following constraint applies in this

Formal interview

situation?

Planned interview	Equal	Grievance practices
opportunity		employment
Which of the following source can be used to		Glass
ceiling effect		
ensure the authentication of the information		
Reverse discrimination		
provided by the job applicant?		
Reference check		Read carefully the
following section of job		
Criminal record	advertisement.	
Application form		“Management,
both technical &		
Credit history		administrative
affairs.		
	Promotion of marine	
R&D activities		
All of the following areas are covered in an		for
the purpose of		
employee orientation program,		EXCEPT:
protection/preservation of marine		
Organizational history		

Employee benefits

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Organizational issues

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Organizational politics

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matching organizational needs with the skills &

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abilities of the employees?

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Marketing department

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Production department

Human Resource department
<http://vustudents.ning.com>

process improvement Q-4: **Considering continuous**

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information?

Defined job activities & responsibilities

Should

“Zero defects” really be a goal?

Set of KSA required to perform a job

Level of experience mandatory for a particular job
perfection is reasonable goal.

1. Yes

Individual’s general attitude that affects the job
performance

can be corrected

2. No, 0.1 percent errors

much more efficiently than they

can be

Which of the following statement represents
prevented

"effectiveness"?

Achieve most output in less time

Achieve mass production

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Achieve most output with least input
Achieve organizational goals

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Question No: 41 (Marks: 10)

There are several sources that can identify the training needs. List & explain any five of such sources.

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Q-1: Job posting is:

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1. Internal advertisement by an organization

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to attract candidates from the existing

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employees, against a vacancy .

2. The system of transferring existing employees

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to comparable new jobs available in the
organization.

3. An arrangement of in house training of
employees for career advancement.

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selecting someone to perform it.

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positive information about the job and organization .

3. Restructuring

4. None of the given options
Outsourcing

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Q-3: Job analysis can be performed in all of the following ways except:

Q-8:

process?

1. Observing hourly work

1. Recruitment

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2. Studying diaries or daily journals that manager kept over a three-month period
3. Giving workers checklists to indicate which tasks on the list are performed during job execution

Q-9:

Effectiveness is -----

<http://vustudents.ning.com>

1. Do right things

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4. All of the given options

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Q-10: Extents of individual freedom and discretion

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- 1. Capitation
 - 2. Flextime
 - 3. Empowerment
 - 4. **Autonomy**
- Metamorphosis stage
 - **Completion stage**

Which performance appraisal

technique lists traits and

Which of the following measures are taken to assess a range of performance?

the intensity of employees' satisfaction and their attitude toward the training program?

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- **Continuous feedback**

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- Profitability rate

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- Market share
- Productivity levels

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Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

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· Informal

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· **Bureaucratic**

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· **Learning**

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- Employee referrals

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Resource Development

(HRD)?

medium for training is

Decision regarding the delivery

made prior to which of the following

step?

- Employee training
- Employee orientation
- training program

· **Employee rights**
contents of training to be

- Employee appraisals)

Employee commitment has suffered in recent years

Identifying whether the training is required or
because of:: not

- Downsizing
- assessment to identify issues
- Training issues
- **Appraisals**

1. Evaluating the

2. **Designing the**

delivered

3.

4. Conducting need

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Performance standards

Unofficial part of an organization formed on the basis

_____ is an obligation to

of common interests is known as:

perform certain

tasks/activities.

1. Formal organization
2. **Informal organization**
3. Bureaucratic organization
4. Virtual organization

1. Duty
2. **Responsibility**
3. Position
4. Work

The re-arrangement of organizational structure &

change in organizational culture is accomplished

during:

If the workforce of an organization

represents true

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1. Task analysis classifications, it represents the _____ of its
2. **Organizational analysis** affirmative action.
3. Person analysis
4. Management analysis 1. Performance

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Which of the following statement reflects the 'Age Effectiveness 3.
Discrimination Act' for workers? 4. Discrepancies

1. **At the age of 40 to 70, workers can not be retired by force**
2. At the age below 18, workers can never be hired Studying organizational behavior helps managers:
3. Having 10 years of experience, workers should 1. To

see the value of workforce diversity

be promoted

efficiency of organization

4. Workers can never be rehired if retired once
analyze the efficiency of organization

2. To analyze the

3. To

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If a company is employing in the fresh graduates as well as the

Which of the following is a process of attracting professional experts, the management is said to individuals on timely basis, in sufficient numbers and enhancing _____.

with appropriate qualifications, to apply for jobs with an organization?

1. Stereotyping

2.
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1. Selection
2. **Recruitment**
3. Staffing
4. Enrollment

3. **Diversity**
4. Uniformity

The cognitive component

consists of a person's:

Providing training & development opportunities, and 1.
Emotions

career information & programs, are all part of the 2.
Knowledge

_____’s role in career development. 3. Attitude

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1. Individual

2. Manager

used to represent the

3. **Supervisor**

individual throughout

4. Company

Which of the following method includes the exchange 1.
Responsibility

of information between organizational member & the 2.
Career

applicant through a goal-oriented conversation? 3.
Occupation

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1. Counseling simulations
2. Vocational interest test
3. Role playing

4. Employment interview

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Which of the following information is NOT collected
Halo effects
through observation method while conducting job
Complexity
analysis?

1.
2.
3. Central tendency
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1. **Who is monitoring the task?**
2. What task has done?
3. How task has done?
4. How long a task has taken to complete?
following is responsible for

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The cognitive component consists of a person's:

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1. Emotions	2. Physical resource
2. Knowledge	3. Rules & policies
3. Attitude	4. Installed equipment
4. Feelings	

What is another term used for 360-degree feedback?

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1. Feedback loop consistency in HR policies?
2. **Multi-source assessment**
3. Upward reporting system
4. Round communication development

legally bound to maintain

1. Compensation
2. Training &

3
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Which one of the following is an outcome of **the given options** 'organizing' function of management?

4. **None of**

1. Organization's strategy
2. Motivation & commitment provide career counseling,
3. **Organization's structure** and therapy for employees
4. Performance measurement their careers?

How can companies
development advice,
seeking to grow in

Which of the following is a stated outcome of 'Job **Provide career coaches** Analysis'?

- 1.

2. Encourage role reversal

3

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1. Job description centers
2. Job specification
3. Job evaluation
4. **All of the given options**

4. Offer online career

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following is not a part of Human

Resource Development?

Which of the following is MOST important to manage workforce diversity?
correct option:

Select

1. Lower cohesiveness
2. Support group
3. **Top-level commitment**
4. Resistance to change

1. Training
2. **Education**
3. Development

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Reward
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Training to the raters of performance appraisal is an important responsibility of:
mode is used to reduce

What type of screening

absenteeism and

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1. Top management
2. **HR department**
3. Line managers
- examinations**
4. Production department

insurance claims?

1. **Physical**

2. Personality tests

3
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Graphic rating scales are subjected to all of the
Substance abuse screening
following problems, EXCEPT:

4.

<http://vustudents.ning.com>

Which of the following is part of the organization's
role in an employee's career development?

C. Wage

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1. **Communicating the mission, policies, and procedures**
2. Providing timely performance feedback
3. Participating in career development of pre-retirement educational programs discussions is to;
4. Seeking out career information

Q2 . The goal

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Which of the following term is said to be a part of Organizational Structure?

C.

Minimize medical claims from retirees

1. Goal attainment

D. Ease the transition from working life to

2. Hierarchy level

retirement

3. Performance standards

4. Supporting staff

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“On going process of evaluating & managing both the behavior & outcomes in the workplace” is known as;

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1. Training & development

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2. **Performance appraisal**

3. Compensation management

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4. Job analysis

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Which performance appraisal technique lists traits and a range of performance?

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1. Alternation ranking
2. **Graphic rating scale**

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3. Management By Objective
4. Paired comparison

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HRIS helps managers to perform

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Managing
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functions

2. Controlling functions

**A. Difficulty in
balancing
work and
family life**

3. Planning
functions

4. HR functions

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Q1. Rewards offered to labors involved in production,

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A. Salary

B. Fringe benefits

<http://vustudents.ning.com>

Q6 . Alternative work arrangements include all of the following **EXCEPT** ;

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A. Part-time work

B. Flexible hours

C. On-site child care

D. Job sharing

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A. Achieve desired outcomes

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Q7 . Mr. Ahmed is a cashier and he feels dissatisfied at work. What best justifies this situation?

A. His job may not be structured to suit his preferences

Q12 . The

B. It involves physical toughness

A. Ranking method

C. It requires mental toughness
method

B. Factor comparison

D. It involves too much customer interaction
method

C. Classification

D. Point factor method

Q8 . The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.

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A. Central tendency

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B. Leniency

C. Strictness

D. Halo effect

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Q9 . The relationship between critical incident method & BARS (behaviorally anchored rating scale) is;
is in the best position to observe and

Q14 . Who

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A. No relationship exists
appraisal?

of a performance

- B. Different methods to evaluate performance A. Peers
- C. Both are similar PA methods** B. Customers
- D. Comparison method is used for PA, while BARS is management related to training evaluation C. Top

D. Immediate supervisor

Q10 . What is another term for 360-degree feedback?

Q15 .

Groups are called

if jobs are e

- A. Feedback loop similar.

B. Multi-source assessment

A. Classes

C. Upward feedback

B. Grades

<http://vustudents.ning.com> D. Circle

feedback

C. Scales

D. Roles

B. Comparative method

Q16 . Train the raters prior to conduct the performance method

C. Essay

appraisal is an important responsibility of;

D. Critical incident method

A. Top management

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B. HR department

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Q17 . Currently Organizations are providing benefits to their employees;
resources refers to;

A. To attract new blood in the organization

profits

B. To create stronger customer relationship
shares

C. To enhance the market share

D. All of the above

Q2 . Cost of human

A. Company

B. Employee

C. Salary packages

D. Earned revenues

Q18 . Following are all examples of direct managers require _____ compensation EXCEPT;

A. Pension

B. Salary

C. Bonus

D. Income

Q3 . Top level

skills the most;

A. Technical

B. Interpersonal

C. Conceptual

D. Mechanical

Q19 . One of the main flaws of Classification method Matching the job description with the individuals' to evaluate the jobs is; important aspect of;

A. It is an expensive method

B. Only beneficial for small organizations

C. Maximum probability of biasness

D. Not useful when jobs are different

A. IS

B. MIS

C. HRIS

D. DBMS

Q20 . Which of the following measurement methods managers are generally the _____ rates employee performance? relative to other employees?

Q5 . HR

managers;

A.
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ne
A.

<http://vustudents.ning.com>

Graphic rating scale

B. Middle

C. Staff

B. Ambiguous

C. Random

D. Top

D. Vague

NOT the source

Q11 . Which one of the following is

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Q6 . Manufacturing was the main concern of personnel
department during;

A. Age

A. Mechanistic period

B. Gender

B. Catalytic period

C. Education

C. Organist period

D. Resentment

D. Strategic period
human resource needs of the

Q12 . To anticipate the

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terminating organization's mission B. Supplies for ec ast in g B. Developing or ga ni zat io na l go als C. Financial for

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A. Planning

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. A practice used by companies to assign their costly activities to outside providers , **Q 9** . According to the Ha

productivity of employees;

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<http://vustudents.ning.com>

Collective behavior of an organization

C. Effect of society's common behavior on an
Technological advancement
organization

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D. Culture prevails in an organization

D. Globalization

Q16 . Leaders perform;

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A. Decisional roles
compensating employees,

training, appraising and

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A. Rules & Policies

B. Internal Environment

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A. A closed system

B. An isolated system

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D. A clogged system

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D. Structure

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<http://vustudents.ning.com>

A.

Workforce diversity

d. Job security
accountability through

c. Build in

5. One of the most popular methods of
increasing employee responsibility and control is
_____.

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- a. Outsourcing additional HRM
activity in which of these areas?
- b. "Military model" of management Training a.

c. HRIS

b. Benefits

d. Work teams
negotiation

c. Labor

d. Marketing

6. Which of these is a major dimension of HRM
practices contributing to company
competitiveness?
designated goals are

10. Managers who meet

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a. Compensating human resources

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b. Acquiring and preparing human
resources

b. Efficient

c. Managing the human resource
Effective
environment

c.

d
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E

d. All of the given options

reorientation of a

7. How has technology changed HRM large organization. His work is within which basic practices? HRM function?

a. Recruiting using the web generates smaller, more focused applicant pools. a.

b.

Motivation

b. Employee training is offered through scheduled classes rather than on demand. Career planning c.

c. Electronic resumes take less time to evaluate than paper resumes. Training and development d.

d. None of the given options.

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which of these activities?

8. How do companies facilitate workforce
Handling employee complaints
diversity?

a.

b.
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Working

with

position

control

a. Rely on external support systems for

specialists in compensation
minority workers.

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b. Encourage employees to challenge
the beliefs and values of other employees.

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- business by offering
17. Wal-Mart differentiates its
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the lowest price is Wal-Mart's

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· The father of scientific management is

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Fun

a. Deming

b. Burns

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c. Taylor

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d. Hawthorne

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14. A large organization is an EEO employer with

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- a.

All job applicants must have a recommendation from current or past Strategic control employee
- c.

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Insurance premiums from former employers of all applicants are analyzed
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c. Job requirements are determined
based on skills, knowledge and abilities
Leadership

a.

d. Job announcements are posted on the
Authority
company bulletin board

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15. Which of these items would be in the highest security category of a typical HRIS? 20. Which of the following is considered a qualitative

approach to job analysis?

a. Employee name

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proach to job analysis?
a.
Possibility of an analysis
question

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b. Former employers

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c. Salary

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d. Work location

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16. Which of these decreases in the labor supply is the characteristics are associated with people who are easiest to predict? likely to exhibit violent behavior on the job?

a. Transfers-in	a. Neurotic
b. Retirements	b.
Optimistic	
c. Voluntary quits	c.
Extraverted	
d. Prolonged illnesses	d. Type
A	

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2. Which of these suggestions is an effective way 7. Unemployment benefits are typically about _____ percent of a person's earnings and last

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- a. Meditation

b. Exercise

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c. Talking with others

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d. All of the given options

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3. In most large facilities, who is responsible for reducing unsafe working conditions and Unsafe acts can be reduced through all of reducing unsafe acts by employees? methods except:
8. the following
- a. Chief executive officer
Job rotation a.
 - b. Chief safety officer
Screening b.
 - c. Occupational safety and health
Training officer c.

d. Chief operations officer

4. Who distinguished between intrinsic motivation and extrinsic motivation? Which of these is the most common

9.

type of retention plan?

a. Frederick Taylor

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b. Frederick Herzberg

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c. David McClelland

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d. Edward Deci

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5. Which of the following is categorized as an indirect payment portion of employee compensation?
monetary rewards in

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a. Wages

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b. Salaries
motivator

long-term

c. Employer-paid insurance
Inadequate monetary rewards

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d. Commissions

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- a. Family relationships

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c. The Y

b. I and III

d. The wheel
III

c. II and

12. Chronic stress is the stress that wears at
d. I and II
people day after day. Which of these is an example
of chronic stress?
17. Workers' compensation benefits fall into all

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a. An unhappy marriage

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b. Ongoing money problems

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c. Dissatisfaction with a job

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d. All of the given options

13. The relative position of an organization's pay incentives compared to other companies in the same industry is known as:	18.
Expectancy theory focuses on the relationships between which three factors?	relationships between
a. Pay structure Needs, effort and persistence	a.
b. Pay appraisal	b.

