Question # 1 of 10 (Start time: 09:08:07 AM) Total Marks: 1
Groups and Teams are ________
Select correct option:
One and the same things
Different things

Question # 2 of 10 (Start time: 09:09:10 AM) 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 (Start time: 09:10:21 AM) 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 (Start time: 09:10:55 AM) 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 (Start time: 09:12:23 AM) Total Marks: 1
Which of the following is a forecasting technique that involves experimenting a realworld situation through a mathematical model?
Select correct option:
Simulation
Modeling
Mock-up
Replication

Question # 6 of 10 (Start time: 09:12:48 AM) Total Marks: 1
Which one is not the component of training and development?
Select correct option:
Orientation
Career development
Organizational development
Question # 7 of 10 (Start time: 09:14:14 AM) 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 (Start time: 09:15:19 AM) 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 (Start time: 09:16:35 AM) 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 (Start time: 09:17:23 AM) 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 (Start time: 09:19:10 AM) 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 (Start time: 09:20:16 AM) 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 (Start time: 09:20:57 AM) 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 (Start time: 09:21:32 AM) 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 (Start time: 09:22:40 AM) 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 (Start time: 09:22:40 AM) 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 (Start time: 09:23:27 AM) 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 (Start time: 09:24:56 AM) 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 (Start time: 09:25:28 AM) Total Marks: 1
Controlling the Costs is an ________ Challenge for HRM
Select correct option:
Organizational
Environmental

Question # 10 of 10 (Start time: 09:26:54 AM) 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
Formal
Informal
Bureaucratic

Learning
Question # 3 Job evaluation is conducted to develop:
Select correct option:
Compensation packages

Training modules
Organizational grapevine
Rules & policies
Question # 4 The invisible barrier that blocks females & minorities from ascending into upper levels of an organization, is termed as:
Select correct option:
Gender discrimination
Glass ceiling
Affirmative action
Stereotype

Question # 5 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 # 6 The procedure of initiating a document that specifies job title, department, the date the employee is needed for work, and other details, is known as:
Select correct option:
Employee request
Employee appropriation
Employee requisition
Employee demand

Question # 7 Who is the primary person responsible for doing the actual appraising of an employee’s performance?
Select correct option:
The employee’s direct supervisor
The company appraiser
The human resource manager
The EEO contact person

Question # 8 Socialization process of newly hired employees is usually conducted by:
Select correct option:
Marketing department
**HR department**
Accounts department
All of the given options

Question # 9 Which of the following term is said to be a part of Organizational Structure?
Select correct option:
Goal attainment
**Hierarchy level**
Performance standards
Supporting staff

Question # 10 HR responsibilities of staff managers include
Select correct option:
assistance in hiring
rewarding, counseling
assistance in promotion
**all given option**

Question # 11 Which of the following defines the process of 'Recruitment'?
Select correct option:
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 # 12 Charismatic leaders are those who have the ability to:
Select correct option:
Resolve every problem prevailing in the organization
**Influence others in a desired manner**
Command over larger number of employees
Strictly impose the set rules

Question # 13 Which of the following term is used for locating the qualified candidates?
Select correct option:
Recruitment sources
Recruitment leads

Recruitment pools

Recruitment personnels

Question # 14 Impact of individuals' behavior in an organization is studied under:

Select correct option:
Organizational culture
Organizational norms
Organizational behavior
Organizational rules

Question # 15 The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:

Select correct option:
Organizational development
Career management
Career development
Career planning

Question # 16 Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

Select correct option:
Formal
Informal
Bureaucratic
Learning

Question # 17 Providing timely performance feedback, development assignments, and support are all part of the _____'s role in career development.

Select correct option:
Individual
Manager
Company
Human resource specialist

Question # 18 Which of the following defines the process of 'Recruitment'?

Select correct option:
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 # 19 Which of the following practice involves the selling off portions of the company and making severe staff reductions?
Select correct option:
Redesigning
Restructuring
Organizational designing
Reengineering

Question # 20 Authority is classified among ________________ levels of categories.
Select correct option:
2
4
6
3

Question # 21 People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:
Select correct option:
Information collector roles
Task oriented roles
Relationship oriented roles
Individual roles

Question #22 several factors radically changed attitudes towards human resource information systems during
Select correct option:
During the 1960s and 1970s
During the 1970s and 1980s
During the 1990s and 2000s
During the 1950s and 1960s

Question # 23 System used to collect, record, store, analyze, & retrieve data related to an organization, is termed as:
Select correct option:
IS (Information System)
MIS (Management Information System)
HRIS (Human Resource Information System)
DBMS (Data Base Management System)

Question # 24 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?
Select correct option:
Reliable test
Content-valid test
**Criterion-valid test**
Face-valid test

Question # 25 Employees quit the organizations at their own choice through
Select correct option:
**Outplacement, restructuring**
Discharging, layoff
Transfer, demotion
Resigning, retirement

Question # 26 The inner drive that directs a person’s behavior towards goal attainment is known as:
Select correct option:
Performance
**Motivation**
Need
Attitude

Question # 27 As being part of an organization, it is an employee’s _________ to align his/her actions according to the set rules & policies.
Select correct option:
Right
**Responsibility**
Task
Contractual right

Question # 28 Which of the following skill/s is/are required for an effective team?
Select correct option:
Problem-solving skills
Technical skills
Interpersonal skills
**All of the given options**

Question # 29 The physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:
Select correct option:
Exhaustion  Burnout  Collapse  Fatigue

Question # 30 Which of the following role a manager performs as a Resource allocator?
Select correct option:
Interpersonal role  Decisional role  Informational role  Supportive role

Question # 31 The emigration of trained and talented individuals to other nations due to lack of opportunity or other reasons is known as 

Select correct option:
Job Insecurity  Outsourcing  Workforce diversity  Brain Drain

Question # 32 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 # 33 Manufacturing was the main concern of personnel department during:
Select correct option:
Mechanistic period  Catalytic period  Organistic period  Strategic period

Question # 34 _________________ is achieved by combining capital, raw material & human resource by an organization.
Select correct option:
Sales  Capital  Input
Question # 35 Supervisors fall into the:
Select correct option:
Top-level
Middle-level
First-line level
Executive level

Question # 36 HRM is associated with the management of:
Select correct option:
General people
Labors only
Organizational people
Employers only

