

**MGT501- Human Resource Management**  
**MIDTERM EXAMINATION Spring 2010**  
**Solved and Composed**  
**By ADNAN AWAN**  
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**Question No: 1 ( 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

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**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.**

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

**Which of the following is an obligation to perform certain tasks/activities?**

- ▶ Element
- ▶ **Responsibility**
- ▶ Position
- ▶ Work

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**Responsibility:**

**An obligation to perform certain tasks and duties.**

**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**

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**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. Items typically included in the job specification are educational requirements, experience, personality traits, and physical abilities.**

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

**The thorough & detailed study regarding jobs within an organization is termed as:**

- ▶ **Job analysis** **page 67**
- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation

**Job Analysis**

**Job Analysis is the SYSTEMATIC process of collecting and making judgments about all the important information related to a job. Job analysis is the procedure through which you determine the duties and nature of the jobs and the kinds of people who should be hired for them.**

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

**Job analysis is performed to define:**

- ▶ **Job description & job specification**
- ▶ Job specification & job position
- ▶ Organizational rules & policies
- ▶ Job description & job duties

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

**Organizations started to think about the welfare of their employees during:**

- ▶ 1900-10
- ▶ 1910-20
- ▶ 1920-30
- ▶ **1930-40**

**Question No: 7 ( 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: 8 ( 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 80

### **Contingent Workers**

**It is also known as part-timers, temporaries, and independent contractors, comprise the fastest-growing segment of our economy.**

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

**Resources are allocated & assigned while:**

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

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

**Conceptual skills are required mostly by:**

- ▶ First-line managers
- ▶ **Top-level managers** PAGE 10
- ▶ Middle-level managers
- ▶ Functional-level managers

### **Conceptual Skills**

**Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top managers/CEO needs this type of skill the most.**

**Question No: 11 ( 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: 12 ( 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 14
- ▶ 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.

**Question No: 13 ( 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: 14 ( Marks: 1 ) - Please choose one**

**HR managers are generally considered as**

- ▶ Middle Manager
- ▶ Functional Manager
- ▶ **Staff Manager**
- ▶ Line Manager

### **Staff Manager**

Authorized to assist and advise line managers in accomplishing these basic goals. **HR managers are generally staff managers.**

**Question No: 15 ( 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: 16 ( Marks: 1 ) - Please choose one**

**Which of the following managers are referred as service providers?**

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

**Question No: 17 ( 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

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### 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.

Question No: 18 ( 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

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### Organizational fit:

A hiring criterion that is not prominently mentioned in the literature is organizational fit. Organizational fit is ill-defined but refers to management's perception of the degree to which the prospective employee will fit in with, for example, the firm's culture or value system.

Question No: 19 ( 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

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### Vocational Interest Tests

It indicates the occupation in which a person is most interested and is most likely to receive satisfaction.

Question No: 20 ( 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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### Parent-Country Nationals

Parent country nationals are residents of home country.

Question No: 21 ( 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: 22 ( Marks: 1 ) - Please choose one**

**The mental process to interpret environment as per one's own understanding is known as:**

- ▶ **Perception** PAGE 20
- ▶ Personality
- ▶ Attitude
- ▶ Ability

### **Perceptions:**

**We use the mental process of perception to pay attention selectively to some stimuli and cues in our environment.**

**Question No: 23 ( 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: 24 ( Marks: 1 ) - Please choose one**

**'Job description' provides which of the following information?**

- ▶ **Defined job activities & responsibilities** PAGE 182
- ▶ 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

### **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.**

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

**Which of the following management function is being performed by the HR manager when he/she reports on successful cost control with a new health care package?**

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

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

**What attributes employers need to develop for effectively managing diverse workforce?**

- ▶ Acceptance
- ▶ Open mindedness
- ▶ Cultural awareness
- ▶ **All of the given options**

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

**Which of the following is considered as a negative attribute of globalization for employees in the developed country?**

- ▶ Reduction in job security

- ▶ Promotion of free trade
- ▶ **Increase in competition**
- ▶ Increase in information flow

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

**Which of the following statement is true regarding employee involvement concept in todays organizations?**

- ▶ Managers should set targets and spelled out to each employees
- ▶ Employees feel more secure when they know the boss is incharge
- ▶ Employee involvement enhances productivity but decreases innovative ideas
- ▶ **Participative management gives employees more control over day to day job activities**