Needs, performance and inputs

c. **Pay level**
performance and

c. Inputs,

d. Pay feedback

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14. **Poor quality lateral communication will
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result in which of the following?**

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a. Lack of direction
variety is called:

increase task

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c. Lack of delegation
enrichment

b. Job

d. Lack of control
enlargement

c. Job

d. Job rotation

15. Which of the following is a health hazard
Communication between two members of a
in the work place? project team from
different function, but the same

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a. Uncollected waste paper

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b. Heavy object

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c. Frayed crypt

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d. All of the given options

16. Managers can motivate people to avoid performing dysfunctional behaviors by using:

I. Extinction

II. Punishment

manager performs as a

III. Negative reinforcement

Which of the following role a

Resource allocator?

<http://vustudents.ning.com> a. I, II,

III

Interpersonal role

Decisional role

Supervisors fall into the:

Informational role

Top-level

Supportive role

Middle-level

First-line level

The emigration of trained and talented individuals to level

Executive

other nations due to lack of opportunity or other reasons is known as _____.

Job Insecurity
management of:

HRM is associated with the

Outsourcing

General people

Workforce diversity

Labors only

Brain Drain

Organizational people

Employers only

Staffing is a process of hiring qualified employees at the right place and at the right time, to achieve

_____.
companies to reduce costs

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Targeted sales goals
internally is termed as:
Individual career goals
Return on investment

rather than completing it

Planning
Decentralization

Organizational objectives

Restructuring

Manufacturing was the main concern of personnel
Outsourcing
department during:

Mechanistic period

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Catalytic period		E m oti on s
Organistic period		K no wl ed ge
Strategic period		At tit ud e
_____ is achieved by combining capital, raw material & human resource by an organization.	Feelings	
Sales		
Capital		Re act iv e ap pr oa ch to ov

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HR planning
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legislation in which job applicant should not be
rejected on the basis of discriminatory practices?
component

Behavioral

Affirmative action

Objective component

Legal compliance
involves holding beliefs about

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_____ refers to a set of expected behavior patterns
attributed to someone who occupies a given position in
a social unit.

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Norm		a) H R Ex ec uti ve s
		b) H R G en er ali sts
Perception	c) HR Specialist	d) Al l of th e gi ve n op tio ns
Role		
Stereotyping achieve fair employment by	3) A strategy intended to	ur gi ng e m pl

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- 5) Following are the reasons for conducting job analysis except? c) Both a vertical sequence of jobs and a series of horizontal opportunities.
- a) Staffing workers for future jobs. Then, the d) Self-understanding person is in a position to
- b) Observing workers** establish realistic goals and determine how to
- c) Training and Development achieve these goals.
- d) Legal Considerations

13) _____ can provide an opportunity for the

6) The method that uses the organization's current employee to share in decision making, to learn by watching level of employment as the starting point for others, and to investigate specific determining future staffing needs is ? organizational problems.?

- a) **Zero Based Forecasting** a) Lectures & Seminars
- b) Bottom-Up Approach b) Assistant to Position
- c) Forecasting Human Resource Availability c) Committee Assignments
- d) None of the given options d) Simulations:

7) job analysis can be performed in all of the following ways except?

14) _____ is a career-

path method recognizing that

- a) Interviews conducted with departing employees technical specialists can and should be allowed to
- b) Analyzing log books continue to contribute their expertise to a company
- c) **Observing hourly workers** without having become managers.?
- d) Giving workers checklist to indicate which tasks a)

Demotion on the list are performed during job. b) Lateral skill path

c) Dual-career path

8) What specific activities listed below are part of the d) None of the given options organizing function?

- a) **Giving each subordinate a specific task**
- b) Recruiting prospective employees 15) Training instruction for a small group, which
- c) Training and developing employees employs such techniques as role-playing or simulation
- d) Developing rules and procedures etc. and encounters give and take sessions and

problem-solving techniques is called:?

9) _____ are authorized to direct the work of a) Career counseling

subordinates?

b) **Workshop**

a) Staff managers

c) Development Plan

- b) **Line managers** d) On the job training
 c) Leaders
 d) Advisory board members 16) Barriers to career advancement include:?
 a) Lack of time
 b) Rigid job specifications
 10) What tactic will employers likely have to take to c)
 Short-term focus
 fill openings left by retiring employees? d) **All of the given options**
 a) Instituting flexible work hours
 b) Providing elder care
 c) Hiring more women 17) The basic skills possessed by the individual that
 d) **Rehiring retirees** are required to give certain performance are termed
 as:?
 a) **Ability**
 11) Following are the basic principles or conditions b)
 Motivation
 that facilitate learning except? c) Experience
 a) Participation d) Performance
 b) Relevance
 c) Feedback 18) Using the _____ approach, managers
 d) **Education** evaluate organizational effectiveness?
 a) External resource
 b) **Internal systems**
 12) Career Development is:? c) Technical
 a) **A formal approach taken by an organization** d)
 Systems
 to help its people acquire the skills and experiences needed to perform current and future jobs. 19) A career stage in which one begins to search for
 b) An employee's progresses vertically upward in work and finds a first job is:?
 the organization from one specific job to the next. a)
 Exploration period

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- b) Establishment period d) Dismissal
 c) Middle stage
 d) None of the given options

27) The cost associated with employee separations

and turnover includes:?

20) Without proper feedback about an employee's a)

Recruitment & Selection costs

effort and its effect on performance, we run the risk of b)

Training cost

decreasing his/ her _____?

c) Separation costs

a) Salary

d) All of the given options

b) Experience

c) Motivation

d) Performance appraisal

28) The _____

leadership is a set of abilities that

allows the leader to recognize the need

for change, to

create a vision to guide that change,

and to execute that

21) The _____ trust is based on the behavioral change

effectively?

predictability that comes from a history of interaction?

a)

Transformational

a) Deterrence-based

b) Charismatic

b) Knowledge-based

c) Autocratic

c) Identification-based

d) Transactional

d) None of the given options

22) _____ is the process whereby union members 29)

According to _____, leaders may use different

vote out their union as their representative?

styles with

different members of the same work group?

a) Authorization card

a) Path-goal leadership

b) Representation certification

b) Vroom-Jago-

Yetton model

c) Representation decertification

c) Leader-

member exchange theory

d) Trade union election

d) The situational

leadership theory

23) We can define _____ as activities people perform 30)

Following the _____, discipline should be

to acquire, enhance, and use power and other resources

immediate, provide ample warning, be consistent, and

to obtain their preferred outcomes in a situation of

be

impersonal?

uncertainty or disagreement?

- a) **Organizational politics**
- b) Executing authority
- c) Collective bargaining
- d) Position power

- a) Disciplinary rules
- b) Corrective action
- c) Punitive action
- d) **Hot-stove rule**

31) _____ is the process of

acquiring, training,

24) Protection from discrimination, safe working conditions and union formulation are _____ rights, appraising and compensating employees, attending to their labor relations, health and safety and fairness provided to employees? concerns?

- a) Contractual
 - b) Individual
 - c) **Statutory**
 - d) Organizational and Safety Management
- a) Labor Relations
 - b) Organizational Behavior
 - c) Human Resource
 - d) Organizational Health

32) Which of these refers to the

temporary, part-time

25) A situation in labor ? management negotiation and self-employed workers?

whereby management prevents union members from Internal labor force returning to work is called _____? a) b) Contingent work force

- a) Grievance
 - b) Strike
 - c) Arbitration
 - d) **Lockout**
- c) High-performance work systems
 - d) Downsized employees

management includes

33) Which basic function of

delegating authority to subordinates

and establishing

channels of communication?

26) The first formal stage of the disciplinary procedure is? a) Planning b) Organizing

- a) Written Verbal Warning
 - b) **Written Warning**
 - c) Suspension
- c) Leading
 - d) Staffing

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c) Career planning

- 34) Over the past 25 years, all of these areas of legal **d)**
Training and development
 environment have influenced HRM except: ?
 a) Equal employment opportunity legislation 42)
 Employee relations specialists are involved in
 b) Employees pay and benefits which of these
 activities?
 c) **Employee competition legislation** a) **Handling**
employee complaints
 d) Job security b) Working with position
 control specialists in
 compensation
- 35) One of the most popular methods of increasing c)
 Negotiating benefits packages
 employee responsibility and control is _____? d)
 Coordinating interview schedules
 a) Outsourcing
 b) "Military model" of management 43) The father of
 scientific management is
 c) HRIS _____?
 d) Work teams a) Deming
 b) Burns
 c) Taylor
- 36) Which of these is a major dimension of HRM d)
 Hawthorne
 practices contributing to company competitiveness?
 a) Compensating human resources 44) A large
 organization is an EEO employer with an
 b) Acquiring and preparing human resources affirmative
 action plan. Which of these activities is performed
 c) Managing the human resource environment as part of the plan?
 d) All of the given options a) All job applicants
 must have a recommendation
 from current or past employee
 b) Insurance premiums from former
 employers of all
- 37) How has technology changed HRM practices? applicants
 are analyzed
 a) Recruiting using the web generates smaller, more c) Job
 requirements are determined based on skills, knowledge and abilities
 focused applicant pools.
 b) Employee training is offered through scheduled d) Job
 announcements are posted on the company
 classes rather than on demand. bulletin board

c) Electronic resumes take less time to evaluate than paper resumes.

d) None of the given options.
items would be in the highest

45) Which of these

security category of a typical HRIS?

38) How do companies facilitate workforce diversity? a)

Employee name

a) Rely on external support systems for minority b)

Former employers

workers.

c) Salary

b) Encourage employees to challenge the beliefs and d)

Work location

values of other employees.

c) Build in accountability through surveys and audits.

the labor supply is

46) Which of these decreases in

d) Reinforce traditional values.
predict?

the easiest to

a) Transfers-in

39) Employee involvement requires extensive b)

Retirements

additional HRM activity in which of these areas? c)

Voluntary quits

a) Training

d) Prolonged illnesses

b) Benefits

c) Labor negotiation

47) Wal-Mart

differentiates its business by offering

d) Marketing

the lowest prices. Offering the

lowest prices is Wal-

Mart's _____?

40) Managers who meet designated goals are a)

Functional strategy

_____?

b) Competitive advantage

a) Assertive

c) Distinctive competence

b) Efficient

d) Corporate strategy

c) Effective

d) Entitled

48) _____ is the process of

assessing progress

41) David conducts new employee orientation for a _____ toward

strategic goals and taking corrective action as

large organization. His work is within which basic _____ needed?

HRM function?

a) Strategic management

a) Management

b) Strategic planning

b) Motivation

c) Strategic control

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d) Diversification

Efficiency measure of how well resources are used to

49) _____ is the right to make decisions, to achieve a goal

direct the work of others and to give orders?

a) Leadership **Entrepreneur** : managers initiate and oversee new

b) **Authority** projects that will improve their organization's

c) Delegation performance

d) Management

Figurehead : duties that are ceremonial and symbolic

50) Which of the following is considered a qualitative in nature approach to job analysis?

a) Position analysis questionnaire **Informational roles** included monitoring,

b) **Interviews** disseminating, and spokesperson activities

c) Department of Labor approach

d) Functional job analysis **Interpersonal roles** included figurehead, leadership,

KEY TERMS and liaison activities

1. Human Resource Management

The staffing functions of the management process. Or

Leadership : hires, train, motivate, and discipline the policies and practices needed to carry out the employees

“people” or human resource aspects of a management

position, including recruiting, screening, training, **Leading** :

Leading is stimulating people to be high performers It is

rewarding, and appraising etc.

directing, motivating, and

communicating

Manager Individuals in an organization who direct the with employees, individually and in groups.

activities of others. Member of

the organization performing the management function **Liaison** :

contact outsiders who provide the manager

with information. These may be

individuals or groups

Motivation : Motivation means to influence inside or outside the organization.

performance of others and to redirect the efforts in desirable direction by using different **Line**

manager : Authorized to direct the work of motivational tools that can help subordinates—

they're always someone's boss. In addition,

in fulfilling the mission of organization line managers are in charge of accomplishing the

Organization A systematic arrangement of people to organization's basic goals.

accomplish some specific purpose.

Management : Management is the process of working

Competitive Advantage Any factor that allows an with different resources to accomplish organizational

organization to differentiate its product or service goals. from those of its competitors to increase market share.

Manager : The member of the organization who

Stakeholders All individuals and groups that are participates in the management process by planning,

directly or indirectly affected by an organizing, leading, or controlling the organization's

organization's decisions resources

Controlling : Specific activities are to set performance **Monitor** : collect information from organizations and

standards that indicate progress toward long-term institutions outside their own

goals

Negotiator role: discuss issues and bargain with other

Decisional roles included those of entrepreneur, units to gain advantages for their own unit

disturbance handler, resource allocator, and negotiator activities.

Organizing is assembling and coordinating the

human, financial, physical, informational, and other

Disseminator is a conduit to transmit information to resources organizational members needed to achieve goals.

Disturbance handlers take corrective action in **Planning** :

Planning is specifying the goals to be achieved and response to unforeseen problems
deciding in advances the appropriate actions taken to achieve those goals.

Effectiveness : A measure of the appropriateness of the goals chosen (are these the right goals?), and the **Resource allocators** : responsible for allocating degree to which they are achieved human, physical, and monetary resources

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wrong conduct.