Question #37 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:
Select correct option:
Planning
Decentralization
Restructuring
Outsourcing

Question #38 The cognitive component consists of a person’s:
Select correct option:
Emotions
Knowledge
Attitude
Feelings

Question #39 Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:
Select correct option:
Equal employment opportunity
Affirmative action

Question # 40 Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?
Select correct option:
Affirmative action
Legal compliance

**Equal employment opportunity**

Stereotype

Question #41 An organization operates in:
Select correct option:
- An isolated system
- A closed system
- A clogged system

**An open system**

Question #42 ________ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.
Select correct option:
- Norm
- Perception

**Role**

Stereotyping

Question #43 People can be more productive while working in:
Select correct option:
- Isolation
- Groups
- Crowd
- None of the given options

Question #44 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 #45 Which of the following involves holding beliefs about people that place them in categories for recognizing and accepting differences?
Select correct option:
- Backlash
- Mistrust
- Stereotyping

**Cohesiveness**

Stereotyping

Question #46 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  

Question #47 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  

Question #48 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 #49 Who distinguished between intrinsic motivation and extrinsic motivation?
  a. Frederick Taylor  
b. Frederick Herzberg  
c. David McClelland  
d. Edward Deci  

Question #50 Which of the following is categorized as an indirect payment portion of employee compensation?
  a. Wages  
b. Salaries  
c. Employer-paid insurance  
d. Commissions  

Question #51 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  

Question #52 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

Question #53 Unsafe acts can be reduced through all of the following methods except:
   a. Job rotation
   b. Screening
   c. Training
   d. Incentive programs

Question #54 Which of these is the most common type of retirement plan?
   a. Defined benefit
   b. ERISA
   c. Defined contribution
   d. Money purchase plan

Question #55 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

Question #56 Which pattern of communication is the quickest way to send a message?
   a. The circle
   b. The chain
   c. The Y
   d. The wheel

Question #57 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

Question #58 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
Question #59 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
Question #60 Which of the following is a health hazard in the workplace?
   a. Uncollected waste paper
   b. Heavy object
   c. Frayed crypt
   d. All of the given options
Question #61 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
Question #62 Workers’ compensation benefits fall into all of these major categories except:
   a. Medical care
   b. Retirement benefits
   c. Disability income
   d. Death benefits
Question #63 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
Question #64 A horizontal extension of the object to increase task variety is called:
   a. Job evaluation
   b. Job enrichment
   c. Job enlargement
d. Job rotation

Question # 65 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

Question #66 HRM is associated with the management of;
A. General people
B. Financial resources
C. Organizational people
D. Community members

Question #67 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

Question #68 Top level managers require ________________ skills the most;
A. Technical
B. Interpersonal
C. Conceptual
D. Mechanical

Question #69 Matching the job description with the individuals’ qualification is an important aspect of;
A. IS
B. MIS
C. HRIS
D. DBMS

Question #70 HR managers are generally the ________________ managers;
A. Line
B. Middle
C. Staff
D. Top

Question # 71 Cost of human resources refers to;
A. Company profits  
B. Employee shares  
C. Salary packages  
D. Earned revenues  

Question # 72 The process by which people acquire skills & abilities required to perform jobs at hand, is known as:  
Select correct option:  
Learning  
Training  
Development  
Need analysis  

Question #73 SWOT Analysis is a tool for;  
A. Determining organization’s mission  
B. Developing organizational goals  
C. Formulating strategies  
D. Environmental scanning  

Question #74 Jobs are identified & grouped while;  
A. Planning  
B. Organizing  
C. Leading  
D. Controlling  

Question # 75 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  

Question # 76 Manufacturing was the main concern of personnel department during;  
A. Mechanistic period  
B. Catalytic period  
C. Organist period  
D. Strategic period  

Question # 78 Which one of the following is NOT the source of workforce diversity?  
A. Age  
B. Gender  
C. Education  
D. Resentment
Question # 79 The thorough & detailed study regarding jobs within an organization is represented by;
A. Job analysis  
B. Job description  
C. Job specification  
D. Job evaluation

Question #80_________ 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

Question # 81 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

Question # 82 Which basic function of management includes delegating authority to subordinates and establishing channels of communication?
 a. Planning  
b. Organizing  
c. Leading  
d. Staffing

Question # 83 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

Question # 84 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

Question # 85 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

Question #86 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.

Question #87 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.

Question #89 Employee involvement requires extensive additional HRM activity in which of these areas?
 a. Training
 b. Benefits
 c. Labor negotiation
d. Marketing

Question #90 Managers who meet designated goals are _______.
 a. Assertive
 b. Efficient
 c. Effective
d. Entitled

Question #91 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

Question #92 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

Question # 93 The father of scientific management is ________.
a. Deming  
b. Burns  
c. **Taylor**  
d. Hawthorne

Question # 94 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

Question # 95 Leaders perform;
A. Decisional roles  
B. Informal roles  
C. Informational roles  
D. **Interpersonal roles**

Question # 96 Organizations take inputs from its;
A. Rules & Policies  
B. **Internal Environment**  
C. External Environment  
D. Legislations

Question # 97 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

Question # 98 Management sciences department is one of the_______________ of the VU;
A. System  
B. Subsystem  
C. Board  
D. Structure

Question #99 Shifting from manual to computerized system is resulted due to;
A. Workforce diversity  
B. **Technological advancement**
C. Stakeholder’s involvement
D. Globalization

Question #100 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

Question #101 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

Question #102 Which of these decreases in the labor supply is the easiest to predict?
   a. Transfers-in
   b. Retirements
   c. Voluntary quits
   d. Prolonged illnesses

Question #103 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

Question #104 ________ 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

Question #105 ________ is the right to make decisions, to direct the work of others and to give orders.
   a. Leadership
b. Authority  
c. Delegation  
d. Management  

Question #105 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  

Question #106 Willingness, capacity & opportunity to perform are said to be;
   A. Performance outcomes  
   B. Determinants of performance  
   C. Performance appraisals  
   D. Types of performance standards  

Question #107 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  

Question #108 Alternative work arrangements include all of the following EXCEPT;
   A. Part-time work  
   B. Flexible hours  
   C. On-site child care  
   D. Job sharing  

Question #109 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  

Question #110 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

Question #111 The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.
A. Central tendency
B. Leniency
C. Strictness
D. Halo effect