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

**Which job analysis method is recommended for jobs like janitors, assembly line workers and accounting clerks?**

- ▶ Observation
- ▶ Log/diary
- ▶ **Structured questionnaire**
- ▶ Technical conference

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**Structured or unstructured questionnaires may be used to obtain job analysis information**

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

**Which of the following selection technique would require the applicant for the position of cashier at South Leasing Corporation to make computation on calculator?**

- ▶ **Work sampling**
- ▶ In basket simulation
- ▶ Business game
- ▶ Aptitude test

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

**In practice, organizations use interviews to**

- ▶ **Determine applicant-organization fit**
- ▶ Assess only an applicant's confidence level
- ▶ Manipulate an applicant's image of the company
- ▶ Assess a candidate's credit history

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

**All of the following are disadvantages of hiring host country nationals. EXCEPT**

- ▶ There might be delay in control and coordination of headquarters
- ▶ It limits opportunities for parent country nationals to gain overseas experience
- ▶ **Not required to fulfill requirements such as visa and work permit**
- ▶ None of the given option

**Host-Country Nationals**

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**Host country national are residents of the host country.**

**Disadvantages**

- Control and Coordination of headquarters may be impeded.**
- Hiring HCN's limits opportunities for PCN's to gain overseas experience.**

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

**Who is responsible for orienting the new employees in large organizations?**

- ▶ Board of governors share the disciplinary actions
- ▶ **Human resource department explain overall organizational policies and employee benefits**
- ▶ Entry-level employees are responsible to introduce with the organizational vision, mission, rules and regulations
- ▶ New employee is on his own responsible to familiarize with office environment

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

**Mostly the content of employee handbooks include(s):**

- ▶ Welcome note
- ▶ Introduction of organization
- ▶ Rules and procedures
- ▶ **All of the given option**

## **Paper No 2**

**MGT501- Human Resource Management  
MIDTERM EXAMINATION Spring 2010  
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**Question No: 1 ( Marks: 1 ) - Please choose one**

**HRIS helps managers to perform which of the following functions more effectively & systematically?**

- ▶ Controlling functions
- ▶ Planning functions
- ▶ **Human resource functions**
- ▶ Management functions

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**Human Resource Information System:**

**HRISs are systems used to collect, record, and store, analyze, and retrieve data concerning an organization's human resources.**

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

**Technically HRIS is a/an:**

- ▶ **System software**
- ▶ System hardware
- ▶ Database system
- ▶ Operating system

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**HRIS Applications**

A computerized HRIS contains **hardware and software applications** that work together to help managers make HR decisions

**Question No: 3 ( Marks: 1 ) - Please choose one**  
**HRIS is used to facilitate the decisions related to:**

- ▶ Overall organization
- ▶ **Employment planning**
- ▶ Sales forecasting
- ▶ Resource allocation

**Question No: 4 ( Marks: 1 ) - Please choose one**  
**The major concern of the organizations during 1990s was:**

- ▶ **Productivity**
- ▶ Efficiency
- ▶ Quality
- ▶ All of the given options

**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

#### **EXTERNAL RECRUITMENT METHODS**

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- a. **A. Advertising**
- b. **b. Employment Agencies**
- c. **c. Recruiters**
- d. **d. Special Events**
- e. **e. Internships**
- f. **f. Executive Search Firms**
- g. **g. Professional Associations**
- h. **h. Unsolicited Walk-In Applicants**

**Question No: 6 ( Marks: 1 ) - Please choose one**  
**Controlling involves all EXCEPT:**

- ▶ Goal attainment
- ▶ Corrective measures
- ▶ Standards achievement
- ▶ **Employees motivation**

**Question No: 7 ( Marks: 1 ) - Please choose one**  
**Controlling is mandatory to:**

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

**Question No: 8 ( Marks: 1 ) - Please choose one**  
**Effectiveness is the degree to which organizations' products/services respond to:**

- ▶ All of the given options
- ▶ Customer satisfaction
- ▶ **Environmental needs**
- ▶ Quality standard

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### **Effectiveness**

is the degree to which the organizations output correspond to the need and wants of the external environment that include customers' suppliers' competitors and regulatory agencies.