Spokesperson : represent the organization to outsiders

Individuals : Individuals are important units of any

Staff manager : Authorized to assist and advise line organization managers in accomplishing these basic goals.

Group : A group is defined as two or more interacting

Diverse Workforce: A diverse workforce refers to and interdependent individuals who two or more groups, each of whose members are come together to achieve particular objectives. identifiable and distinguishable

Team : A team is a mature group with highly

Effectiveness : A measure of the appropriateness of the independent members who are completely committed goals chosen (are these the right goals?), and to a common goal the degree to which they are achieved

Role : A role refers to a set of expected behavior

Efficiency: Efficiency is the ratio of outputs to inputs patterns attributed to someone who occupies a given position in a social unit.

Organization: Organization is a managed system designed and operated to achieve a specific set of **Self**

Esteem : Self-esteem conveys people's feelings of objectives. self-worth.

Stakeholders: Stakeholders are those who have **Brain**

Drain: the loss of intellectual property that

interests in the organization results when competitors lure away key employees.

Structure: Structure is the basic arrangement of
Downsizing: Periodic reductions in a company's work people in the organization. force to improve its bottom line-often called

downsizing

Synergy: This concept states that the whole is greater than the sum of its parts **Ethics and Social**

Responsibility: Corporate social responsibility refers to the extent to which companies

System : A system is an entity with a purpose that has should and do channel resources toward improving one interdependent parts or more segments of society other than the firm's

owners or stockholders. Ethics is the

bedrock of

Task: This component can be defined as a mission or socially responsible behavior.

purpose of the existence of organization

Outsourcing Firms: The process of transferring

Organizational Behavior: OB is concerned responsibility for an area of service and its objectives specifically with the actions of people at work to an external provider

Cognitive component: The cognitive component consists of a person's beliefs, opinions, knowledge,

Restructuring: A number of firms are changing the and information held by a person. way the functions are performed. OR

Restructuring is the corporate management term for

Skills & Abilities: Mental and physical capacities to the act of partially dismantling and reorganizing a perform various tasks. This comes from company knowledge, learning, and experiences. for the purpose of making it more efficient and

therefore more profitable. It generally

involves selling

Personality: The unique combination of psychological off traits that describes a person. OR portions of the company and making severe staff

behaviors or trends that influence other people.

reductions

Perceptions: Perception is the mental process to pay **Re-**
engineering is the radical redesign of an organization's
attention selectively to some stimuli organization's
processes, especially its business
and cues in our environment. processes. Rather than
organizing a firm into

functional specialties (like production,
accounting,

Attitudes: Attitudes are comprised of feelings, beliefs,
marketing, etc.) and looking at the tasks that each
and behaviors. function performs, we should,
according to the

reengineering theory, be looking at
complete processes

Values: Basic convictions about what is right and from
materials acquisition, to production, to marketing
wrong. and distribution. The firm should
be reengineered into

a series of processes.

Ethics: Rules and principles that define right and

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Affirmative Action: Steps that are taken for model
representing that situation. A model is an
eliminating the present effects of past discrimination
abstraction of the real world.

Cohesiveness: Refers to how tightly knit the group is **Strategic**
planning is the process by which top
and the degree to which group members management
determines overall organizational
perceive, interpret and act on their environment in purposes
similar or mutually agreed upon ways and objectives and
how they are to be achieved.

Corporate Culture The system of shared values, **Layoffs** At
times, the firm has no choice but to
beliefs, and habits within an organization that interacts actually
lay off part of its workforce.
with the formal structure to produce behavioral norms

Human Resource Information

System: HRISs are

Mission: The organization's continuing purpose or systems used to collect, record, and store, analyze, and reason for being. retrieve data concerning an organization's human resources.

Policies: A predetermined guide established to provide direction in decision-making **Job Analysis:** Studying and understanding jobs through the process known as *job analysis* is a vital

The Labor Force : The labor force is a pool of part of any individuals external to the firm from which the HRM program organization obtains its workers

Job Specification: A job specification is a document **Unions :** Union is a group of employees who have containing the minimum acceptable qualifications that joined together for the purpose of dealing collectively a with their employer. person should possess in order to perform a particular job

Authority: Authority is the right to make decisions, to direct the work of others, and to give orders. **Job**

Description: A job description is a written statement of what the jobholder actually does, how he

Executives: Executives are top-level managers, who or she report directly to the corporation's chief executive does it, and under what conditions the job is officer performed. or the head of a major division.

Job Evaluation: It suggests about the relevant

Generalists: Generalists are people who perform tasks importance of a particular job in organization.

in a wide variety of human resource-related areas. The generalist is involved in several, or all, of the human **Job**

Identification – contains the job title, the FLSA status, date, and resource management functions. possible space to indicate who approved

Line Authority: Line authority entitles a manager to the description, the location of the job, the immediate direct the work of an employee. supervisor's title,

salary and/or pay scale.

Specialist: Specialist may be a human resource **Job**
Summary – should describe the general nature of the job,
executive, manager, or non-manager who typically is
and includes only its major functions or activities.
concerned with only one of the functional areas of
human resource management.

Human resource planning (HRP): It is the process of

Affirmative Action: An approach that an organization systematically reviewing human resource requirements with government contracts develops to demonstrate to ensure that the required number of employees, with that women or minorities are employed in proportion the required skills, is available when they are needed. to their representation in the firm's relevant labor market

Recruitment: It is the process of attracting individuals on a timely basis, in sufficient numbers and with

Employment discrimination: To make an appropriate qualifications, and encouraging them to employment decision, not on the basis of apply for jobs with an organization. legitimate job-related factors

Job Evaluation: It is used to evaluate the importance

Plans Plans are methods for achieving a desired result. of job by considering its contribution towards achievements of the objectives of organization.

Simulation A technique for experimenting with a real-world situation through a mathematical **Advertising :** A way of communicating the

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employment needs within the firm to the public perform the job, it has no value as a predictor. through media such as radio, newspaper, television, industry publications, and the Internet. **Snap**

Judgments: This is where the interviewer jumps to a conclusion about the candidate during the first few

Yield Ratios : Yield Ratios help organizations decide minutes of the interview.

how many employees to recruit for each job opening.

Socialization: Teaching the corporate culture and

Internal Recruiting Sources: When job vacancies philosophies about how to do business

exist, the first place that an organization should look for

Socialization: In order to reduce the anxiety that new

placement is within itself employees may experience, attempts should be made

to

Outsourcing: Outsourcing is the process of integrate the person into the informal organization.

transferring responsibility for an area of service and its objectives to an external service provider instead of

Training: Training is a process whereby people

internal employee. acquire capabilities to aid in the achievement of

organizational

Contingent Workers: It is also known as part-timers, goals. It involves planned learning activities designed

temporaries, and independent contractors, comprise the to improve an employee's performance at her/his

fastest-growing segment of our economy. current job.

Internships: A special form of recruiting that involves

placing a student in a temporary job.

Corporate Culture: The firm's culture reflects, in effect, how we do things around here.

This relates to

Recruitment: Recruiting refers to the process of everything from the way employees dress to the way

attracting potential job applicants from the available they talk. labor force.

Training: The process of teaching new employees the

Selection Process: *Selection* is the process of choosing basic skills they need to perform their jobs.

from a group of applicants those individuals best suited

a job to identify the

for a particular position.

appropriate training program

Task analysis: A detailed study of

skills required so that an

may be instituted.

Application Blank: Application blank is a formal record of an individual's application for employment

Performance analysis : Careful study of performance to identify a deficiency and then correct it with new

Standardization : Refers to the uniformity of the equipment, a new employee, a training program, or procedures and conditions related to administering some other adjustment.

tests. It is

necessary for all to take the test under conditions that

On-the-

job training (OJT) : Training a person to learn

are as close to identical as possible.

a job while

working at it.

Objectivity : Achieved when all individuals scoring a

Vestibule

or simulated : Training employees on

given test obtain the same results.

special off-the-job

equipment, as in

training airplane pilot training,

whereby training costs

Norms : Provide a frame of reference for comparing and hazards can be reduced.

applicants' performance with that of others. A norm

reflects the distribution of scores obtained by many

Coaching/Mentoring : A method of on-the-job

people similar to the applicant being tested. The

training

where an experienced worker, or

prospective

Method the trainee's supervisor

trains the employee.

employee's test score is compared to the norm, and the

significance of the test score is determined.

Action

Learning : A training technique by which

management trainees are allowed to

work full-time

Reliability : The extent to which a selection test

analyzing

provides consistent results. If a test has low reliability,

and

solving problems in other departments.

its

validity as a predictor will also be low. To validate

Case

study method : A development method in which

reliability, a test must be verified.

the manager is

presented with a written description of

an

Validity : The extent to which a test measures what it organizational problem to diagnose and solve.
purports to measure. If a test cannot indicate ability to

<http://vustudents.ning.com>

Business games : A development technique in which Trait
Theory
teams of managers compete with one another by
Behavioral Theory
making Motivational Theory
computerized decisions regarding realistic but
simulated companies. **Creating conditions for a
team to be effective is the**

responsibility of a(n):
Behavior modeling : A training technique in which
Leader
trainees are first shown good management techniques
Employee
in a Organization
film, are then asked to play roles in a simulated HR
department
situation, and are then given feedback and praise by
their **United Nations sent a rescue
team in the
supervisor. supervision of Mr. Kim from
Geneva to the**

**northern areas of Pakistan affected
by the**
Learning organization: An organization skilled at **destructive
earthquake of 2005. Mr. Kim is a/an:**
creating, acquiring, and transferring knowledge and at
Parent-country national
modifying its behavior to reflect new knowledge and
Host-country national
insights. Third-country national
Local-country national

**A psychological condition in which a person is put
into a deep sleep-like state, while still remaining
Employee handbook is a tool used for:**
**awake. It can be used to relieve pain & stress is
Communicating rules & policies within an
called: organization**
Providing information to
stakeholders outside

Hypnosis	the organization
Biofeedback	Manipulating the
competitors with false	
Transcendental mediation	information
Burnout	Providing information
about salary scale only	

Employees quit the organizations at their own	
Organizational guarantee about the job security is	
choice through:	a functional form of:
Outplacement, restructuring	Statutory law
Discharging, layoff	Contractual law
Transfer, demotion	Public policy
Resigning, retirement	Management rights

According to which of the following it is better to	Ahmed
has provided the personal contact numbers	
convince the employees to abide by the company's	of his
subordinates to one of his friend who is	
rules, rather than promptly responding with	working as an
insurance agent in a private	
written or oral warnings to employees?	insurance firm,
to help him in achieving his	
Hot stove rule	monthly sales target. This
practice is:	
Positive discipline	Clear violation of
labor laws	
Progressive discipline	Implementation of
discrimination law	
Implied discipline	Prohibited by the
privacy rights	
	Violation of employment at
will	

General practice carried out by Mr. Aslam is to	
encourage the participation of his	subordinates
Organizations are bound to pay its employees at	
while making departmental decisions. He is	least the
defined minimum wage as per government	
therefore said to be:	decision. This obligation
resulted because:	
Involved in practicing his referent power	It is
necessary to build goodwill	
Involved in practicing legitimate power	It is the
statutory right of an employee	
Involved in a leadership process	It enhances

the market share of a company's

Involved in making efforts to get favors from product
employees

It provides benefits to all of
its stakeholders

**The CEO has appointed Amjad to lead the current
BEST indicator of an effective safety and
project as he has the talent to handle critical
program of an organization is:**

**situations with an ease which enhances the
Employees do not feel hesitant while sharing
followers' morale as well. He is said to be a
successful leader as per:**

their problems
Employees feel
motivated to perform well and

show loyalty
Leadership Theory

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Employees feel honor that organization is **more
effective:**

concerned about their problems
performance appraisals on regular

Perform

Employees do not face injuries and illnesses basis
on regular basis

Train employees prior
to appraisals

Develop high compensation
packages

Cl
ea
rl
y
de
fin
e
jo
b
de
sc
ri
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in the workplace, is known as: Which of the following is most popular technique for appraising employee performance? Exhaustion Burnout Collapse Fatigue Management by objective Paired comparison	Which of the for appraising employee Alternation ranking Graphic rating scale Management by Paired comparison

For r w hi ch of th e fol lo wi ng re as on , un io n-

membership in organizations losses it's importance is the best time or occasion to discuss during recent years? an employee? Legislation protects workers in a better way staff meeting Unions give advantage to union leaders lunch Union membership is quite expensive Employee's annual appraisal Companies do not hire union members success team meeting	Which career-related issues with Weekly Social Career

All of the following are reasons of conflicts in an for promotion will typically be	The basis

organization, EXCEPT: competence rather than seniority when:

Everyone competing for scarce resources Team
cohesiveness is important

Interactionist view about employees Company
is promoting competition

Poor coordination among employees Union
agreements are involved

Stereotypical views about employees
Organization is Legaly bound by government

Which of the following is an incentive plan that Which of the following is a part of organization's rewards employees for exceeding a predetermined role in the career development of an employee?

goal by sharing the extra profits? Communicating
the mission, policies and

Scanlon plan procedures

Piece-work plan Providing timely
performance feedback

Gainsharing plan Participating in career development

Variable pay plan **discussions**
Seeking out career information

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as 'pay-for-performance' program?		Amjad has
reached the age of full retirement, but		
Piecework plan	he still wants to continue	
his job. Moreover,		
Scanlon plan	organization has not yet	
found any replacement to		
Gainsharing plan	him. In such situation	
Amjad should pursue:		
Profit sharing plan	Counseling to utilize	
his leisure time		
	Search careers outside the	
company		

Psychological counseling in the organization
 Which of the following expresses

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Output 1 = Output 2
selecting a training and
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Output 1 > Output 2
effectiveness of the training
Input Input
should be hired

Which of the following is the
an organization while
development program?
Ensure the cost
session
Expert & professional trainers

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provided to all the **An employee's compensation usually comprises of:**

High monetary rewards
Quality rewards requested by employees
Maximum training mediums should be used

Benefits like medical &

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Financial & non-financial rewards **Which of the**
following is the greatest contributor
towards the success of an
organization?

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Conduct frequent trainings to employees
Counseling simulations

Set goals to define the direction to pursue
Vocational interest test

Implementation of the newest technology Role
playing

Employment interview

**The re-arrangement of organizational structure &
change in organizational culture is accomplished** Which of

the given employment testing approach during: requires individuals to perform activities similar to those they might encounter in an actual job?