Question #112 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

Question #113 What is another term for 360-degree feedback?
A. Feedback loop
B. Multi-source assessment
C. Upward feedback
D. Circle feedback

Question #114 Standards are established to;
A. Achieve desired outcomes
B. Meet legal compliance
C. Achieve competitive advantage
D. Promote goodwill in market

Question #115 The point method to evaluate job is an extension of;
A. Ranking method
B. Factor comparison method
C. Classification method
D. Point factor method

Question #116 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

Question #117 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

Question # 118 Groups are called _____________ if jobs are similar.
A. Classes
B. Grades
C. Scales
D. Roles

Question # 119 Hawthorne studies depict the effects of work environment on:
a) Human Behavior
b) Human Performance
c) Human Satisfaction
d) All the given options

Question # 120 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

Question # 121 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

Question # 122 Rewards offered to labors involved in production, are categorized as;
A. Salary
B. Fringe benefits
C. Wage
D. Commission

Question # 123 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

Question # 124 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

Question #125 Following are all examples of direct compensation EXCEPT:
A. Pension
B. Salary
C. Bonus
D. Income

Question #126 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

Question #127 Appraisal of a worker's performance can be described as:
a) Planning Activity
b) Organizing Activity
c) Controlling Activity
d) Leading Activity

Question #128 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

Question #129 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

Question #130 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

Question # 131 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

Question #132 Essential component of an organization is:

a) Team
b) Structure
c) Individual
d) None of the given options

Question #133 The whole is greater than the sum of its parts is known as:

a) Efficiency
b) Effectiveness
c) Productivity
d) Synergy

Question # 134 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.

Question # 135 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.

Question # 136 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

Question # 137 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

Question # 138 When the firm changes the way it operates, the process is known as:
1. Downsizing
2. Brain drain

3. Restructuring
4. Outsourcing

Question # 139 Which one is not included in the hiring process?
1. Recruitment
2. Socialization
3. Selection

4. Job specification

Question # 140 Extents of individual freedom and discretion employees have in performing their jobs is known as:
1. Capitation
2. Flextime
3. Empowerment

4. Autonomy

Question # 141 Which of the following measures are taken to assess the intensity of employees’ satisfaction and their attitude toward the training program?
Select correct option:
- Continuous feedback
- Profitability rate
- Market share
- Productivity levels

Question # 142 Organization, where employees are provided with the opportunity to learn on continuous basis is known as
Select correct option:
- Formal
- Informal
- Bureaucratic
- Learning

Question # 143 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 #144 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 #145 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 #146 Employee commitment has suffered in recent years because of:
Select correct option:
· Downsizing
· Training issues
· **Appraisals**
· Performance standards

Question #147 Following are the stages of socialization process, EXCEPT:
Select correct option:
· Pre-arrival stage
· Encounter stage
· Metamorphosis stage
· **Completion stage**

Question #148 Which performance appraisal technique lists traits and a range of performance?
Select correct option:
Alternation ranking
Graphic rating scale
Management By Objective
Paired comparison

Question # 149 Which of the following is part of an employee’s role in his or her own career development?
Select correct option:
Providing timely performance feedback
Participating in career development discussions
Establishing goals and career plans
Offering a variety of career options

Question # 150 ________________ is achieved by combining capital, raw material & human resource by an organization.
Select correct option:
Sales
Capital
Input
Output

Question #151 Decision regarding the delivery medium for training is made prior to which of the following step?
Select correct option:
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 # 152 Unofficial part of an organization formed on the basis of common interests is known as:
Select correct option:
Formal organization
Informal organization
Bureaucratic organization
Virtual organization

Question #153 The re-arrangement of organizational structure & change in organizational culture is accomplished during:
Select correct option:
Task analysis
Organizational analysis
Person analysis
Management analysis

Question # 154 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 # 155 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?
Select correct option:
Selection
**Recruitment**
Staffing
Enrollment

Question # 156 Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?
Select correct option:
Counseling simulations
Vocational interest test
Role playing
**Employment interview**

Question # 157 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.
Select correct option:
Performance
Gaps
**Effectiveness**
Discrepancies

Question #158 Studying organizational behavior helps managers:
Select correct option:
To see the value of workforce diversity
To analyze the efficiency of organization
To analyze the efficiency of organization
**To become more effective in society**

Question # 159 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 # 160 The cognitive component consists of a person’s
Select correct option:
Emotions
Knowledge
Attitude
Feelings

Question # 161 Which of the given term is used to represent the segments of jobs held by an individual throughout his/her life time?
Select correct option:
Responsibility
**Career**
Occupation
Position

Question # 162 Which of the following information is NOT collected through observation method while conducting job analysis?
Select correct option:
**Who is monitoring the task?**
What task has done?
How task has done?
How long a task has taken to complete?

Question # 163 What is another term used for 360-degree feedback?
Select correct option:
Feedback loop
**Multi-source assessment**
Upward reporting
Round communication

Question # 164 Which one of the following is an outcome of 'organizing' function of management
Select correct option:
Organization’s strategy
Motivation & commitment
**Organization’s structure**
Performance measurement
Question # 165 Which of the following is a stated outcome of 'Job Analysis'?
Select correct option:
Job description
Job specification
Job evaluation
All of the given options

Question # 166 Which of the following is MOST important to manage workforce diversity?
Select correct option:
Lower cohesiveness
Support group
Top-level commitment
Resistance to change

Question # 167 Training to the raters of performance appraisal is an important responsibility of:
Select correct option:
Top management
HR department
Line managers
Production department

Question # 168 Graphic rating scales are subjected to all of the following problems, EXCEPT:
Select correct option:
Halo effects
Complexity
Central tendency
Leniency

Question # 169 Which of the following is responsible for implementing the developed strategies?
Select correct option:
Human resource
Physical resource
Rules & policies
Installed equipment

Question # 170 In which of the following area organizations are legally bound to maintain consistency in HR policies?
Select correct option:
Compensation system
Training & development
Safety measures
None of the given options

Question # 171 How can companies provide career counseling, development advice, and therapy for employees seeking to grow in their careers?
Select correct option:
Provide career coaches
Encourage role reversal
Establish a corporate campus
Offer online career centers

Question # 172 Which ONE of the following is not a part of Human Resource Development?
Select correct option:
Training
Education
Development
Rewards