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

**Unofficial part of an organization formed on the basis of common interests is known as:**

- ▶ Formal organization
- ▶ **Informal organization**
- ▶ Bureaucratic organization
- ▶ Virtual organization

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

**According to Hawthorne Studies, which of the following work group influenced productivity & employees' behavior?**

- ▶ Formal
- ▶ **Informal**
- ▶ Reserved
- ▶ Ceremonial

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

**Which of the following is categorized as the authority to give orders to subordinates?**

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

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### **Line Authority**

Line authority entitles a manager to direct the work of an employee. It is the employer-employee authority relationship that extends from top to bottom. A line manager directs the work of employees and makes certain decisions without consulting anyone.

**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**

**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**

### **Diversity Management**

: We can define the workforce diversity management as set of activities involved in integrating diverse employees into the work force and using their diversity to the firm's competitive advantage

**Question No: 14 ( Marks: 1 ) - Please choose one**  
**How often HR planning process is implemented within an organization?**

▶ **Continuously**

- ▶ Annually
- ▶ Bi-annually
- ▶ Quarterly

**Question No: 15 ( 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: 16 ( 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 10
- ▶ All of the given options

#### **Conceptual Skills**

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top managers/CEO needs this type of skill the most.

**Question No: 17 ( Marks: 1 ) - Please choose one**  
**Individual's behavior comprises of:**

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

**Question No: 18 ( 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**

[http://en.wikipedia.org/wiki/Quality\\_of\\_working\\_life](http://en.wikipedia.org/wiki/Quality_of_working_life)

**Question No: 19 ( 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

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#### **Authority**

Authority is the right to make decisions, to direct the work of others, and to give orders. Authority refers to the rights inherent in a managerial position to give orders and expect the orders to be obeyed.

Question No: 20 ( 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?

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#### Questions Job Analysis

What physical and mental tasks does the worker accomplish?

- When does the job have to be completed?
- Where is the job to be accomplished?
- How does the worker do the job?
- Why is the job done?
- What qualifications are needed to perform the job?

Question No: 21 ( 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

[http://en.wikipedia.org/wiki/Curriculum\\_vitae](http://en.wikipedia.org/wiki/Curriculum_vitae)

Question No: 22 ( 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**

#### Psychomotor Abilities Tests

This type of test is used to measure strength, coordination, and dexterity. It is feasible to measure many abilities that are involved in many routine production jobs and some office jobs.

Question No: 23 ( 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

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#### Synergy

Systems theory also popularized the concept of synergy, which states that the whole is greater than the sum of its parts.

A horizontal extension of the object to increase task variety is called:

- ▶ Job evaluation

- ▶ Job enrichment
- ▶ **Job enlargement**
- ▶ Job rotation

### **Job enlargement**

Job enlargement assigns workers to additional same-level tasks to increase the number of tasks they have to perform

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

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

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

PAGE 21

### **Organizational Behavior:**

OB is concerned specifically with the actions of people at work

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

**Decentralization offers several benefits to the organizations. Which one of the following is/are considered benefit(s) of decentralization?**

- ▶ Increased work schedule flexibility
- ▶ Increased pool of skilled workers
- ▶ Increased employees participation
- ▶ All of the given options

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

**Entrepreneurs are said to perform the:**

- ▶ Interpersonal role
- ▶ Informational role
- ▶ Supportive role
- ▶ **Decisional role**

### **Decisional roles**

- **Entrepreneur**—managers initiate and oversee new projects that will improve their organization's performance
- **Disturbance handlers**—take corrective action in response to unforeseen problems
- **Resource allocators**—responsible for allocating human, physical, and monetary resources
- **Negotiator role**—discuss issues and bargain with other units to gain advantages for their own unit

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

**Which of the following department is responsible for handling safety & health issues of employees?**

**Which of the following department is responsible for handling safety & health issues of employees?**

- ▶ **HR department**
- ▶ Procurement department
- ▶ Finance department
- ▶ Marketing department

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

**Impact of individuals' behavior within an organization is studied under:**

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

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### **Organizational Behavior**

**Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.**

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

**Read carefully the following section of job advertisement.**

- ü "Management, both technical & administrative affairs.
- ü Promotion of marine R&D activities for the purpose of protection/preservation of marine environment.
- ü 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** PAGE 182

### **Job Summary**

**Describe the general nature of the job, and includes only its major functions or activities.**

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

**Which of the following component of attitude represents a person's opinions, knowledge, and information?**

- ▶ Affective component
- ▶ **Cognitive component** PAGE 21
- ▶ Behavioral component
- ▶ Objective component

**Cognitive component:**

The cognitive component consists of a person's beliefs, opinions, knowledge, and information held by a person.