Task analysis

Organizational analysis

technique

Person analysis

Management analysis

simulations

In-basket

Role playing

Interview

Case study

Which of the following terms reflects the process of

preparing organizational people according to the HR manager, what should be your main future needs? focus while recruitment?

Learning

The potential candidate

must possess

interpersonal and analytical

Training

Development

The potential candidate

should be very

Need analysis

confident and sharp

be attractive

The potential candidate must

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traits that are important in performing a job or

not?

Concept validity
consideration of an HR
Criterion validity
recruitment?
Construct validity
employee selection to recruiting
Content validity
applicants

What could be the main
manager during

Outsource the
agencies
Screen the pool of appropriate

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Curriculum vitae
make any new appointment';
Educational record
organization has transferred Mr.
Career goal
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Interview questioning
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Azam to another branch.
organization is taken
Increase the labor supply than

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Influence
Authority
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Cultivating learning culture within
Employment market organization Employee market
Determining deficiencies that require
market

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Developing career development plans for **The best way**
of reducing the problems of leniency
employees **or strictness in performance**
appraisals is to:
Identifying training outcomes through Rank
employees
evaluation **Train supervisors to**
avoid it

performance Impose a distribution for
Which of the following method includes the
Consider the purpose of the appraisal

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member & the applicant through a goal-oriented Which of
the following problem occurs when supervisors tend to rate all
conversation? consistently low?
their subordinates

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Central tendency
Leniency Competitive
compensation packages
Strictness
Halo effect

Question No: 49 -
Organization has legitimacy and
rationale

Rating a person high or low on all items because of
configuration that is why it is said to be a/an:
one characteristic during performance appraisal, is
Formal organization

known as:
Halo effect Informal organization
Central tendency Virtual organization
Stereotyping Learning organization
Biasness

According to the 'Hawthorne
Studies' productivity

Which of the following performance appraisal of
employees:

method is usually adopted for evaluating Increased
by increasing light intensity

performance at managerial positions? Decreased by
decreasing light intensity

Management by objective Increased by
observing them

Critical incident None of the given
options

Paired comparison
Essay method

Question No: 51 (Marks:
5)

Company consults its legal
advisor for some legal

In which method supervisor keeps a log of positive
assistance, what sort of power that legal advisor

**and negative examples of a subordinate's work-practice?
related behavior?**

Management by objective
advisor will practice the following

Comparison method

Essay method

of power which is

Critical incident method
due to personal expertise and

knowledge.

power:

Expertise: It is a type

possessed by a person

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Strategic performance appraisal
Organizational development
Marks: 10)
Upward feedback
that should be taken to make
Downward feedback
appraisal system of an

Question No: 52 (

Identify the measures
the performance

organization more effective.

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performance Appraisal:
In order to
responsibilities
& duties
is called:

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more effective the
Grades
taken:
Scales
appraiser: Before

make performance appraisal
following measures should be

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employees of the admin
department. In this situation he is said to be a
_____.
Identify the methods that can be adopted to
Manager only (Correct)
maximize the effectiveness of learning. Charismatic
leader

Leader only

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effectiveness of learning the following methods
**of relationship exists between ‘negative-
(learning principles) should be adopted:
& ‘punishment’?**

**What sort
reinforcement’**

1. **Participation:** Learning is only effective Both
are similar concepts
when the learners participate in the learning
Punishment leads to negative-reinforcement
process. So such conditions should be **(Correct)**
provided to learners so that they participate in
Negative-reinforcement leads to punishment

the learning process.
similar consequences

Both leads to

2. **Repetition:** An important aspect to enhance learning is repetition that is given the learner **'Federal law' requiring employers to give 60 days** the opportunity to practice what he is being **notice** **prior to plant closing or major layoff, as** taught. **stated by:**

3. **Relevance:** Learning must be problem **Statutory right of employees (Correct)** centered rather than content centered. People Employer itself should be trained when there is some Due process by an employer deficiency in them and the learning is solving Union recommendations that problem.

4. **Transference:** Learning is no effective if it is **Which of the following facilitates the employer to** not transferred to actual workplace so that **hire, fire,** **demote or promote anyone, in the** trainees should apply what they have learned **absence of any legal obligation?** the skills and knowledge to workplace to Discrimination law increase their productivity. So it should be **Employment at will (Correct)** ensured that transfer of learning takes place. Affirmative action

5. **Feedback:** Feedback of performance is Equal employment opportunity

necessary for learning. Feedback helps employees to improve their performance. **'Honda**

Pakistan', implemented a safety & health **program for its employees after**

consulting experts

While downsizing, organizations sometimes reduce and **management in the organization. But, no**

the number of its employees by offering early reduction **in the accidents or injuries is observed.**

retirements because: **Identify a reason which is** **least possible to the**

HR requirement is less than existing number of **failure of** **this Safety & Health program?**

employees

Company is not considering

inputs of employees

HR requirement is greater than the existing regarding safety decisions

number of employees Safety & health program is not communicated

Company's cost in terms of employee properly to all employees

compensation can be saved **Proper safety & health training has not been**

Organizations can be more efficient by this provided to the employees (Correct)

action of management (correct) Proper budget is not allocated to safety and health

program as required

Which of the following can be an alternative

decision to employee termination?

Which one of the

following is NOT included in the

Demotion

content of 'Employee

Handbook'?

Retirement

Fringe benefits

Resignation

Safety procedures

Lay-off (Correct)
(Correct)

Financial statements

Job duties

If the time between violation & the respective

penalty implementation lengthens, the impact of the

"Accounting staff of a EFU General Insurance ltd,

disciplinary action will:

share information of

different departments to assist

Be exceeded (Correct)

in preparing the

annual budget on a consistent

Remain the same

basis". Which type of

communication it is?

Become invisible

Diagonal

communication

Be reduced

Horizontal

communication (Correct)

Upward communication

Mr. Imran is appointed to supervise all the

Downward

communication

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members demanded the salary increment as per the

Bonus pay

rate of increase in inflation. As an HR manager

Piecework pay

what will be your initial step?

Rejecting the request as it is unnecessary

To make the

'Ranking Method' of job evaluation

Approving the demand immediately

more effective:

Asking union to make a contract

Perform

performance appraisals on regular

Arranging negotiation to discuss the issue

basis

According to which of the following view, "conflict

Train employees prior to appraisals

is bad and should be avoided"?

Develop high

compensation packages

Behavioral view (Correct)

Clearly define

job description initially

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Human Relations View
excel herself in the banking

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Interactionist View
Superior Qualification

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serving interests without taking into account the
this problem, the bank could help her by:

goals of the organization, the move
Providing her with a career coach

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Neutral
occupation to adopt

Suggesting her a better

Unethical (Correct)

Intense
of a manager's role

Which of the following is part

in the career development of an

employee?

Legitimate power includes which of the following?
Communicating the mission, policies and

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Limited ability to reward employees
Establishing goals and career plans
Ability to only punish employees
Limited control of company's physical resources
Which of the following plays a role in assessing interests, seeking out career information and utilizing
A power base that depends on fear comes under development opportunities in career

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Reward power	Individual	
power (Correct)	Manager (Correct)	Coercive
Referent power	Supervisor	
Legitimate power	Company	

Which of the following is NOT included in time-off
lifelong series of activities that contribute to a

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On-the-job breaks
development
Annual holidays
(Correct)
(Correct)
Paid leaves

Organizational

Career management

Career development Flexi time

Career planning

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All of the given options

(Correct) Above market rate (Correct)

Below market rate

At market rate

Amjad has reached the age

of full retirement, but

All of the given options

he still wants to

continue his job. Moreover,

organization has not yet found any

replacement to

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<http://vustudent.net.snnhg.com>

Search careers outside the company **Groups**
(Correct) Psychological counseling to prepare for Crowd
retirement None of the given options

Extension of current job within company

The MOST common reason that an

Which of the given objective is mainly focused expatriate fails at an international assignment is during pre-retirement educational programs?

Improve job satisfaction among senior staff
Incompetency
Enhance employee performances through such
Technical demands of the job
concerns Expense

Prepare employees for their upcoming Family pressures (Correct)
retired life (Correct)

Minimize medical claims from retirees Previous company records & customer satisfaction

surveys may serve as a source for: During which stage of socialization, employees

Cultivating learning culture within the successfully internalize the organizational norms & organization (Correct)
beliefs? Determining deficiencies that require training

Developing career development plans for

Pre-arrival stage employees
Encounter stage Identifying training outcomes through

Metamorphosis stage (Correct) evaluation
Post-retirement stage

The best hiring occurs when the goals of which of

During which of the following interview, an the following should consistent to each other? interviewer asks probing and open-ended HR managers, Finance managers questions?

Head office, Branch
Organization, Individual (Correct)

Structured interview Lower managers, Top managers

Unstructured interview (Correct)
Formal interview Which one of the following is NOT the advantage

Planned interview
Multiple perspectives
Which of the following is a process of attracting
openness to new ideas

of Workforce Diversity?

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and with appropriate qualifications, to apply
Decreased problem-solving skills (Correct)
jobs with an organization?

Selection
reason, subordinates

Recruitment (Correct)
with their appraisal

Staffing
Enrollment
during the interview

the interview

conducting the

Due to which of the following

may feel dissatisfied

interviews?

They feel threatened

They can influence the course of

Constructive interviewer is

interview

Which of the following is a force by which

Their

poor performance is being highlighted

personality traits (expertise) affects others'

behavior?

Which of the given solution

served as the best one

for reducing the problem of

Power

central tendency in

performance

Influence (Correct)
appraisals?

Authority

Rank employees

Command

Train supervisors to

avoid it (Correct)

Impose a distribution for

performance

Which of the following practice involves the selling

Consider the purpose of the appraisal

off portions of the company and making severe

staff reductions?

Some supervisors, when

filling in rating scales,

tend to avoid the highs and

Redesigning

lows on the scale and

rate most people in

Restructuring (Correct)

the middle. This type of

evaluation is said to

Organizational designing

be effected by:

Stereotyping

Reengineering

Central tendency (Correct)

People can be more productive while working in:

Strictness

Leniency

Isolation

<http://vustudents.ning.com>

(Correct)

Mechanical

process

Existence purpose
“
Organizing process
of managing & evaluating
both

the behavior & outcomes in the workplace” is known as:

abilities are categorized as
Training & development
an individual?

Performance appraisal (Correct)
creativity
Compensation management
communication
Job analysis
proficiency (Correct)

Which of the following

the Technical skill of

Judgment &

Analysis &

Knowledge &

Innovation & advancement

Employees' routine working is now being monitored through computers electronically; this trend has affected the Performance Appraisal (PA) Reactive approach to overcome the influence of system in which of the following manner? discriminatory practices occurred in the past is

Development of PA on more frequent basis referred as:
Enhanced importance of PA for employees Equal employment opportunity

PA have become more accurate & efficient one
Affirmative action (Correct)

Human involvement is completely removed HR planning

Litigation process

By what means, organizations show concerns for their employees and earn their commitment? The cognitive component consists of a person's:

Solely ensuring job security of employees
Emotions

Provide career development opportunities
Knowledge (Correct)

Promise after retirement incentives only Attitude
Offer stock options limited to senior employees
Feelings

The frequency of conducting the performance Yousaf
has beaten his fellow employee for which
appraisal depends on: his manager has
dismissed him. Evaluate

Environmental challenges manager's response
in terms of ethical application
Training sessions of power.
Job analysis

Organizational policies (Correct) Answer:
No employee is supposed to get
physical with any of

Evaluation method generally adopted by most of the
colleagues. Manager's decision was the extreme
the educational institutes to evaluate the students' as he
could have brought both employees together

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to know the problem between them. I see academic performance is: this movement as an unethical practice

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Anniversary method
be taken to limitize the
Base timings method
employees? Explain each in

detail.

Which of the following approach emphasizes the

What measures should
union membership by

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employees' performance?
organizational people indulged

When do

Scientific approach
organizational politics? Discuss any

themselves in

Rational approach

five factors in detail.

Human relations approach

Systematic approach (Correct)

Answer:

Organizational politics are actions
that allow people in

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used in the variation of the workers' performance?
or hurt the organization in dependence on whether the

Safety measures persons' goals are steady with the organization's goals.
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1. **Changes in Leadership** which changes created by identifying some conventional associations and processes can common denominator skills, create an opportunity for increased political knowledge, and responsibilities behavior. with the desired goal being the

criterion of a number of

2. **Changes in Coordination and integration** of distinctive classes or grades of organizational activities used to achieve jobs. common goals can also lead to an increase in 3.

Factor Comparison Method

political behavior. Raters need not keep the entire

job in mind as they evaluate

3. **Changes in any of the five contextual forces,** instead, they make decisions on

i.e. environment, technology, strategy, culture, separate phases, or issues, of the and structure, can generate uncertainty over job. A basic fundamental resource allocation, leading to an increase in hypothesis is that there are five political behavior. universal job

factors: (1) Mental

Requirements (2) Skills (3)

4. **Blame & Integration.** Blaming and attacking Physical Requirements (4)

others to deflect attention from one's mistakes Responsibilities 5) Working and using ingratiating behavior to gain favor Conditions.

are unethical and negative types of political 4.

Point Method: Raters assign actions. numerical values to

specific job components, and the sum of these values

5. **Building Relationship** . People develop values provides a quantitative relationships through coalitions, grouping, appraisal of a job's relative networks, and accommodating managerial significance. The point method linkages. Coalitions are relationships formed requires selection of job factors over specific issues. Alliances are general according to the nature of the agreements of support among different specific group of jobs being individuals and groups; and networks are evaluated. After determining the broad, loose support systems. Relationship group of jobs to be studied, building can either help or harm the analysts conduct job analysis and organization. write job descriptions. Next, the analysts select and define the factors to be used in

measuring

In order to get advantage of each method, will it be job value and which become the

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of factors or typically used.

1. Ranking Method: Raters

examine the description of each job being evaluated and assemble the jobs according to their value to the corporation. This technique

Which of

the following employee benefits are
requires a team characteristically
imposed on organizations?

legally

composed of both management
security

Social

and employee delegate to arrange
options

Stock

job in a simple rank order from
centers

Care

uppermost to lowest. The most
hours

Flexible

noticeable restraint to the ranking
method is its utter lack of ability

Question

No: 2 -

to be managed when there are a
will mostly be considered failed if:
large number of jobs.