Question # 173 What type of screening mode is used to reduce absenteeism and establish a baseline for future insurance claims?
Select correct option:
Physical examinations
Personality tests
Polygraph tests
Substance abuse screening

Question # 174 Which of the following is part of the organization’s role in an employee’s career development?
Select correct option:
Communicating the mission, policies, and procedures
Providing timely performance feedback
Participating in career development discussions
Seeking out career information

Question # 175 Which of the following term is said to be a part of Organizational Structure?
Select correct option:
Hierarchy level
Goal attainment
Supporting staff
Question # 176 “On going process of evaluating & managing both the behavior & outcomes in the workplace” is known as;
Select correct option:
Training & development
Performance appraisal
Compensation management
Job analysis
Question # 177 Which performance appraisal technique lists traits and a range of performance?
Select correct option:
Alternation ranking
Graphic rating scale
Management By Objective
Paired comparison
Question # 178 HRIS helps managers to perform ________ more effectively & systematically.
Select correct option:
Management functions
Controlling functions
Planning functions
HR functions
Question # 179 Job posting
is:
Internal advertisement by an organization to attract candidates from the existing employees, against a vacancy.
The system of transferring existing employees to comparable new jobs available in the organization.
An arrangement of in house training of employees for career advancement.
Grouping together of a family of similar jobs, under a single title to establish uniformity of standards in controls and compensations.
Question # 180 Realistic job preview is a:
Technique for listing elements of job before selecting someone to perform it.
Performance appraisal technique.
A selection device that enables the candidates to learn both the negative and positive information about the job and organization.
None of the given options
Question # 181 Organizational efficiency is expressed as:
Planning for long-run goals
Making the best use of scarce resources
Goal attainment
Meeting deadlines

Question # 182 Goal setting is:
Top down process
Bottom up process
**A process of top down support and bottom up development**
A function of senior management

Question #183 When the firm changes the way it operates, the process is known as:
Downsizing
Brain drain
**Restructuring**
Outsourcing

Question # 184 Organization, where employees are provided with the opportunity to learn on continuous basis is known as:
Select correct option:
Formal
Informal
Bureaucratic
**Learning**

Question # 185 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 # 186 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 #187 Employee commitment has suffered in recent years
MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$

because of:
Select correct option:
Downsizing
Training issues

Appraisals
Performance standards
Question # 188 Following are the stages of socialization process, EXCEPT:
Select correct option:
Pre-arrival stage
Encounter stage Metamorphosis stage
Completion stage
Question # 189 Which performance appraisal technique lists traits and a range of performance?
Select correct option:
Alternation ranking
Graphic rating scale
Management By Objective
Paired comparison

Question # 190 Which of the following is part of an employee’s role in his or her own career development?
Select correct option:
Providing timely performance feedback
Participating in career development discussions

Establishing goals and career plans
Offering a variety of career options

Question # 191 Decision regarding the delivery medium for training is made prior to which of the following step?
Select correct option:
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 # 192 Unofficial part of an organization formed on the basis of common interests is known as:
Select correct option:
Formal organization
Informal organization
Bureaucratic organization
Virtual organization

Question #193 The re-arrangement of organizational structure & change in organizational culture is accomplished during:
Select correct option:
Task analysis
Organizational analysis
Management analysis
Person analysis

Question #194 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 #195 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?
Select correct option:
Selection
Recruitment
Staffing
Enrollment

Question #196 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.
Select correct option:
Performance
Gaps
Effectiveness
Discrepancies

Question #197 The cognitive component consists of a person’s:
Select correct option:
Emotions
Knowledge
Attitude
Feelings

Question #198 Which of the given term is used to represent the segments of jobs held by an individual throughout his/her life time?
Select correct option:
Responsibility
Career
Occupation
Position
Question # 199 Which of the following information is NOT collected through observation method while conducting job analysis?
Select correct option:
Who is monitoring the task?
What task has done?
How task has done?
How long a task has taken to complete?
Question # 200 What is another term used for 360-degree feedback?
Select correct option:
Feedback loop
Multi-source assessment
Upward reporting
Round communication
Question # 201 Which one of the following is an outcome of 'organizing' function of management?
Select correct option:
Organization’s strategy
Motivation & commitment
Organization’s structure
Performance measurement
Question # 202 Which of the following is a stated outcome of 'Job Analysis'?
Select correct option:
Job description
Job specification
Job evaluation
All of the given options
Question # 203 Which of the following is MOST important to manage workforce diversity?
Select correct option:
Lower cohesiveness
Support group
Top-level commitment
Resistance to change
Question # 204 Training to the raters of performance appraisal is an important responsibility of:
Select correct option:
Top management
HR department
Line managers
Production department

Question # 205 Graphic rating scales are subjected to all of the following problems, EXCEPT:
Select correct option:
Halo effects
Complexity
Central tendency
Leniency

Question # 206 Which of the following is responsible for implementing the developed strategies?
Select correct option:
Human resource
Physical resource
Rules & policies
Installed equipment

Question # 207 In which of the following area organizations are legally bound to maintain consistency in HR policies?
Select correct option:
Compensation system
Training & development
Safety measures
None of the given options

Question # 208 How can companies provide career counseling, development advice, and therapy for employees seeking to grow in their careers?
Select correct option:
Provide career coaches
Encourage role reversal
Establish a corporate campus
Offer online career centers

Question # 209 Which ONE of the following is not a part of Human Resource Development?
Select correct option:
- Training
- Education
- Development
- Rewards

Question # 210 What type of screening mode is used to reduce absenteeism and establish a baseline for future insurance claims?

Select correct option:
- Physical examinations
- Personality tests
- Polygraph tests
- Substance abuse screening

Question # 211 Which of the following is part of the organization’s role in an employee’s career development?

Select correct option:
- Communicating the mission, policies, and procedures
- Providing timely performance feedback
- Participating in career development discussions
- Seeking out career information

Question # 212 Which of the following term is said to be a part of Organizational Structure?

Select correct option:
- Goal attainment
- Hierarchy level
- Performance standards
- Supporting staff

Question # 213 Which performance appraisal technique lists traits and a range of performance?