**Question No: 32 ( 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: 33 ( 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

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**Applicant Pool**

The number of people hired for a particular job compared to the individuals in the applicant pool is often expressed as a selection ratio

**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

PAGE 85

**Vocational Interest Tests**

It indicates the occupation in which a person is most interested and is most likely to receive satisfaction.

**PAPER NO 3**

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**Fall 2009**

**MGT501- Human Resource Management**  
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**By ADNAN AWAN**  
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**Time: 60 min**

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

**Organizational Behavior is a study of investigating the impact of:**

▶ **Employees' behavior in an organization**

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

**Organizational Behavior**

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.

**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

**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. Items typically included in the job specification are educational requirements, experience, personality traits, and physical abilities.

**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

**Organizational Behavior**

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.

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

**'Job specification' is said to be an outcome of which of the given term?**

- ▶ **Job analysis** PAGE 69
- ▶ Job title
- ▶ Job evaluation
- ▶ Job worth

**Job analysis outcomes**

- a. Job description
- b. Job specification
- c. Job evaluation

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

**Jobs are compensated on the basis of:**

- ▶ **Job analysis** PAGE 66
- ▶ 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

**HRIS Applications**

A computerized HRIS contains **hardware and software applications** that work together to help managers make HR decisions

**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

**Human Resource Information System:**

HRISs are systems used to collect, record, and store, analyze, and retrieve data concerning an organization's human resources

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

HR department maintains \_\_\_\_\_ records.

▶ **Employee** PAGE 177

- ▶ Sales
- ▶ Production
- ▶ Inventory

**The role of HR Department in employee separations and outplacement**

**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**

PAGE 12

- ▶ Figurehead
- ▶ Spokesperson

**Disturbance handlers**

Take corrective action in response to unforeseen problems.

**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

**Negotiator role**

Discuss issues and bargain with other units to gain advantages for their own unit.

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

Organization is said to be an open system, because:

▶ **It operates within an environment**

PAGE 14

- ▶ It operates in isolation
- ▶ Its activities are random
- ▶ Its activities are independent

**All organizations are open systems, dependent on inputs from the outside world**

**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 diabetese, 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** PAGE 24
- ▶ Relationship oriented roles
- ▶ Individual roles

**Task-oriented roles**

- Initiator-Contributors
- Information seekers/providers

**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** PAGE 103
- ▶ Maintenance of HRIS

**Training & Development:**

Training typically focuses on providing employees with specific skills or helping them to correct deficiencies in their performance. In contrast, development is an effort to provide employees with the abilities that the organization will need in the future.

**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** PAGE 168
- ▶ Command

**Authority**

Power vested in a particular position.

**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**

PAGE 74

- ▶ Staffing
- ▶ Enrollment

**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.**

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

**The extent to which an employment selection test provides consistent results is known as:**

▶ **Reliability**

PAGE 84

- ▶ Dependability
- ▶ Consistency
- ▶ Trustworthiness

**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.**

**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

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### **Vocational Interest Tests**

It indicates the occupation in which a person is most interested and is most likely to receive satisfaction.

---

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

### **Parent-Country Nationals**

Parent country nationals are residents of home country.

**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

**PAPER NO 4**

**MIDTERM EXAMINATION**

**Fall 2008**

**MGT501- Human Resource Management**

**Solved And Composed**

**By ADNAN AWAN**

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**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**

#### **PAGE 96**

**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**

#### **Learning**

**Learning is a relatively permanent change in behavior that results from direct or indirect experience.**

**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

#### **Socialization:**

**Teaching the corporate culture and philosophies about how to do business  
In order to reduce the anxiety that new employees may experience, attempts  
should be made to integrate the person into the informal organization.**

**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** **PAGE 89**
- ▶ Personality test
- ▶ Polygraph test
- ▶ Substance abuse

**Substance Abuse Screening – Because drug abuse is a serious problem for employers, it is common practice for most employers to conduct drug screening just before employees are formally hired.**

**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

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#### **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. Items typically included in the job specification are educational requirements, experience, personality traits, and physical abilities.