Leadership

appointed by top management

Leaders are

2. Classification Method: A job
established high goals to be achieved

Leader

evaluation method by which a

Leader

also plays the role of a manager in an

number of classes or ratings are

organization

defined to explain a group of jobs

Followers stop sharing their issues with a

is known as categorization

leader

method. The classifications are

<http://vustudents.ning.com>

Usually it is observed that after becoming the
issues

Labor

team's captain the player's own performance

Mandatory issues

declines. What could be the reason behind it?

Permissive issues

Unable to handle extra pressure
issues

Prohibited

Absence of task related knowledge

Lack of high energy level

According to which

of the following view, "conflict

Imposed on a team by management

should be

encouraged and managed"?

Traditional View

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categories while conducting its business globally?

Interactionist View

Domestic

Behavioral view

International

Multinational

Asif has punished his

subordinate for the reason

Transnational

that he had refused to

drop Asif's children at

school. What type of power Asif

practiced over his

Which group of employees may also be known as subordinate?

expatriate?

Referent power

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Third-country nationals
power
Local-country nationals

Charismatic

If being a manager you have the
power to dismiss,

_____ are citizens of the country in which the multinational company has its headquarters. If being a manager you have the power to suspend or demote your subordinates, you are said to have which of the following power?

Expatriates
Third-country nationals
Home-country nationals
power
Host-country nationals

Charismatic power
Referent power
Coercive power
Legitimate

Question No: 14 -

Neither an organization nor any organizational Performance measures include all of the following, member can provide the employee database information to any person/organization without the Individual's productivity EXCEPT:

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restriction is supported by:
productivity

Departmental

Employment at will

Market

productivity

Discrimination law

Rights to privacy

Which of the following is

NOT included in time-off

Labor law

benefits?

Communication in which information flows from
the top of the organizational management
hierarchy to the employees telling them what is the
mission and what are the policies of the

On-

Annual holidays

Flexi time

Paid leaves

organization is known as:

Diagonal communication
following reason, organizations

Horizontal communication
benefits important?

Upward communication
blood in the organizations

Downward

To retain the valuable employees

For which of the

consider employee

To attract new

communication

To create good reputation in

the market

**All of the following would be considered as sources
of the given options**

All

of conflicts, EXCEPT:

Goal incompatibility
Different values and beliefs

Question No: 17 -

Which of the

following is NOT included in direct

Lack of resources and finances
payments?

financial

Strengthened

team

dynamics

Wages

Insurance

**The labor union of 'SAGA Trading Pvt Ltd' is
Commissions**

**demanding company to buy resources from their
Incentive**

settled place. Company didn't bother about raising

such issue by the union, as the issue comes under:

<http://vustudents.ning.com>

When an employee's

performance is so poor that a

**written warning is required, that warning should:
would get a better package after 30**

because he

Identify the standards by which the employee is

years of

service. However, according to him without

judged

a job it would be difficult for him

to spend time so

Contain examples of employees who met the

he may

consider other options. What do you

standards

suggest for him?

Provide previous examples when employee met the

Explanation of social security benefits

standards

Pursue career outside the

company

Be sent to the employee in question and to the
Counseling to utilize leisure time
superior manager All of the given options

If a supervisor wants to criticize his subordinate in How
organizations prepare their employees for
an appraisal interview, it is best to: retirement?

Hold meeting with other people to diffuse the Provide
leisure time counseling

negative situation Search careers outside the
company

Provide examples of critical incidents by that
Explanation of social security benefits
employee Psychological counseling to
accept retirement

Acknowledge personal biases with the employee
Scold the employee on excuses for poor Which of the

following measures are taken to
performance assess the intensity of
employees' satisfaction and

their attitude toward the training
program?

Which of the following depicts today's major
barrier to career advancement of the working
Continuous feedback

ladies? Profitability rate
Top management is usually male oriented Market
share

Lack of educational opportunities for women
Productivity levels

Common perception that woman can never be a
better boss Which of the following is the

greatest contributor
Difficulty in balancing the work and family life towards
the success of an organization?

Prevailed grapevine network of
employees

Which of the following is part of a manager's role
Conduct frequent trainings to employees
in the career development of an employee? Set goals to

define the direction to pursue
Communicating the mission, policies and
Implementation of the newest technology
procedures

Utilizing career development opportunities Which of the

following test is used to measure a

Participating in career development discussions
candidate's knowledge regarding job duties he/she

Establishing goals and career plans is supposed to
perform in a particular job position?

Work knowledge test

Which of the following is a part of organization's
knowledge test

role in the career development of an employee? **Job**
knowledge test

Communicating the mission, policies and
knowledge test
procedures

Providing timely performance feedback **The extent to**
which an employment selection test

Participating in career development discussions **provides**
consistent results is known as:

Seeking out career information Reliability

Dependability

Which of the following term is used to represent
Consistency

the shift in job position without any change in
Trustworthiness

salary or grade?

Promotion **Which of the following term**
is used as the

Transfer indicator of missing
information by the applicant

Demotion **while making selection**
decision?

Resignation **Red flag**

Red alert

Employee commitment had suffered a lot in recent
High alert

years due to which of the following reasons? **Alarming**
situation

Structural downsizing

Skill inadequacy **Which of the following**
method is used to inform

Rational appraisals **employees about the**
company's job openings?

Organizational expansion **Job publishing**

Job declaration

Shehzad planed to retire from his company **Job**

posting

<http://vustudents.ning.com>

Job listing

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Organizations started **Central tendency** focusing on **quality,**
Stereotyping
productivity and efficiency during: Biasness

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Legalistic period
objectives (MBO) refers to an
Organistic period
which:

Strategic period
made toward the

Management by
appraisal method,

Evaluates progress

accomplishment of measurable goals

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If a performance appraisal
focuses on an
'Due to lack of knowledge among employees, they
employee's quality and quantity of work, then the

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Conduct relevant training
actual duties

Performance of
new computer
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Provision of
training
Performance of
actual duties

Employee competency
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**The process by which people acquire skills &
the following is NOT one of the**

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performance jobs at hand, is known

Allocate specific goals **as :**

Set challenges engineering but to achieveable goals
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Stress interview
out Mr. Haseeb as a low
dissatisfaction with his

Management has pointed
performer & shows their

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tried a lot to put Which of the following represents the basic goal of more & more efforts but still unab

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reaction by Haseeb

Attract the qualified candidates & not the **is resulted**
due to:
unqualified ones

Lack of trained raters

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Rank employees
following is NOT the
Train supervisors to avoid it
Virtual Team?
Impose a distribution for performance
nonverbal signals

Which one of the
characteristic of a

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identified & grouped during which of the majority, we will be happy from that at leader. But if following man

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Planning
without the knowledge
Organizing
good opinion. I think that
Leading
in my view.

some party has select a leader
of people. That will be not a
the first sentence will be correct

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caught fire, a labor As a result of which of the following activity, HRI S named Iftikhar had volunteered ar

Generating organizational reports
fire. For this act of bravery,
Managing resources effectively
management awarded him with the
Retrieving timely information
bravery’. In the light of Maslow’s Need

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the criteria that make the leader's & behaviors a strong influence on their employment through some non-manag

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interact and motivate their employees must have a pleasant working environment, subordinates so they will

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are responsible for the security of the employees. for their subordinates and people. **Which of the following is a part**

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Meet requirements of federal law Internal
 symptom of stress
 Check employee's communication network
Check authenticity of provided information The 2
 factors used by Herzberg in 'Two factor
 theory' are:
 Hamid immediately left the organization for
 Expectancy & relatedness
 personal reasons during the office hours without
 Hygiene & motivators
 informing his manager. Manager should take notice
 People X & people Y
 of it because: Self-esteem & security
 It is his responsibility to remain informed about
 employees' problems Organizational
 guarantee about the job security is
 It is a disciplinary problem that requires a functional
 form of:
 immediate action Statutory law
 It is about assigning Hamid's work to some
 Contractual law
 other employee before leaving Public policy
It is his responsibility to keep record of enter
 Management rights
& exit of employees during office hours
 Occupational health & safety
 refers to which of the
 'Unilever' comes under which of the following following
 dimensions of a workforce that result
 categories while conducting its business globally? from the
 work environment provided by the
 Domestic organization?
 International Physical &
 physiological
 Multinational Physiological &
 Mycological
 Transnational Chronological &
 psychological
Physiological &
psychological
 Mehmood, a Pakistani national is working in the
 HSBC, Pakistan branch of a China based Which one of
 the following is NOT included in the

multinational bank. Mehmood is therefore be content of
'Employee Handbook'?

classified as a/an:

Expatriate

Third-country national

statements

Home-country national

Host-country national

Fringe benefits

Safety procedures

Financial

Job duties

The physical or psychological

condition induced in

Which group of employees may also be known as workers
by overwork or overexposure to stress in

expatriates?

the workplace, is known as:

Parent-country nationals

Host-country nationals

Third-country nationals

Local-country nationals

Exhaustion

Burnout

Collapse

Fatigue

Amjad is a Pakistani born national who is working The
labor union of 'SAGA Trading Pvt Ltd' is

in Saudi Arabia as a HR manager for an American
demanding company to buy resources from their
company. So, Amjad is a/an: settled place.

Company didn't bother about raising

Expatriate

such issue by the union, as

the issue comes under:

Third-country national

Home-country national

Host-country national

Labor issues

Mandatory issues

Permissive issues

Prohibited issues

Assessing an employee's probable success in
handling a foreign transfer and the best predictor

According to which of the following view, "conflict

of future success is proved to be:

is bad and should be

avoided"?

Job competence

Past international travel

Language skills

Behavioral view

Traditional View

Human Relations

View

Extraversion

Interactionist View

Ali often gets aggressive on minute things, the
that people perform to acquire and
counselor indicate his responses as:
power & other resources, to obtain

Activities

enhance their

Short-term physical symptom of stress **their preferred**
outcomes, are represented as:
 Long-term physical symptom of stress
 Authorities
 Behavioral symptom of stress
<http://vustudents.ning.com> Influences

Politics Graphic ranking scale
 Principles

Which of the following is MOST essential for

Asif has punished his subordinate for the reason sustainable performance of an employee?

that he had refused to drop Asif's children at Clearly defined job description

school. What type of power Asif practiced over his Career development opportunities

subordinate? Commitment from top management

Referent power Feedback in term of appropriate rewards

Social power

Personal power Which of the following is a part of organization's

Charismatic power **role in the career development of an employee?**

Communicating the mission, policies and

A power base that depends on fear comes under procedures which of the following category of power? Providing

timely performance feedback Participating in career development discussions

Reward power Seeking out career development discussions

Coercive power information

Referent power

Legitimate power **Which of the following plays a role in assessing**

interests, seeking out career information and

For which of the following reason, organizations utilizing development opportunities in career

consider employee benefits important? development?
 To attract new blood in the organizations

Individual

To retain the valuable employees

Manager

To create good reputation in the market

Supervisor

All of the given options

Company

Which of the following pay category depicts the commitment had suffered a lot in recent increase in salary, the firm awards to an individual due to which of the following reasons? employee based on his or her individual performance?

Employee

years

Structural

downsizing

Skill inadequacy

Merit pay

Rational appraisals

Variable pay

Organizational

expansion

Piecework pay

Job-based pay

How organizations

prepare their employees for

retirement?

Rewards offered to individuals serving at the Provide leisure time counseling managerial positions on monthly basis are termed Search careers outside the company as:

Explanation of social security

benefits

Commission

Psychological

counseling to accept retirement

Salary

Wage

Which of the following phase

includes the content

Bonus

development of training

program?

Training evaluation

When an employee's performance is so poor that a Training design written warning is required, that warning should: Training need analysis

Identify the standards by which the employee is
Defining training objectives
judged

Contain examples of employees who met the

Who is

responsible for hiring the wrong person for

standards

the particular job?

Provide previous examples when employee met

HR

manager

the standards

Regional manager

Be sent to the employee in question and to the

Regional head

superior manager

CEO

Which of the following methods of performance appraisal includes evaluating performance by assigning predetermined percentages of rates into

Which of the following strategy is said to be more effective to motivate contingent workers?

Facilitate with job security

performance categories?

Make jobs more

appealing

Develop interest

Alternation ranking

Provide challenging

through job rotation

Paired comparison

projects

Forced

distribution

<http://vustudents.ning.com>

The inner drive that directs a person's behavior & procedures are fall under which category?

towards goal attainment is known as:

Staff

Attitude

Line

Performance

Functional

Motivation

Operational

Need

In Hawthorne studies which decisive factor was

Which of the given employment testing approach used in the variation of the workers' performance?

Health

requires individuals to perform activities similar to

Safety measures

those they might encounter in an actual job?

condition

In-basket technique

Light variation

Role playing

Salary bonuses

Interview simulations

Case study

defined Management

Which of the following term

Sciences Department of the

Virtual University

Ahmed, the supervisor of the manufacturing

(VU)?

department, is in the process of evaluating his
System
staff's performance. He has determined that 15%
Subsystem
of the group will be identified as high performers,
Board
20% as above average performers, 30% as average
Arrangement
performers, 20% as below average performers, and
15% as poor performers. He is using a _____
method. Strategic managers are
responsible for overall:

Graphic rating scale	Production
Constant sum ranking scale	Planning
Forced distribution	Controlling
Alternation ranking	Changes

According to which of the following method, each
job is assigned to a particular grade/category Which of
the following terms correctly represents different
depending on the type of jobs, the organizations types of managers?
required?

Ranking method	Tactical, operational,
functional	
Classification method	Tactical.
operational, strategic	
Factor comparison method	Executive, CEO,
director	
Point factor method	Dimensional,
functional, strategic	

Management has pointed out Mr. Haseeb as a low
According to which act, pay discrimination on the
performer & shows their dissatisfaction with his basis of
gender for same position & performance is
performance, Mr. Haseeb had tried a lot to put
prohibited?
more & more efforts but still unable to satisfy the Civil
rights
management, after some time he started overlooked
Equal pay
the appraisal reports as he perceived that Worker
compensation
management is habitual of criticizing the Age

discrimination

employees' performance. This reaction by Haseeb is resulted due to:

following Management

Lack of trained raters

applicable w.r.t HRM?