Select correct option:
- Alternation ranking
- Graphic rating scale
- Management By Objective
- Paired comparison

Question # 214 A group comprises of employees who work together to complete a particular task or project is known as:

Select correct option:
- Interest groups
- Command group
- Task group
Friendship groups

Question # 215 People with which type of personality trait commonly make poor decisions because they make them too fast?
Select correct option:
Type As
Type Bs
Self-monitors
Extroverts

Question # 216 All of the following are Decision-making styles EXCEPT:
Select correct option:
Analytical
Conceptual
Ethical
Behavioral

Question # 217 Which of the following is NOT a factor in the individual perceiver?
Select correct option:
Attitude
Motive
Location
Perception

Question # 218 All are true for internal system approach except:
Select correct option:
Increase rate of product innovation
Cut decision making time
Reduce production costs
Reduce time to market

Question # 219 Factors other than satisfaction that impact one’s decision to leave a current job include all of the following EXCEPT:
Select correct option:
Labor market conditions
Length of tenure with the organization
Expectations about alternative job opportunities
Organizational citizenship behavior

Question #220 Organizational variable that affect the human behavior are Performance appraisal, work design, communication and
Select correct option:
Organizational change
Cultural diversity
Rapid change
Organizational structure and design

Question # 221 Which of the following is not considered as a characteristic of organizations?
Select correct option:
Social entities
Goal oriented
**Closed system**
Deliberately structured

Question # 222 Which of the following is NOT one of the six universal emotions, as agreed upon by most contemporary researchers?
Select correct option:
Anger
Fear
Hate
Sadness

Question # 223 ______________ refers to manager's mental ability to analyze and diagnose complex situations.
Select correct option:
Human Skill
Managerial Skill
**Conceptual Skill**
Technical Skill

Question # 224 Which of the following is ‘NOT' one of the most common reasons people join groups?
Select correct option:
Security
Status
Equity
Power

Question # 225 Job appraisal is the part of_____________
Select correct option:
Sociology
Anthropology
**Psychology**
Political science

Question # 226 Which of the following is NOT consistent with
rational decision-making?
Select correct option:
Consistency
Value-maximizing
Restraints
Ranking of criteria

Question # 227 This of the following is NOT a factor influencing perception:
Select correct option:
Perceiver
Situation
Stimuli
Target

Question # 228 Which of the following statements about the determinants of personality is true?
Select correct option:
Personality appears to be a result of external factors
Personality appears to be a result of mainly hereditary factors
Personality appears to be a result of mainly environmental factors

**Personality appears to be a result of both hereditary and environmental factors**

Question # 229 Which of the following is the most productive stage in group development?
Select correct option:
Producing
Increasing
Maturity
Performing

Question #230 Today's managers understand that the success of any effort at improving quality and productivity must include ____.
Select correct option:
Quality management programs
Customer service improvements
Employee's participation

Manufacturing simplification

Question #231 Sana is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her. What perceptual shortcut is Sana most likely using?
Contrast effect
Halo effect
Stereotyping

**Projection**

Question # 232 Which of the following is not a core topic of organizational behavior?
Select correct option:
Motivation
Attitude development
Conflict

**Resource allocation**

Question #233 What do we call the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment?
Select correct option:
Perception
Interpretation
Social verification
Environmental analysis

Question # 234 The organizations offer employee stock ownership programs to gain which of the following benefit?
Select correct option:
Increasing employee satisfaction
Reducing salaries
Reducing stress
Increasing productivity

Question #235 Mr. Ehsan, Manager ABC Company found that skills of workers and machinery used by them as compared to the competitors in the market are obsolete within a year, which type of challenge ABC Company is facing?
Select correct option:
Globalization and Culture
High Quality and Low Quality

**Rapid Pace of Change**

Multiple Stakeholders

Question # 236 Asad, one of your newest employees, is an extravert. Which of the following statements is LEAST likely to be true?
Select correct option:
Asad will probably attend the company picnic
Asad will be suited to a managerial or sales position
Asad will probably have a large number of relationships
**Asad will perform well on specialized, detail-oriented tasks**

Question # 237 Which of the following fields has most helped us understand differences in fundamental values, attitudes, and behavior among people in different countries?
Select correct option:
- **Anthropology**
- Psychology
- Political science
- Operations researches

Question # 238 Barriers to Social perception include all EXCEPT:
Select correct option:
- Halo effect
- Stereotyping
- **Projection**
- Selective Perception

Question # 239 People with which type of personality trait commonly make poor decisions because they make them too fast?
Select correct option:
- **Type As**
- Type Bs
- Self-monitors
- Extroverts

Question # 240 Workers in Pakistan are entitled to receive pension, medical facilities and gratuity come under:
Select correct option:
- Human Rights
- Moral Rights
- **Legal Rights**
- Personal Rights

Question # 241 Which of the following are terminal values?
Select correct option:
- Accuracy and Creativity
- Equality and Friendliness
- Profitability and Hard work
- **Excellence and Innovation**

Question # 242 Ahmed is responsible to transmit information to
outsiders on organization’s plans, policies, actions and results. Which managerial role is he playing in organization?
Select correct option:
Disseminator
**Spokesperson**
Representative
Figurehead

Question #243 Management roles (Interpersonal, Informational, Decisional) were coined by
Select one:
**Henry Mintzberg**
Peter Drucker
Michael E. Porter
Bill Gates

---

Question # 1 of 10 ( Start time: 07:56:12 AM ) Total Marks: 1
Which of the following term is used for locating the qualified candidates?
Select correct option:
Recruitment sources
Recruitment leads
Recruitment pools
Recruitment personnels

Question # 2 of 10 ( Start time: 07:56:44 AM ) Total Marks: 1
Organizational basic components are:
Select correct option:
Machinery, people, office building
**People, purpose, structure**
People, structure, finances
People, strategies, resources

Question # 3 of 10 ( Start time: 07:57:54 AM ) Total Marks: 1
The manager’s responsible to specify the qualifications employees need to fill specific positions is
Select correct option:
**line manager**
middle manager
top manager
none of given option

Question # 4 of 10 ( Start time: 07:58:59 AM ) Total Marks: 1
Which of the following defines the process of 'Recruitment'? Select correct option:
- 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 process of discovering potential candidates for actual or anticipated organizational vacancies is known as: Select correct option:
- HR planning
- Job analysis
- Recruitment
- Selection

Background investigations and reference checks are considered to verify candidate’s: Select correct option:
- Age
- Marital status
- Credentials
- Gender

360% feedback involves appraisals by: Select correct option:
- Line managers
- Subordinates'
- Superiors’
- Anyone who is directly in contact with the appraised person

The best hiring occurs when Select correct option:
- The goals of the organization and the goals of the individual have consistency.
- The goals of the supervisor and the goals of the individual have consistency.
- The goals of the higher management and the goals of the individual have consistency.
- The goals of HR department and the goals of the individual have consistency.