**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

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#### **SWOT analysis**

through this process organizations identify different opportunities available in the market and the threats that can be faced by the organization, and the weaknesses and strengths possessed by organizations are also measured and identified through this process.

**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** PAGE 24
- ▶ Relationship oriented roles
- ▶ Individual roles

**Task-oriented roles**

- Initiator-Contributors
- Information seekers/providers

---

**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** PAGE 17
- ▶ Organizational rules

**Organizational Behavior**

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.

---

**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** PAGE 10
- ▶ All of the given options

**Conceptual Skills**

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top managers/CEO needs this type of skill the most.

---

**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**

### **Outsourcing**

Out sourcing 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: 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

PAGE 25

**Are Virtual Teams a Reality Today?**

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.

**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

**Are Virtual Teams a Reality Today?**

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.

**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

### **Synergy**

Systems theory also popularized the concept of synergy, which states that the whole is greater than the sum of its parts.

**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

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### **Line Authority**

Line authority entitles a manager to direct the work of an employee. It is the employer-employee authority relationship that extends from top to bottom. A line manager directs the work of employees and makes certain decisions without consulting anyone.

**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

### **Stakeholders**

All individuals and groups that are directly or indirectly affected by an organization's decisions

**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** PAGE 12
- ▶ Liaison
- ▶ Disseminator
- ▶ Figurehead

**Monitor**

Collect information from organizations and institutions outside their own.

**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** PAGE 12
- ▶ Sequential roles

**Interpersonal roles**

Included figurehead, leadership, and liaison activities.

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

**How many levels of management are in a traditional organization?**

- ▶ 5
- ▶ **3** PAGE 10
- ▶ 8
- ▶ 4

**Levels of Management**

Three level in the organization can classify managers.

- ❖ **First-line managers**
- ❖ **Middle managers**
- ❖ **Top managers**

**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**

PAGE 10

**Conceptual Skills**

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, to see the organization as a whole

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

**Controlling is mandatory to:**

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

**Controlling**

Specific activities are to set performance standards that indicate progress toward longterm goals.

**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

**PAGE 79**

**Internships**

A special form of recruiting that involves placing a student in a temporary job. There is no obligation on the part of the company to permanently hire the student and no

obligation on the part of the student to accept a permanent position with the firm. Hiring college students to work as student interns is typically viewed as training activity rather than as a recruiting activity.

**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** **PAGE 156**
- ▶ Human relation movement
- ▶ Employment legislations
- ▶ None of the given options

### **Why Employees Join Unions**

Individuals join unions for many different reasons, and these reasons tend to change over time. They may involve dissatisfaction with management, need for a social outlet, and opportunity for leadership, forced unionization, and peer pressure.

**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** PAGE 17
- ▶ Societal behavior on an organization
- ▶ Country's culture on an organization
- ▶ Country's economy on an organization

**Organizational Behavior**

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.

**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

**PAGE 21**

**Organizational Behavior:**

OB is concerned specifically with the actions of people at work

**PAPER NO 5**

**MIDTERM EXAMINATION**

**Fall 2009**

**MGT501- Human Resource Management**

**Solved And Composed**

**By ADNAN AWAN**

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

---

Which of the following structure is formed to facilitate the work flow for goals achievement?

- ▶ Society
- ▶ **Organization**
- ▶ Union
- ▶ Government

---

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

page 17

### Organizational Behavior

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.

---

Question No: 3 ( 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: 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

HR department became the main force behind all changes during:

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

---

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

While developing laws, management should be able to:

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



- ▶ Powerful union
- ▶ **Legal compliance**
- ▶ Strategic alliances
- ▶ Stakeholder influence

**Question No: 11 ( 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

**PAGE 10**

### **Conceptual Skills**

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, to see the organization as a whole They manifest themselves in things like good judgment, creativity, and the ability to see the big picture

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

---

**How many levels of management are in a traditional organization?**

- ▶ 4
- ▶ 5
- ▶ **3**
- ▶ 8

### **Levels of Management**

Three level in the organization can classify managers.

- First-line managers
- Middle managers
- Top managers

**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

**PAGE 12**

### **Disturbance handlers**

Take corrective action in response to unforeseen problems.