Unserious attitude towards appraisal

Lack of proper feedback

organizing, leading & controlling

Management is biased

organizing only

Which of the

functions are

Planning,

Planning &

Leading & controlling only

None of the

Question No: 39 -

management functions applied

HR generalist is involved in:

Performing all or few (more than one) HR

While

developing laws, management should be

functions

able to:

Performing a single focused HR

function

Implement laws by force

Providing orientation to employees only

Modify

as per requirement

Designing special compensation packages for

Defend their decisions

female employees

Easily convey among

employees

Managers who are indulged in establishing policies

<http://vustudents.ning.com>

The specific means used to

attract potential

candidates is referred as:

Selection

person behaves in a group

Recruitment

HR planning

Staffing

4) The concept of how a

can be attributed to:

a) Thermodynamics

b) Group Dynamics

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None of the given options
Psychology

a) Human

b) Human Behavior in general

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What are the different dimensions of stress? List &

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2) Hawthorne studies depict the effects of work

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3) Process of working with different resources to

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accomplish organizational goals is known as:

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c) **Management**

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**Organizations started giving more focus on the
that employees receive as a result of their
quality of work life (QWL) during:
position rather than performance**

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- a) Variable pay •
- b) Benefits •
- c) Salary •

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Which of the following is MOST important to
manage workforce diversity?
following term is used for choosing

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c) **Top-level commitment** •
d) Resistance to change
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- c) Departmental productivity •
 - d) **Market productivity**
- following is NOT one of the methods •**

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While conducting job analysis the 'Observation Method' is useful when:

Select correct option:

- a) Job requires more intellectual skills to complete • a)
- Job advertisements •
- b) Job postings •
- b) Job is repetitive in nature • c)
- Employment agencies •
- c) Job is market oriented and requires more data • d)
- Executive recruiters •
- d) Job consists of physical activity like Employee's inability to complete the assigned tasks machine operations within the deadline may leads to: •

For the selection of pilot, PIA's management took
Decline in his salary only •
the written test based on the understanding &
Increased work burden •
application of aeronautical engineering; under
Employee demotion only •
which category this test will fall?
Disciplinary action against him •

- a) Reliable test • The inner
- drive that directs a person's behavior
- b) Content-valid test •
- towards goal attainment is known as:
- c) Criterion-valid test •
- d) Face-valid test • a)
- Performance •

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The communication flowing from subordinates to Need • c)
superiors, is known as: d) Attitude •

- a) Diagonal communication Which
performance appraisal technique lists traits •
b) Horizontal communication and a range of
performance? •
c) Upward communication •
d) Downward communication •
a) Alternation ranking •

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Leadership is a _____ not a _____.
Management By Objective •

c)

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a) Position; process •

b) System; phase •

cognitive component consists of a person's:

c) Process; position •

d) Phase; system •

Emotions •

The

a)

<http://vustudents.ning.com>

b)

Knowledge •

- c) Attitude who dislike teams to work •
- d) Feelings overcome their resistance •
- d. assigning employees together as a team to

Which of the following criteria is said to be of the following component of attitude essential for an effective communication? person's opinions, knowledge, and

Which represents a

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- a) Sender and receiver are using the same •
code\language component Affective
- b) At least two people are involved & •
willing to communicate Cognitive
- c) A channel to communicate should be •
present Behavioral component
- d) All of the given options •

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Employees quit the organizations at their own choice through

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- a) Outplacement, restructuring •
and are influenced by it?
b) Discharging, layoff •
c) Transfer, demotion •
Workforce
d) **Resigning, retirement** •

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The supervisor keeps a log of positive and negative examples of a subordinate's work-related behavior

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- a) Management By Objective •
- b) Comparison method •
- c) Essay method •
- d) **Critical incident** •

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aining is made prior to which of the following

step?
\\

HRIS helps managers to perform

_____ **more effectively &
systematically.**

Evaluation
gathering
the training
program

a) Management functions •

De

b) Controlling functions •

c) Planning functions •

d) **HR functions** •

signifying the contents of training to be

delivered

Identifying whether the training is required or not

In which of the following area organizations are legally bound to maintain consistency in HR

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b) Training & development •

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screening used to reduce absenteeism on the c) Safety measures • basis of medical problems and to est

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-- HR-related guidelines for building effective self-

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team.

Polygraph tests to eliminate negotiating so that workers can

concentrate on their jobs.

Substance

c. providing extensive training so that team members have the skills needed to do their jobs.

<http://vustudents.ning.com>

Which of the following test is used to measure a
Planning & selection
candidate's knowledge regarding job duties he/she
is supposed to perform in a particular job
Training & development
position?

Maintenance of HRIS

Work knowledge test

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Trade knowledge test
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Job knowledge test

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Position knowledge test

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**Which of the following is a goal-directed summary
of a person's experience, education and training
developed for use in the selection process?**

Brain

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Curriculum vitae or
someone who occupies a patterns attributed to

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Educational record

Career goal

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Interview questioning

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Which of the following information is NOT
collected through observation method while
Stereotyping
conducting job analysis?

Who is monitoring the task?

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the Top-level

What task has done?
managers?

How task has done?

Technical skills

How long a task has taken to complete?
Interpersonal skills

'Fair employment legislation' is applicable to
Conceptual skills
which of the following?

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Collective bargaining

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**Planning & selection
personnel to accomplish the**

**Training & development
helping them accomplish their own**

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Grapevine network

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'Career counseling' is part of which of the following functions of HRM?

Leading

Compensation & benefits

Controlling

<http://vustudents.ning.com>

Which of the following stage of training module identifies the mediums of training?

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Designing phase of training

Job market

Training Need Analysis

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Determining training objectives
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Training evaluation

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**Previous company records & customer
satisfaction surveys may serve as a source for:**
generalist

HR

Cultivating learning culture within the
specialist
organization

HR

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Determining deficiencies that require
training
& answerable to top

HR managers who are close

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Developing career development plans for
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employees

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Identifying training outcomes through
evaluation Functional managers

HR generalists

**'Due to lack of knowledge among employees, they
executives
are unable to operate the computerized MIS',
which of the following addresses this problem?
is serving all around the world with its**

HR

Unilever

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Provision of new computers

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Conduct relevant training

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Supply output devices

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**What could be the main consideration of an HR manager during recruitment?
said to perform the:**

Entrepreneurs are

Outsource the employee selection to recruiting
Interpersonal role
agencies

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Screen the pool of appropriate applicants

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Attract a large number of applicants

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Only hire the experienced candidates

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and the ability to see

Term used to refer the potential employees the big picture are the abilities of managers having: available for work within the geographic area from which employees are recruited is:

Technical skills

Labor

market

<http://vustudents.ning.com>

Interpersonal skills

Conceptual skills

Student leasing

Practical skills
pay discrimination on the

According to which act,

basis of gender for same position &

performance is prohibited? Which of the following abilities are categorized as

the Technical skill of an individual?

Civil rights

Judgment & creativity

Equal pay

Analysis & communication

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Knowledge & proficiency

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Innovation & advancement

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Trade
unions
**Planning
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Organizing**

Human
relation
movement
Leading
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Controlling

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Achieve organizational goals
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Strategic

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either by the company to hire the student
permanently or by the student to accept a
Employee
permanent position with the firm following
graduation, is known as: Sales

Cooperative work

Production

Student placement

Inventory

<http://vustudents.ning.com>

Internship program

**By retrieving required information timely,
evaluation
organizations are in the position to:**

Job

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Take critical decisions

Which of the following defines

the levels of

**Support organizational activities
perform the assigned tasks?**

authority to

Facilitate organizational people

Labor union

**Implement
Competitor's threat**

strategies

more

efficiently

Organizational structure

**The thorough & detailed study regarding jobs
Pressure group
within an organization is termed as:**

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Job analysis

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Job description
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**Which of the following condition stimulates the
need of Job analysis within an organization?**

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Creation of New jobs

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Prior to job specification

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While modifying existing jobs

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All of the given options

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"why it is done"?

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Job

**The set of tasks & duties assigned to a particular
evaluation
person is said to be his/her:**

Job description

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Position

**Duty
term is used to identify the**

Which of the following

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Job specification

Job description

Job evaluation

In order to ensure better compensation & salary

Jobs are compensated on the basis of:

packages for employees, organization should

develop:

Job
analysis

Job
specification

Job description

**Job
worth**

Job
description

<http://vustudents.ning.com>

specification

Job

operations of newly **employees** **regarding** **the**
_____ is the main source of **installed**
machine?
innovations.

Upgraded technology

Staff

Functional

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the benefit of Which one of the following is NOT
making teams?
Which of the following HR function is the basic

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Fire the non-performing employees in all situations

the Which one of the following is NOT

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relationship
prejudice

Stereotype
and space constraints
Introversion
Extroversion

Ability to overcome time

of HRM deals

Which of the following functions

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Two different skills
management

Forecasting
Employee-assistance

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Operational skills
make any new appointment';
therefore, the organization has
transferred Mr.
Same managerial skills
Azam to another
branch. This step of the
organization is taken to:
Increase the labor supply than
demand

Operational skills
make any new appointment';
therefore, the organization has
transferred Mr.
Same managerial skills
Azam to another
branch. This step of the
organization is taken to:
Increase the labor supply than
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Knowledge & proficiency

A test conducted to ensure the biological fitness of

an individual by identifying the presence of any

Innovation & advancement

inherited diseases like diabetes, heart diseases,

neurological disorders etc, is termed as:

Knowledge & proficiency

A test conducted to ensure the biological fitness of

an individual by identifying the presence of any

Innovation & advancement

inherited diseases like diabetes, heart diseases,

neurological disorders etc, is termed as:

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termed as:

Task

People

Structure

employment testing approach

Technology

individuals to perform activities similar to

those they might encounter in an

actual job?

In-basket technique

**Under which of the following authority, an HR
playing**

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<http://vustudents.dedentals>

Case study
of which of the

'Career counseling' is part

following functions of HRM?

According to which of the following interview type,
Compensation & benefits

several applicants are being interviewed by one or
Planning & selection

more company representatives?

development

Training &

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Group interview
employment legislation' is applicable to

Stress interview

which of the following?

Collective bargaining

'Material wastage has increased to greater extent

Planning & selection

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operations

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Replacing the existing
'Training and Development'?
new one

Which one of the following is

machinery with the
Orientation

Using new raw material in production development Career

No action is required as it is not a noticeable Employee education issue Recruitment

Previous company records & customer satisfaction Jamal
Enterprises' top management refused to
surveys may serve as a source for: consider its female
marketing manager for the post

Cultivating learning culture within the of Vice
President. This action of the company is
organization representing which of the
following?

Determining deficiencies that require Gender
discrimination

training Legal consideration
Developing career development plans for Reverse
discrimination
employees **Glass ceiling effect**

Identifying training outcomes through
evaluation **The process of discovering**
potential candidates for

actual or anticipated
organizational vacancies is

Question No: 21 - known as:
Evaluation of training program is conducted: HR
planning

At the initial stage while design a training Job
analysis

Prior to need assessment phase Recruitment

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At the last stage of training
The hiring process comprises
which of the
HR managers play vital role in: following
steps?
Selection, Recruitment &
performance appraisals
Setting production targets
Formulating strategies Recruitment,
Selection & Socialization

Publishing financial statements	Selection,
Orientation & Development	
Preparing reports for shareholders	Job analysis,
Selection & Training	

Which of the following are the groups of social nature that are formed around friendship and 'Recruitment'?	Which of the following defines the process of demand of human resources?
Formal	Forecasting the supply of human resources
Structured	Discovering potential job candidates for a particular position
Informal	Making a "hire" or "no hire" decisions
Unstructured	

Initially the personnel department was only number of people hired for a particular job involved in:	The number of individuals in the applicant pool is often expressed as:
Recruitment & selection	Application ratio
Compensation & benefits	Recruitment ratio
Training & development	Selection ratio
Scheduling vacations	Employment ratio

<http://vustudents.ning.com>

The extent to which an employment selection test provides consistent results is known as:	Which of the following statement represents "effectiveness"?
Reliability	
Dependability	
Consistency	Achieve most output in less time
Trustworthiness	Achieve mass production
input	Achieve most output with least input

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**inclination towards a particular occupation that
provides satisfaction to that individual?
(Marks: 10)**

Question No: 41

**How hesitation among newly hired
employees can
socialization within an
Vocational interest test
Cognitive aptitude test
Personality test
Psychomotor abilities test
be eliminated through
organization?
Mr. Ahmed was**

working as a computer operator,

but he was unable to work in Ms

Excel with the

Question No: 35 -

this reason management has

required speed. Due to

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Organizational politics

Discrimination

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Training
Development
Need analysis

Cognitive component
Behavioral component
Objective component

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Workforce
Stakeholders
Customers
Stockholders

Workforce
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but he was unable to work in Ms Excel with the
made prior to which of the following
required speed. Due to this reason management has

training is
step?\

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Rightsizing
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Discrimination
reduce absenteeism on the

establish a
“Self-motivated & result oriented individuals with
for future health insurance claims, is:

The screening used to

basis of medical problems and to

baseline

**power plant operations and practical experience of
mechanical, electrical and I&C maintenance of**
Physical examination

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Job analysis
Job description
test is used to measure a
Job

Which of the following
specification

<http://vustudents.ning.com>

candidate's knowledge regarding job duties he/she
behavior of all personnel to accomplish the
is supposed to perform in a particular job position?
organization's mission and objectives while

Work knowledge test simultaneously helping
them accomplish their own

Trade knowledge test

career objectives?

Job knowledge test

Planning

Position knowledge test

Organizing

Leading

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**developed for use in the selection process?
following stage of training module**

Which of the

**Curriculum vitae
training?**

identifies the mediums of

**Educational record
training**

Designing phase of

**Career goal
Interview questioning
training objectives**

**Training Need Analysis
Determining**

Training evaluation

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collected through observation method while
company records & customer satisfaction
conducting job analysis?
source for:

Previous

surveys may serve as a

Who is monitoring the task?

What task has done?

Cultivating learning

culture within the organization

How task has done?

Determining

deficiencies that require training

How long a task has taken to complete?

Developing

career development plans for

employees

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Collective bargaining
knowledge among employees, they
Planning & selection
the computerized MIS',
Training & development
addresses this problem?
Grapevine network
computers

'Due to lack of
are unable to operate
which of the following

Provision of new

Conduct relevant training

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Planning & selection
main consideration of an HR
Training & development
recruitment?