Which one is not true about the Re-engineering?
Select correct option:
Stress level may be magnified
Conflict level may get severe
It may leave the employees confused and angry
People remain unaffected

Question # 10 of 10 (Start time: 08:05:41 AM) Total Marks: 1
Who is said to be responsible for task allocation in order to fulfill the organizational goals?
Select correct option:
Stockholders
Stakeholders
Managers
Investors

Question # 1 of 10 (Start time: 05:48:22 PM) Total Marks: 1
__________ is termed as the "right arm of the top executive."
Select correct option:
staff manager
line manager
personnel manager
Secretary

Question # 2 of 10 (Start time: 05:48:55 PM) Total Marks: 1
The ability to think about abstract & complex situations is referred as:
Select correct option:
Technical skill
Interpersonal skill
Conceptual skill
Mechanical skill

Question # 3 of 10 (Start time: 05:50:13 PM) Total Marks: 1
Blind box Ads are used for
Select correct option:
Good reputation
Low profile jobs
Promotion
Publicity

Question # 4 of 10 (Start time: 05:51:43 PM) Total Marks: 1
How do companies facilitate workforce diversity?
Select correct option:
By relying on external support systems for minority workers
By encouraging employees to challenge beliefs and values of other employees
By organizing social activities
By reinforcing traditional values

Question # 5 of 10 (Start time: 05:52:52 PM) Total Marks: 1
A manager’s function is classified as line or staff based on the organization's
Select correct option:
Vision
Flow of authority
objectives
none of given option

Question # 6 of 10 (Start time: 05:53:49 PM) Total Marks: 1
Methods of Collecting Job Analysis Information include
Select correct option:
Interview
Questionnaire
Logs
all of given option

Question # 7 of 10 (Start time: 05:54:55 PM) Total Marks: 1
Followings are included in contingent workers EXCEPT:
Select correct option:
Part-timers
Contractors
Directors
Temporaries

Question # 8 of 10 (Start time: 05:55:32 PM) Total Marks: 1
Entrepreneurs are said to perform the:
Select correct option:
Interpersonal role
Informational role
Supportive role
Decisional role

Question # 9 of 10 (Start time: 05:56:10 PM) Total Marks: 1
HR department maintains _____________ records.
Select correct option:
Inventory
Sales
Production
Employee

Question # 10 of 10 (Start time: 05:56:59 PM) Total Marks: 1
Which of the following is NOT a function of HRM?
Select correct option:
To Attract People
To Develop People
To Motivate People
None of these

Question # 1 of 10 (Start time: 01:37:06 PM) Total Marks: 1
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.
Select correct option:
Performance
Gaps
Effectiveness
Discrepancies

Question # 2 of 10 (Start time: 01:37:38 PM) Total Marks: 1
________ is termed as the "right arm of the top executive."
Select correct option:
staff manager
line manager
personnel manager
Secretary

Question # 3 of 10 (Start time: 01:38:48 PM) Total Marks: 1
Which of the following is the major objective of training function of HRM?
Select correct option:
To attract qualified applicant to fill the job vacancies
To give employees the skills and knowledge to perform their jobs effectively
To help a new employee adjust himself to the new job and the employer
To monitor employee performance to ensure that it is at acceptable levels

Question # 4 of 10 (Start time: 01:39:24 PM) Total Marks: 1
KSA stands for
Select correct option:
Knowledge, talent, ability
Knowledge, skills, aptitude
Knowledge, skills, ability
Knowledge, talent, ability
Question # 5 of 10 (Start time: 01:40:20 PM) Total Marks: 1
Manufacturing was the main concern of personnel department during:
Select correct option:
- Mechanistic period
- Catalytic period
- Organistic period
- Strategic period

Question # 6 of 10 (Start time: 01:40:45 PM) Total Marks: 1
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:
Select correct option:
- Management of uniformity
- Variety management
- Managing stereotypes
- Diversity management

Question # 7 of 10 (Start time: 01:42:00 PM) Total Marks: 1
Which of the following recruitment method provides a platform to multiple employers to attract large number of applicants?
Select correct option:
- Job offer
- Job fair
- Job festival
- Job listing

Question # 9 of 10 (Start time: 01:43:35 PM) Total Marks: 1
A system that prohibits interaction with the world outside is termed as __________
Select correct option:
- Closed System
- Open System

Question # 10 of 10 (Start time: 01:44:50 PM) Total Marks: 1
Unofficial part of an organization formed on the basis of common interests is known as:
Select correct option:
- Formal organization
- Informal organization
- Bureaucratic organization
- Virtual organization
2) Hawthorne studies depict the effects of work environment on:

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

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

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

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

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
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 progress 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
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.
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
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. 
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. E
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 steps 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
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 refered to as:

? Mechanical skill
? Technical skill
? Interpersonal 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
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
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.

Question # 2 of 20 (Start time: 09:10:26 PM)
Which of the following is a micro-level challenge faced by an organization?
Select correct option:
- Work force diversity
- Restructuring
- Legislation
- Technology

Question # 5 of 20 (Start time: 09:13:53 PM)
Within an Organizations people work:
Select correct option:
- Individually
Question # 6 of 20 (Start time: 09:15:20 PM)  
Total Marks: 1

_____________________ assists organizations, its managers, and organizational staff.

Select correct option:

- Marketing department
- Finance department
- HR department
- Production department

Question # 7 of 20 (Start time: 09:16:49 PM)  
Total Marks: 1

Which one of the following is Not a benefit of workforce diversity?

Select correct option:

- More innovation
- Better Problem solving
- Diversity Training
Question # 12 of 20 (Start time: 09:23:22 PM)

Which of the following is mandatory for the formation of an organization?

Select correct option:

- An individual
- Two or more individuals
- A proprietor
- An employee

Question # 13 of 20 (Start time: 09:23:41 PM)

Which of the following act represents a situation in which employment decisions are NOT effected by illegal discrimination?