**Question No: 14 ( 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**

**PAGE 11**

- ▶ Spokesperson
- ▶ Disseminator
- ▶ Entrepreneur

**Negotiator role**

**Discuss issues and bargain with other units to gain advantages for their own unit.**

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

**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**

**PAGE 16**

**Globalization**

**Managers are faced with a myriad of challenges due to an array of environmental factors when doing business abroad. These managers must effectively plan, organize, lead, control, and manage cultural differences to be successful globally.**

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

**Which of the following managers assist the line managers by providing them advices while taking major decisions?**

- ▶ **Staff**
- ▶ Functional
- ▶ First-line
- ▶ Operational

**Staff Mangers and Staff Authority**

**Staff managers have staff authority. A manager's function is classified as line or staff based on the organization's objectives. As organizations get larger and more complex, line managers find that they do not have the time, expertise, or resources to get their jobs done effectively**

**Question No: 17 ( 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**

**PAGE 25**

- ▶ Virtual

- ▶ Cross-functional

### **Self managed Teams**

A self-managed work team is a formal group of employees who operate without a manager and are responsible for a complete work process or segment that delivers a product or service to an external or internal customer.

**Question No: 18 (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 28**

- ▶ Organization

- ▶ All of the given options

### **Group:**

A group is defined as two or more interacting and interdependent individuals who come together to achieve particular objectives.

**Question No: 19 (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**

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- ▶ Merger

### **Layoffs**

At times, the firm has no choice but to actually lay off part of its workforce.

**Question No: 20 (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 74**

**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.

**Question No: 21 ( 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: 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**

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: 24 ( Marks: 1 ) - Please choose one**

While recruiting globally, organizations have to:

- ▶ View applicants as "commodities"
- ▶ **First define the relevant labor market**
- ▶ View applicants as "customers"
- ▶ Ensure EEO & QWL as per local labor laws

**Question No: 25 ( 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: 26 ( 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**

### **Outsourcing**

Out sourcing 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: 27 ( 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

**PAGE 36**

**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

[http://en.wikipedia.org/wiki/Human\\_capital](http://en.wikipedia.org/wiki/Human_capital)

<http://www.referenceforbusiness.com/management/Gr-Int/Human-Resource-Information-Systems.html>

**Question No: 29 ( 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: 30 ( Marks: 1 ) - Please choose one**

Initially the personnel department was only involved in:

- ▶ Recruitment & selection
- ▶ Compensation & benefits
- ▶ Training & development
- ▶ **Scheduling vacations**

**PAGE 31**

### **Records and Administration**

In first stage the primary activities, which were carried out by personnel department, were, Planning Company picnics Scheduling vacations,

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

Which of the following managers are referred as service providers?

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

### **Staff Manager**

Authorized to assist and advise line managers in accomplishing these basic goals. **HR managers are generally staff managers.**

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

While conducting job analysis the 'Observation Method' is useful when:

- ▶ 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: 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**

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

PAGE 81

### **Applicant Pool**

The number of people hired for a particular job compared to the individuals in the applicant pool is often expressed as a selection ratio.

**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: 36 (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: 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**

**Learning**

Learning is a relatively permanent change in behavior that results from direct or indirect experience.

---

**Question No: 38 ( 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: 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
- ▶ Doing
- ▶ Performing

**Cognitive component: PAGE 21**

The cognitive component consists of a person's beliefs, opinions, knowledge, and information held by a person.

**PAPER NO 6**

**MIDTERM EXAMINATION**  
**Fall 2009**

**MGT501- Human Resource Management**  
**Solved And Composed**  
**By ADNAN AWAN**  
**MBA FINANCE**  
**adnanawan6@gmail.com**

**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

**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

**Cognitive component:**

The cognitive component consists of a person's beliefs, opinions, knowledge, and information held by a person.

**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

**Stakeholders**

All individuals and groups that are directly or indirectly affected by an organization's decisions

**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** page 89
- ▶ Personality test
- ▶ Polygraph test
- ▶ Substance abuse

#### **Physical Exam**

**Substance Abuse Screening – Because drug abuse is a serious problem for employers, it is common practice for most employers to conduct drug screening just before employees are formally hired.**

**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** page 85
- ▶ Position knowledge test

#### **Job Knowledge Tests**

**This sort of test is designed to measure a candidate's knowledge of the duties of the position for which he or she is applying.**

**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

[http://en.wikipedia.org/wiki/Curriculum\\_vitae](http://en.wikipedia.org/wiki/Curriculum_vitae)

**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?** Page 68
- ▶ What task has done?
- ▶ How task has done?
- ▶ How long a task has taken to complete?