Maintainence of HRIS
employee selection to recruiting
agencies

What could be the
manager during

Outsource the

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The migration of trained and talented individuals

Attract a large number of applicants **to other nations**

Job insecurity
Outsourcing
potential employees
Workforce diversity

**Term used to refer the
available for work**

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Brain drain
recruited is:

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Labor market

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level managers?

Technical skills
options
Interpersonal skills
Conceptual skills
close & answerable to top
All of the given options
and perform one or more HR

None of the given

HR managers who are
management/CEO,
functions are titled as;

HR specialists
Which of the following involves changing the

<http://vustudentunioning.com>

Functional managers
program
HR generalists
HR executives

Internship
Student leasing

According to which act, pay
discrimination on the
Unilever is serving all around the world with its basis of
gender for same position & performance is
diversified products, it is said to be practicing: prohibited?
Technological advancements Civil rights
Rapid changes Equal pay
Stakeholders' management Worker
compensation
Business globalization Age
discrimination

Entrepreneurs are said to perform the: Which of the
following had gained importance
Interpersonal role during 1970s to save the
organizations from courts?

Informational role	Trade unions
Supportive role	Human relation
movement	
Decisional role	Employment
legislations	

None of the given options

Good judgment, creativity, and the ability to see the big picture are the abilities of managers having: HR department became the main force behind all

Technical skills	changes during:
Interpersonal skills	Mechanistic period
Conceptual skills	Catalytic period
Practical skills	Organistic period
	Strategic period

Which of the following abilities are categorized as the Technical skill of an individual? For which of the following employees' participation plays a

Judgment & creativity	vital role?
Analysis & communication	Ensure goals attainment

Knowledge & proficiency	
Innovation & advancement	Enhance goals' complexity
	Develop tools for measurable goals

Resources are allocated & assigned while:

Redefine goals frequently	
Planning & Organizing	Ensure goals attainment

Leading & Controlling	
Organizing & Controlling	HR department
maintains _____ records.	

Controlling & Planning	Employee
	Sale
	Production

Which of the following statement represents "effectiveness"?

Achieve most output with less time	By retrieving
required information timely,	

Achieve mass production	organizations are in
the position to:	

Achieve most output with least input	Implement
strategies more efficiently	

Achieve organizational goals

Take critical decisions

Support organizational

activities

“A person is known by the company he/she keeps”;

Facilitate organizational people

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Stereotype study regarding jobs	The thorough & detailed	
Introversion	within an organization is	
termed as:		
Extroversion	Job analysis	
	Job description	
A special form of recruitment that involves placing		Job
specification		
a student in a temporary job with no obligation		Job
evaluation		
		eit he r by th e co m pa ny to hi re th e st ud en t
permanently or by the student to accept a	Which of the	
following condition stimulates the		
permanent position with the firm following	need of Job	
analysis within an organization?		
graduation, is known as:	Creation of New	
jobs		
Cooperative work	Prior to job	
specification		
Student	placement	
http://vustudents.ning.com	While modifying existing	
jobs		

**All of the given options
of an attachment bond**

The formation

between an infant and its caregiver

The set of tasks & duties assigned to a particular

The

tendency of social theorists to explain

person is said to be his/her:

everything in terms of

social causes

Position

The process of becoming

part of a society by

learning its norms and values
Duty

The historical process by which societies

Responsibility
change
from
traditional
to
modern
ones
Work

In order to ensure better compensation & salary screening used to reduce absenteeism on the packages for employees, organization should develop: baseline for future health insurance claims, is:

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Which of the following defines the levels of
appoint a lecturer for management, the
authority to perform the assigned tasks?
asked Mr. Ali to deliver a sample

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ted for the evaluation of Mr. Ali? Presure group

Reliable test
Question No: 41 (Marks : 10)

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**Your
company
is
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product.
For
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purpose**

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should be needed to ensure effectiveness
2. What steps do you think should be taken to resolve this problem?
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is made prior to which of the following

Job description step?

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Determining the emission on not

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Heritage
packages
Perception

Training of employees
Competitive compensation

Emotions
team should be more:
All of the given options

Members of an effective

Extrovert

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organization?

Organizational culture

Organizational norms

groups to meet without

Organizational behavior
time and enables organizations

Organizational rules

together.

Introvert

_____ **team allows**

concern for space or

to link workers

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Technical skills
Interpersonal skills

Virtual
Cross-functional

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All of the given options
following is NOT the

Which one of the
characteristic of a Virtual Team?

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matching organizational needs with the skills &
Limited social contact
abilities of the employees?
relationship
Increased social

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Production department _____ is an
attribute of work teams which
Human Resource department results in a level of
performance that is greater than
the sum of the individual inputs.
A practice used by different companies to reduce
costs by transferring portions of work to outside
Synergy

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Restructuring
of group decision-
Outsourcing

Which is NOT a weakness
making?

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As an HR manager you have collected and

Managers who are indulged in estab

listing policies reviewed the information and at a related to a & procedures are effective fall under which category

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and
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Functional
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of
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analysis

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Draft job description & job specification

Which of the following term best represents the

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the following steps is MOST important in and influenced by it? creating job-b-fit?

Workforce

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<http://vustudent.s.ni.ng.com>

Customers
applicant should not

legal legislation in which job

Stockholders be rejected on the basis of
discriminatory

practices?

Who collects information from institutions &
Affirmative action
organizations outside their own, and facilitate the
Legal compliance

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Liaison
organization represents true
Disseminator
community sectors in all its job
Figurehead
the
affirmative action.

If the workforce of an
proportion of the
classifications, it represents
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Sequential roles
emerged when individuals
gain by joining

Which of the following
realized the strength they could

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HR department became the main
force behind all
The ability to think about abstract & complex
during:
changes

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As a result of which of the
following activity, HRIS

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evaluation
Financial
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Physical
resource

All of the given options
Organizational Behavior is a study of investigating
the impact of:

Employee's
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graduation, is known as:
is the main focus of

- Cooperative work
- Student placement
- Internship program**
- Student leasing

Which of the following

Organizational

- Society
- Stockholders

People at work

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job analysis

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Personality
Perception
Attitude

job description
job specification

following terms:

All of the individuals and groups that are directly or **Value**s in directly affected

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PERCEPTION : Perception is the mental process to
pay attention selectively to some stimuli in the
_____ make an extra effort to hire and

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ETHICS : Ethics are the rules and principles that
information from a large number of employees?
what is right and wrong. research
interview

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Taking action in anticipation of environmental changes
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Question No: 12 (Marks: 5)

Performance

Management

Differentiate between HR Executives, HR Generalists

Performance appraisal

and HR Specialist.

Decentralization

MBO

Question No: 13 (Marks: 5)

Describe how job analysis permeates all aspects of Applying a valued consequence that increases the HRM. likelihood that the person will repeat the behavior that

Question No: 14 (Marks: 10)

led to it is termed as:

What is the difference between Personnel Management Self Management

and Human Resource Management? How the concept Positive reinforcement

of today's Human Resource Management is evolved? Employee's Assistance Programs

Appraisal system

All of the following are the basic principles or conditions that facilitate learning except: Method in which Raters assign numerical values to

Participation specific job components, and the sum of these values

Training provides a quantitative assessment of job's relative

Transference worth is known as:

Feedback Point method

Classification method

All of the individuals and groups that are directly or Ranking method

indirectly affected by an organization's decisions are Positive reinforcement

called:

Stock holders Work arrangement whereby employees are able to

Consumers remain at home, or otherwise away from the office and

Suppliers perform their work over telephone lines tied to a

Stakeholders computer called:

Flextime

The loss of intellectual property that results when Scanlon plan

competitors lure away key employees is called: Telecommuting

Brain Drain Autonomy

Hiring

Firing

Managers face following pressing issues that

Brainstorming complicate the challenges of

motivating their

employees except:

External Environmental factors that affect a firm's Work
force diversity

human resources from outside the organization's
Organizational restructuring

boundaries are all except: Fewer entry-level
employees

Economic conditions

Reinforcement

Legal consideration

Society

A system of retirement benefits that

provides benefits

Corporate Culture

like disability insurance, survivor's

benefits and most

recently, Medicare is called:

Document that provides information regarding the
Workers' retirement compensation

tasks, duties and responsibilities of a job is called:
Employees' pension

Job Identification.

Social security

Job Specification.

Health and security benefits

Job Description.

Job Evaluation

A formal, systematic process that

permits employees

to complain about matters affecting

them and their

A formal approach taken by an organization to help work is
called:

people acquire the skills and experiences needed to
Grievance procedure

perform current and future jobs is termed as: Collective
bargaining

Career planning

Boycotts

Career paths

Arbitration

Dual career path

Career development

Alderfer focuses on three needs:

Physiological, Safety and Ego

A process that significantly affects organizational
Expectancy, Instrumentality and Valance

success by having managers and employees work Existence,
Relatedness and Growth

together to set expectations, review results and reward
Affiliation, Power and Achievement

performance is:

<http://vustudents.ning.com>

Employees seek to join a union because: _____ personal skills
of employees?

They are dissatisfied with aspects of their job.

Feel a lack of power or influence with management _____ Describe
the role of HR department in Employee
in terms of making changes. _____ Safety and Health
Programs.

All the given options

See unionization as a solution to their problems. _____ How can we
use appraisal as a motivational tool?

Effective training can raise performance, improve _____ When is the
whistle-blowing justified outside the
morale, _____ and _____ increase _____ an _____ organization's _____ potential.
organization?

True _____ False _____ How could we use job
descriptions to drive our

_____ recruiting?

Demographic component consists of a person's beliefs,
opinions, knowledge and information. _____ What are the pros
and cons of switching to lump-sum

_____ payments as compensation instead of base-pay

True _____ False _____ increases?

McGregor's Theory-X states that under the right
circumstances, employees would willingly contribute
their ingenuity and their talents for the benefits of the
organization.

True _____ False

Job rotation involves moving employees to various
positions in organization in an effort to expand their
skills, knowledge and abilities.

True _____ False

Autocratic leaders share the problem with subordinates
as a group.

True _____ False

_____ are those firms that recognize the critical
importance of continuous performance-related training

and development and take appropriate action.

_____ is a technique for experimenting with a real-world situation through a mathematical model representing that situation. A model is an abstraction of the real world.

_____ is an employee working in a firm who is not a citizen of the country in which the firm is located but is a citizen of the country in which the organization is headquartered.

_____ are activities that allow people in organizations to achieve goals without going through formal channels.

When the evaluator perceives one factor as being of paramount importance and gives a good or bad overall rating to an employee based on this factor is called _____.

How is coaching related to leadership?

What is the impact of globalization on HRM regarding <http://vustudents.ning.com>

Question1: Which of the following personality characteristics are associated with people who are likely to exhibit violent behavior on the job? Which of these is the most common type of retirement plan?

A: Neurotic

B: Optimistic

C: Extraverted

D: Type A

A: Defined benefit

B: ERISA

C: Defined contribution

D: Money purchase plan

Question2: Which of these suggestions is an effective way to deal with stress? monetary rewards in

A: Meditation

Question9:

common type

tion10: Which

correct in relation to

accordance with Herzberg's Two-

Factor theory?

B: Exercise

A: Pay increases are a powerful long-term

term

C: Talking with others

motivator

**D: All of the given options
monetary rewards are a**

B: Inadequate

powerful dissatisfier

Question3: In most large facilities, who is

C: Monetary

rewards are more important

responsible for reducing unsafe working

than non-

monetary rewards

conditions and reducing unsafe acts by

D: Pay can never

be used as a motivator

employees?

A: Chief executive officer

Question11: Which

pattern of communication is

B: Chief safety officer

the quickest way to send a

message?

C: Occupational safety and health officer

A: The circle

D: Chief operations officer

B: The chain

C: The Y

Question:4 Who distinguished between

D: The wheel

intrinsic motivation and extrinsic motivation?

A: Frederick Taylor

Question12: Chronic stress is the

stress that

B: Frederick Herzberg

wears at people day after day.

Which of these is

C: David McClelland

an example of chronic stress?

D: Edward Deci

A: An unhappy marriage

B: Ongoing money problems

Question5: Which of the following is

C: Dissatisfaction

with a job

categorized as an indirect payment portion of

D: All of the

given options

employee compensation?

A: Wages

Question13: The relative position of an

B: Salaries

organization's pay incentives compared

to other

C: Employer-paid insurance

companies in the same industry

is known as:

D: Commissions

A: Pay structure

B: Pay appraisal

Question6: Stress can affect not only your

C: Pay level

health, but also other aspects of your life. What

D: Pay

feedback

else can be affected by stress?

A: Family relationships
communication

B: Work performance
following?

C: Your attention to safety

**D: All of the given options
coordination**

Question14: Poor quality lateral

will result in which of the

A: Lack of direction

B: Lack of

C: Lack of delegation

Question7: Unemployment benefits are typically about _____ percent of a person's earnings and last for _____.

of the following is a health

A: 50; 26 weeks

B: 75; 1 year

C: 100; 2 years

D: 25; 4 weeks

hazard in the work place?

A: Uncollected waste paper

B: Heavy object

C: Frayed crypt

D: All of the given options

Question8: Unsafe acts can be reduced through all of the following methods except:

Managers can motivate people to

A: Job rotation

behaviors by

B: Screening

III. Negative

C: Training

D: Incentive programs

avoid performing dysfunctional

using: I. Extinction. II. Punishment.

reinforcement.