Select correct option:

- Fair employment
- Legal compliance
- Litigation process
- Affirmative action
Question # 14 of 20 (Start time: 09:25:02 PM)  
Total Marks: 1

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

Select correct option:

- Society
- Stockholders
- People at work
- Union

Question # 15 of 20 (Start time: 09:25:41 PM)  
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
The mental process to pay attention selectively to some stimuli and cues in our environment is known as:

Select correct option:

- Perception
- Personality
- Attitude
- Ability

Question # 17 of 20 (Start time: 09:27:50 PM)  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

Click here to Save Answer & Move to Next Question

Question # 18 of 20 (Start time: 09:29:21 PM )

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

Select correct option:

- Affirmative action
- Legal compliance
- Equal employment opportunity
- Stereotype
Question # 19 of 20 (Start time: 09:30:36 PM)

Formal organizations are _______ organizations.

Select correct option:

- Structured
- Unstructured
- Irrational
- Spontaneous

Question # 1 of 20 (Start time: 09:35:47 PM)

____________________ assists organizations, its managers, and organizational staff.

Select correct option:

- Marketing department
Question # 2 of 20 ( Start time: 09:37:13 PM )  
Total Marks: 1

Authority is a/an ________________ force to control others’ behavior.

Select correct option:

- Legal
- Illegal
- Implied
- Applied
Manufacturing was the main concern of personnel department during:

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

Question # 4 of 20 (Start time: 09:40:07 PM) Total Marks: 1

__________ team has control over its work pace, determination of work assignments and operate without a manager.

- Problem identification
- Self-managed
- Virtual
- Cross-functional
MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$)

Question # 5 of 20 ( Start time: 09:41:27 PM )
Who is said to be responsible for task allocation in order to fulfill the organizational goals?

Select correct option:

- Stockholders
- Stakeholders
- Managers
- Investors

Question # 6 of 20 ( Start time: 09:42:54 PM )
People can be more productive while working in:

Select correct option:

- Isolation
The cognitive component consists of a person’s:

Select correct option:

- Emotions
- Knowledge
- Attitude
- Feelings
Question # 8 of 20 (Start time: 09:44:20 PM)
Which of the following is the main focus of Organizational Behavior?

Select correct option:

- Society
- Stockholders
- People at work
- Union

Click here to Save Answer & Move to Next Question

Question # 9 of 20 (Start time: 09:44:33 PM)
The ability to think about abstract & complex situations is referred as:

Select correct option:

- Technical skill
- Interpersonal skill
Question # 10 of 20 (Start time: 09:44:59 PM)

Which of the following is mandatory for the formation of an organization?

Select correct option:

- An individual
- Two or more individuals
- A proprietor
- An employee

Question # 12 of 20 (Start time: 09:46:43 PM)

'Human Relation Approach' was emerged during:
Main source of creating difference among organizations is:

Select correct option:

- Human resource
- Physical resources
- Modern technology
- Heavy budgets
Question # 14 of 20 (Start time: 09:49:28 PM)

Which of the following is a micro-level challenge faced by an organization?

Select correct option:

- Work force diversity
- Restructuring
- Legislation
- Technology

Question # 15 of 20 (Start time: 09:49:41 PM)

Which of the following terms correctly represents different types of managers?

Select correct option:

- Executive, CEO, director
- Dimensional, functional, strategic
MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$)

Question # 16 of 20 (Start time: 09:50:47 PM)
The act of reorganizing a company for the purpose of making it more efficient and therefore more profitable is known as:

Select correct option:

- Redesigning
- Restructuring
- Designing
- Reengineering

Question # 17 of 20 (Start time: 09:51:19 PM)
Individual's behavior comprises of:
Question # 18 of 20 ( Start time: 09:52:34 PM )

HR department maintains _______________ records.

Select correct option:

- Inventory
- Sales
- Production
- Employee

Click here to Save Answer & Move to Next Question
Question # 19 of 20 (Start time: 09:53:14 PM)

How do companies facilitate workforce diversity?

Select correct option:

- By relying on external support systems for minority workers
- By encouraging employees to challenge beliefs and values of other employees
- By organizing social activities
- By reinforcing traditional values

Click here to Save Answer & Move to Next Question

Question # 20 of 20 (Start time: 09:54:35 PM)

How many levels of management are in a traditional organization?

Select correct option:

- 5
- 3
- 2
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

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

Technically HRIS is a/an:

► System software
► System hardware
► Database system
► Operating system

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

HRIS is used to facilitate the decisions related to:

► Overall organization
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
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

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

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

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 factors should you 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
- All of the given options

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

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

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?
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

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

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

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

► Pre-arrival stage
► Encounter stage
► Metamorphosis stage
► Post-retirement stage

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

Which of the following is considered as the last stage in the HRM/personnel development?

► Bureaucratic management
► Records and administration
► Regulative accountability
► Competitive advantage

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

A human resource manager in a medium-sized manufacturing firm is responsible to comply with the implementation of working conditions and health and safety of the workers at the workplace according to the Factories Act 1934. Which of the following external factors prompted this action?

- Labor union
- Management thought
- Work force diversity
- Government legislation

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

Ahmed, HR manager of Tri-Star Technologies is involved in human resource planning process. What sort of information can be obtained through supply and demand forecasts?
Question No: 29  (Marks: 1)  - Please choose one

The corporate strategy of National Investment Bank was acquisition. What would be the associated human resource strategies in order to achieve this corporate strategy?

► Aggressive recruiting and hiring, rapidly rising wages, job creation, expanding training and development
► Layoffs, wage reduction, productivity increases, job redesign, renegotiating labor arrangement
► Specialized job creation, hiring of specialists, specialized training and development
► Selective layoffs, transfers/placement, job combinations, orientation and training, managing cultural transition

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

The human resource manager of a large textile organization based in Faisalabad is unable to hire best people for her company because of a new restriction that no longer pays traveling cost to participate in job fairs of other cities. Therefore he is limited to college job fairs within the city. What one of the following recruiting constraints is most affecting her organization?

► Organizational image
► Internal organizational politics
► Government’s influence
Question No: 31  ( Marks: 1 )  - Please choose one
All of the following are advantages of internal recruiting except

- It is less costly than going outside to recruit
- Those chosen internally already know the organization
- It improves the probability of good selection
- It generate infighting among the rival candidates for promotion

Question No: 32  ( Marks: 1 )  - Please choose one
For the post of CCR in a call center, candidate has passed the usual selection criteria - the employment test, interview and background checks. What should be the next step?