**Questions Job Analysis**

**What physical and mental tasks does the worker accomplish?**

- **When does the job have to be completed?**
- **Where is the job to be accomplished?**
- **How does the worker do the job?**
- **Why is the job done?**
- **What qualifications are needed to perform the job?**

**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** page 103
- ▶ Maintenance of HRIS

**Training & Development:**

Training typically focuses on providing employees with specific skills or helping them to correct deficiencies in their performance. In contrast, development is an effort to provide employees with the abilities that the organization will need in the future.

**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

page 23

**What Are Roles?**

1. The concept of roles applies to all employees in organizations and to their life outside the organization as well.
2. A role refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.
3. Individuals play multiple roles.
4. Employees attempt to determine what behaviors are expected of them.
5. An individual who is confronted by divergent role expectations experiences role conflict.
6. Employees in organizations often face such role conflicts.

**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

page 10

**Conceptual Skills**

**Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top managers/CEO needs this type of skill the most.**

**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

page 9

### **Leading**

Leading is stimulating people to be high performers. It is directing, motivating, and communicating with employees, individually and in groups. Leading takes place in teams, departments, divisions, and at the tops of entire organization. The outcome of leading is a high level of motivation and commitment.

**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** PAGE 124
- ▶ Employment market
- ▶ Employee market
- ▶ Job market

#### **Labor market**

Potential employees located within the geographical area from which employees are recruited comprise the labor 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** PAGE 53
- ▶ None of the given options

#### **HR 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.

**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** page 53

#### **HR Executives**

Executives are top-level managers, who report directly to the corporation's chief executive officer or the head of a major division.

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

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

▶ Informational roles

▶ Decisional roles

▶ **Interpersonal roles** **PAGE 12**

▶ Sequential roles

### **Interpersonal roles**

**Included figurehead, leadership, and liaison activities.**

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

**Entrepreneurs are said to perform the:**

▶ Interpersonal role

▶ Informational role

▶ Supportive role

▶ **Decisional role**

### **Decisional roles**

**• Entrepreneur—**

**Managers initiate and oversee new projects that will improve their organization's performance**

**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** **page 10**

▶ Practical skills

### **Conceptual Skills**

**Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top managers/CEO needs this type of skill the most.**

**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

<http://racerelations.about.com/od/understandingrac1/a/WhatIsaStereotype.htm>

<http://en.wikipedia.org/wiki/Stereotype#Stereotypes>

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** page 79
- ▶ Student leasing

### **Internships**

A special form of recruiting that involves placing a student in a temporary job. There is no obligation on the part of the company to permanently hire the student and no obligation on the part of the student to accept a permanent position with the firm. Hiring college students to work as student interns is typically viewed as training activity rather than as a recruiting activity.

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** page 55
- ▶ Worker compensation
- ▶ Age discrimination

### **Equal Pay Act of 1963**

This law requires the same pay for men and women who do the same job in the same organization. Basically this law provides protection against discrimination based upon sex.

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** page 142
- ▶ Redefine goals frequently
- ▶ Ensure goals attainment

**Using Goal-Setting Methods:**

People are strongly motivated to achieve goals they consciously set. Setting goals with employees can be a very effective way of motivating them. Goals should be clear and specific, measurable and verifiable, challenging but realistic, and set with participation.

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

HR department maintains \_\_\_\_\_ records.

- ▶ **Employee**
- ▶ Sales
- ▶ Production
- ▶ Inventory

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

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

- ▶ Society
- ▶ Stockholders
- ▶ **People at work** PAGE 21
- ▶ Union

**Organizational Behavior:**

**OB is concerned specifically with the actions of people at work**

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

The thorough & detailed study regarding jobs within an organization is termed as:

- ▶ **Job analysis** page 67

- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation

### **Job Analysis**

Job Analysis is the **SYSTEMATIC** process of collecting and making judgments about all the important information related to a job. Job analysis is the procedure through which you determine the duties and nature of the jobs and the kinds of people who should be hired for them.

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**

page 67

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

page 67

### **Responsibility:**

An obligation to perform certain tasks and duties.

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

**REMEMBER ME IN YOUR PRAYERS**

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