A: I, II, III

Question16:

<http://vustudents.ning.com>

B: I and III

C: II and III

D: I and II

Motivational Process except

A: Need Identification

B: Selecting Goals

C: Extinction

Question17: Workers' compensation benefits

Consequences of performance

fall into all of these major categories except:

Reward/punishments

A: Medical care

B: Retirement benefits

value on the worth

C: Disability income

D: Death benefits

Question25: Placing a dollar

of a job is known as

A: Job Pricing

B: Pay Grades

Question18: Expectancy theory focuses on the

C: Pay Ranges

relationships between which three factors? D: Single-Rate System

A: Needs, effort and persistence

B: Needs, performance and inputs

compensation constitutes of

C: Inputs, performance and outcomes

D: Needs, performance and outcomes

Question26: Total

A: direct rewards

B: indirect rewards

C: both of the given options

Question19: A horizontal extension of the object
the given options

D: none of

to increase task variety is called:

A: Job evaluation

Question27: Following ways can be

used to

B: Job enrichment

avoid the high turnover of employees

except

C: Job enlargement

A: Use Recognition

D: Job rotation

B: Use money

C: Use Positive Reinforcement

Question20: Communication between two

D: Empower

Employees

members of a project team from different function,

but the same level of authority is _____

Question28: A

system of retirement benefits

communication.

that provides benefits like

disability insurance,

A: UP ward

survivor's benefits, and Medicare is

called

B: Downward

C: Lateral

A: Social Security

D: Diagonal

B: Unemployment Compensation

C: Workers' Compensation

Question21: McClelland believes the needs for
benefit

D: Security

_____ are most important.

A: expectancy, instrumentality, and valance

Question29:

Upward appraisal is done by

B: existence, relatedness, and growth

A: Immediate

Supervisor

C: positive reinforcement, negative
reinforcement, and punishment

B: Peers

D: affiliation, power, and achievement

C: Subordinates

D: None of the

given options

Question22: _____are programs

Question30:

_____ exists when

members from

C: Checklist Appraisal

D: Lockout

D: Behaviorally Anchored Rating Scales

Question41: The _____ leadership is a set of

Question34 Any compensation method that allows the leader to recognize the abilities that ties pay to the quantity or quality of work the need for change, to create a vision to guide that person produces is called change, and to execute that change effectively.

A: Gain-sharing Plan

A: Transformational

B: Incentive Plan

B: Charismatic

C: Compensation Plan

C: Autocratic

D: Pay for performance Plan

D: Transactional

Question35: Employee evaluations are directly The first formal stage of the affected by a “supervisor’s perceptions of who is disciplinary procedure is believed to be in control of the employee’s A: Written Verbal Warning

Question42:

disciplinary

A: Written

performance – the employer or the manager.” **B: Written Warning**

B: Written

This theory is known as

C: Suspension

A: Attribution Theory

D: Dismissal

B: Stereotype

C: Halo Effect

Question43: The cost associated with

employee

D: None of above options

separations and turnover

includes:

A: Recruitment & Selection costs

Question36: The _____ trust is based on the

B: Training cost

behavioral predictability that comes from a history

C:

Separation cost

of interaction

D: All of the given options

A: Deterrence-based

B: Knowledge-based

Question44: According to

_____, leaders may

C: Identification-based

use different styles with

different members of the

D: None of the given options

same work group.

A: Path-goal leadership

Question37 _____ is the process whereby

B: Vroom-Jago-

Yetton model

union members vote out their union as their

C: Leader-

member exchange theory

representative.

D: The situational leadership

theory

A: Authorization card

B: Representation certification

Question45: Following the

____, discipline

C: Representation decertification

should be immediate,

provide ample warning, be

D: Trade union election

consistent, and be

impersonal.

A: Disciplinary rules

Question38: We can define ____ as activities

B: Corrective

action

people perform to acquire, enhance, and use

C: Punitive

action

power and other resources to obtain their

D: Hot-stove

rule

preferred outcomes in a situation of uncertainty or

disagreement.

Question46: Which has an

impact on job pricing

A: Organizational politics

and the ultimate determination

of an individual's

B: Executing authority

financial compensation?

C: Collective bargaining

A: The Organization

D: Position power

B: The Job

C: The Employee

Question39: Protection from discrimination,

D: All of the

above options

safe working conditions and union formulation are

____ rights, provided to employees.

Question47: Office

environment that contain

<http://vustudents.ning.com>

harmful airborne chemicals, asbestos, or indoor task?

pollution is referred to

A: Path-Goal Leadership

Theory

A: Homicide

B: Vroom-Jago-Yetton Model

B: Sick Building

C: LMX Theory

C: Green Environment

D: The Situational Leadership

Model

D: Environment pollution

Question56: To be effective, leaders

must

Question48: Benefits offered to employees

provide a

_____ that is a general statement of the
reflect many of the trends existing in our organization's intended direction

A: Country that evokes positive emotional feelings in

B: Environment organization members.

C: Organization **A: Vision**

D: Labor Force B: Mission

C: Goal

Question49: Recognition, positive D: Declaration

reinforcement and employees' empowerment can

be used to avoid the Question57 These rights

Protect employees

A: Turnover from discrimination, Safe working conditions,

B: Conflict Right to form unions

C: Accident **A: Statutory Rights**

D: Frustration B: Contractual Rights

C: Employment policies

Question50 Not giving a compliment for a job D: Civil Rights

done very well can cause

A: Punishment Question58: For simplicity's sake, we can

B: Extinction classify the most frequent violations of discipline

C: Negative Reinforcement into _____ categories.

D: De-motivation A: Two

B: Three

Question51 Which is a common law doctrine **C: Four**

stating that employers have the right to hire, fire, D: Six

demote, or promote whomever they choose,

unless there is a law or contract to the contrary . Question59:

To Becoming a Leader do all

A: Management Rights except

B: Employment at Will A: Build Your Power

C: Statutory Rights B: Develop Your Judgmentase

D: Contractual Rights C: Use Your Management Skills

D: Do Not Trust Anyone

Question52: The ability of one person to

influence another is Question60: A forecasting tool that uses

A: Power mathematical equations to predict the

behavior of

B: Responsibility one variable on the basis of other

known

C: Authority

D: All given options

variable/s is known as

A: Managerial judgment

B: Regression analysis

Question53: The first formal stage of the disciplinary procedure is

C: Trend analysis

D: Ratio analysis

A: Written Verbal Warning

B: Written Warning
union

Question61: One reason for falling

membership in recent years is

C: Employee Separation
that _____

D: Show-Cause Notice
in a way

A: Legislation protects workers

that was once only offered by the

unions

Question54: A worker surplus forecasted
been seen as largely
results in

B: Unions have

ineffectual

A: Creative Recruiting
expensive

C: Union membership is too

B: Special Training Programs
not hire union members

D: Manufacturers will

C: Reduced Hours

D: Succession Planning
following types of

Question62: All of the

organizations are covered by the

Occupational

Question55: Which theory suggests that a
Health Act except _____

Safety and

leader should adapt his/her leadership style to the
agencies

A: Federal

<http://vustudents.ning.com>

B: Hospitals
compensation?

could be awarded as workers'

C: Schools

A: Cash benefit

D: Self-employed persons

B: Medical services

C: Time off with pay

Question63: There is fairly strong evidence that
traits can predict _____ more accurately
than leadership effectiveness
offered to labors involved

D: a and b

Question71: Rewards

A: Leadership emergence

in production, are categorized as;

B: Extraversion in leaders

A: Salary

C: Leadership awareness
D: Leadership competence

B: Fringe benefits
C: Wage
D: Commission

Question64: Which one of the following is not implied in the definition of power?
goal of pre-retirement

A: Influence
B: Potential
C: Dependency
D: Actualization
retirees

Question72: The

educational programs is to;
A: Improve job satisfaction
B: Increase employee commitment
C: Minimize medical claims from

D: Ease the transition from working life to

retirement
Question65: The conflict-handling intention of accommodating is _____

A: assertive and uncooperative
Organizations put maximum effort
B: assertive and cooperative
performance of organizational
C: unassertive and uncooperative
D: unassertive and cooperative
cost effective

Question73:

in measuring

people because;
A: It makes procedures

B: It helps in detecting the problems

Question66: Which department enforces the product innovation standards set out in the Occupational Safety and Health Act?
in implementing new technology

C: It leads to

D: It assists

A: Department of Health Services
Willingness, capacity & opportunity

Question74:

B: Department of Labor to perform are said to be;
C: Department of Defense
D: Department of Financial Services
B: Determinants of performance

C: Performance appraisals

Question67: Family issues, economic problems, and personality characteristics are examples of the _____ factor of potential stress
of the major barriers to career

D: Types of

A: Social advancement experiencing by working ladies is:
B: Environmental
A: Difficulty in balancing work and family

Question75: One

C: Personnel
D: Personal
oriented

life

B: Top management is usually male

C: Lack of educational opportunities

Question68: The _____ form of union
perception that woman can not
security means that it is up to the workers
whether or not they join the union and only those
who join must pay dues.

D: Common

be better boss

Question76: Alternative

work arrangements

A: Closed shop

include all of the following EXCEPT;

B: Union shop

A: Part-time work

C: Agency shop

B: Flexible hours

D: Open shop

C: On-site child care

D: Job sharing

Question69: The dimension of assertiveness
refers to situations _____

Question77: Mr.

Ahmed is a cashier and he

A: in which one party attempts to satisfy

feels dissatisfied

at work. What best justifies this

his/her own concerns

situation?

B: in which there is an expression of

A: His job may

not be structured to suit

competition

his preferences

C: involving a major behavior change

B: It involves

physical toughness

D: that lead to conflict

C: It requires mental

toughness

D: It involves too much customer

interaction

Question70: Which of the following benefits

<http://vustudents.ning.com>

Question78: The _____ problem occurs when

the

performance appraisal is an important

supervisors tend to rate all their subordinates

responsibility

of;

consistently high.

A: Top management

A: Central tendency

B: HR department

B: Leniency

C: Line managers

C: Strictness

D: Production department

D: Halo effect

Question87: Currently Organizations

are

Question79: The relationship between critical providing
benefits to their employees;
incident method & BARS (behaviorally anchored **A: To**
attract new blood in the
rating scale) is; **organization**
A: No relationship exists B: To create stronger
customer relationship
B: Different methods to evaluate C: To enhance the
market share
performance D: All of the above
C: Both are similar PA methods
D: Comparison method is used for PA, while Question88:
Following are all examples of
BARS is related to training evaluation direct
compensation EXCEPT;
A: Pension
Question80: What is another term for 360- B: Salary
degree feedback? C: Bonus
A: Feedback loop D: Income
B: Multi-source assessment
C: Upward feedback Question89: One of the main flaws
of
D: Circle feedback Classification method to evaluate the
jobs is;
A: It is an expensive method
Question81: Standards are established to; B: Only
beneficial for small organizations
A: Achieve desired outcomes C: Maximum
probability of biasness
B: Meet legal compliance **D: Not useful when**
jobs are different
C: Achieve competitive advantage
D: Promote goodwill in market Question90: Which
of the following
measurement methods rates employee
Question82: The point method to evaluate job is performance
relative to other employees?
an extension of; A: Graphic rating scale
A: Ranking method **B: Comparative method**
B: Factor comparison method C: Essay method
C: Classification method D: Critical incident method
D: Point factor method
Question91: Which of the following
statement
Question83: Job evaluation is based on the; reflects the 'Age

Discrimination Act' for workers?

A: Physical skills required by the job

A: At the age of

40 to 70, workers can not

**B: Relative job worth for an organization
force**

be retired by

C: Complexity of the job to perform
below 18, workers can never

B: At the age

D: Conceptual skill required by the job

be hired

C: Having 10 years of experience,
workers

Question84: Who is in the best position to
promoted

should be

observe and evaluate an employee's
never be rehired if retired

D: Workers can

performance for the purposes of a performance
appraisal?

once

A: Peers

Question92: Reactive approach to

overcome

B: Customers

the influence of discriminatory

practices occurred

C: Top management

in the past is referred as:

D: Immediate supervisor
opportunity

A: Equal employment

B: Affirmative action

Question85: Groups are called

C: HR planning

_____ if jobs are similar.
process

D: Litigation

A: Classes

B: Grades

Question93: Organizations put

maximum effort

C: Scales

in measuring performance of

organizational

D: Roles

people because:

A: It makes procedures cost effective

Question86: Train the raters prior to conduct

B: It helps in

detecting the problems

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C: It leads to product innovation
organization

B: Image of the

D: It assists in implementing new technology
organizational policies

C: Internal

D: None of the given options

Question94: In order to promote unbiased

management, organizations should develop: Question103:

Job evaluation is based on the:

A: Powerful union

A: Physical skills required by the

job

B: Strategic alliance

B: Relative job worth for an

organization

C: Legal compliance

C: Complexity of the job to

perform

D: Stakeholder influence

D: Conceptual skill required by

the job

Question95: Following are all included in

Question104:

Who is in the best position to

'Statistical Approach' of forecasting, EXCEPT:

observe and

evaluate an employee's

A: Trend analysis

performance for the purposes of a

performance

B: Sensitivity analysis

appraisal?

C: Ratio analysis

A: Peers

D: Regression analysis

B: Customers

C: Top management

Question96: Alternative work arrangements

D: Immediate

supervisor

include all of the following, EXCEPT:

A: Part-time work

Question105: Which of the

following is a stated

B: Flexible hours

outcome of 'Job Analysis'?

C: On-site child care

A: Job description

D: Job sharing

B: Job specification

C: Job evaluation

Question97: How often HR planning process is

D: All of the

given options

implemented within an organization?

A: Continuously

Question106: Which of the

following term is used

B: Annually

as an indicator of missing information

by the

C: Bi-annually

applicant while making selection

decision?

D: Quarterly

A: Red flag

B: Red alert

Question98: Which of the following reflects the

C: High alert

relationship between MIS & HRIS?

D: Alarming

situation

A: Both are same

B: MIS is one aspect of HRIS
of the following best defines
C: HRIS is one aspect of MIS
organization?

D: No relationship exists
outside candidates

Question107: Which
recruitment in an

A: Forecast the supply of

**B: Develop an appropriate
applicant pool**

Question99: 'Strengths' & 'Weaknesses' are
the importance of job

C: Determine

_____ to an organization. applicants

A: Important

D: All of the given options

B: Internal

C: External
following term is used

Question108: Which of the

D: Central
suited to a

for choosing the individual who is best
particular position and to the

organization from a

Question100: Which of the following statement
potential applicants?

best reflects the Job analysis?

A: Recruitment

A: Conceptual process

B: Staffing

B: Written statement

C: Enrollment

C: Recruitment method

D: Selection

D: Legal clause

Question109: Followings are included
in

Question101: Standards are established to: contingent
workers, EXCEPT:

A: Achieve desired outcomes

A: Part-timers

B: Meet legal compliance

B: Contractors

C: Achieve competitive advantage

C: Directors

D: Promote goodwill in market

D: Temporaries

Question102: Which of the following constraint

Question110:

Which of the following term

does NOT affect the recruiting efforts?

contains

information regarding machines &

A: Compensation of the job
workplace?

equipments used at

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A: Job analysis

B: Job specification

C: Job description

D: Job evaluation

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