- To verify educational documents
- To pass screening interview
- To complete application blank
- To give him appointment letter
Question No: 33  (Marks: 1)  - Please choose one

How does mentoring differ from the orientation?

► Mentoring is done when an employee is being prepared for jobs of greater responsibility. Orientation is done when an employee first joins an organization

► Mentoring is done by the supervisor. Orientation is conducted by the peers

► Mentoring is done to familiarize employees with procedures. Orientation is guiding employee in task completion

► There is no difference in mentoring and orientation

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

Why are training programs evaluated in the industry?

► Evaluation is required for junior cadre employees training programs

► Employees have the right to comment on the training they receive

► Evaluation is a necessary component of establishing training effectiveness

► Organizations are legally bound to evaluate training programs

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

 대하여 Cultivating learning culture within the organization

 대하여 Determining deficiencies that require training

 démarchée 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
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

- Figurehead
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
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
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, ex

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:
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
► Maintainence 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
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
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?

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.
There are several sources that can identify the training needs. List & explain any five of such sources.
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
► 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
► 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
► Maintainence 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

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 within 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

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

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

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
► 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
► 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 today's 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

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

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
Solved and Composed
By ADNAN AWAN
MBA FINANCE
adnanawan6@gmail.com

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 PAGE 66
► Management functions

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 PAGE 65
► 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: 3 ( Marks: 1 ) - Please choose one
HRIS is used to facilitate the decisions related to:
► Overall organization
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
- Quality Circles
- Internship programs
- Job fairs

EXTERNAL RECRUITMENT METHODS PAGE 79
- A. Advertising
- b. Employment Agencies
- c. Recruiters
- d. Special Events
- e. Internships
- f. Executive Search Firms
- g. Professional Associations
- 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 PAGE 9
- Quality standard

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

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
Question No: 15 (Marks: 1) - Please choose one
As an HR manager you are going to conduct job analysis, which one of the following factors should you 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
► 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 need 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
► 1970
► 1980
► 1990-2000


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

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?
Questions Job Analysis

What physical and mental tasks does the worker accomplish?
1. When does the job have to be completed?
2. Where is the job to be accomplished?
3. How does the worker do the job?
4. Why is the job done?
5. 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


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

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 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 PAGE 21
► Union
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 Behavior 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: 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

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
► 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
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 PAGE 85
► Cognitive aptitude test
► Personality test
► Psychomotor abilities test

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

PAPER NO 3
MIDTERM EXAMINATION
Fall 2009
MGT501- Human Resource Management
Solved And Composed
By ADNAN AWAN
adnanawan6@gmail.com
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 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: 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.
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.

Job analysis outcomes
a. Job description
b. Job specification
c. Job evaluation

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
- Operating system

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

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?
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
► 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
► 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
► 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 newspaper 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

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:
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
► Recruiting
► Staffing
► Enrollment

**Recruiting**
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
► 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 a job that require coordination & physical strength?
► Cognitive aptitude test
► Job knowledge test
► Vocational interest test
► Psychomotor abilities 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

**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
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
Fall 2008
MGT501- Human Resource Management
Solved And Composed
By ADNAN AWAN
adnanawan6@gmail.com

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

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 PAGE 69
► 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. 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 PAGE 62
► Monitoring frequent performances

**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
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: 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 PAGE 25
- Cross-functional

**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 PAGE 51
- Functional
- Operational
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 personnel with that gathered information?
- Monitor
- 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
- 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
- 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 long-term 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 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: 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
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:
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 PAGE 21
► Union

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
adnanawan6@gmail.com

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 behavior 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 satisfaction, job involvement and organizational commitment
d 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?
Foster innovation & flexibility

Question No: 5 (Marks: 1) - Please choose one
HR department became the main force behind all changes during:
Catalytic period

Question No: 6 (Marks: 1) - Please choose one
While developing laws, management should be able to:
Easily convey among employees

Question No: 7 (Marks: 1) - Please choose one
Which of the following Management functions are applicable w.r.t HRM?
Planning, organizing, leading & controlling

Management (Function of Planning, Organizing, Leading & Controlling of organizational resources to accomplish goals efficiently and effectively)

Question No: 8 (Marks: 1) - Please choose one
Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:
Affirmative action

Question No: 9 (Marks: 1) - Please choose one
Which of the following recruitment method provides a platform to multiple employers to attract large number of applicants?
Job offer
Job fair

Recruitment

Every organization must be able to attract a sufficient number of the job candidates who have the abilities and aptitudes needed to help the organization to achieve its objectives. An effective employee selection procedure is limited by the effectiveness of recruiting process. These ratios express the relationship between the number of people at one step of the recruitment process relative to the number of people

ALL OPTION R WRONG ONLY JOB FAIR RELATIVE TO RECRUITMENT

► 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
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?

1. 4
2. 5
3. 3
4. 8

Levels of Management
Three levels 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?

1. Liaison
2. Disturbance-handler
3. Figurehead
4. Spokesperson

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?

1. Negotiator
2. Spokesperson
3. Disseminator
4. 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:

1. Technological advancements
2. Rapid changes
3. Stakeholders' management
4. Business globalization

Business globalization
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 Managers 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 PAGE 61
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**
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: 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

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

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 PAGE 81
► Employment ratio

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.
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
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


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
▶ Maintainence 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 page 23
▶ Stereotyping

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 include the ability to think and to conceptualize about abstract and complex situations, Top mangers/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

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) S
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) S
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) S
Resources are allocated & assigned while:
• Planning & Organizing
• Leading & Controlling
• Organizing & Controlling
• Controlling & Planning

Question No: 27 (Marks: 1) S
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) S
“A person is known by the company he/she keeps”; is well described by which of the term?
• Prejudice
• Stereotype
• Introversion
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 page 67
► Work

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

- Which is said to be the simplest method for job evaluation?
  o Ranking method
  o **Classification method**
  o Factor comparison method
  o Point factor method

- Which of the following is a forecasting method in which requirement is estimated at department level and the information is gradually transmitted to upper level to make future hiring of employees?
  o Top-down approach
  o **Bottom-up approach**
  o Zero-based approach
  o Employee-based approach

- Formal organizations are ______ organizations.
  o **Structured**
  o Unstructured
  o Irrational
  o Spontaneous
• If a company is employing the fresh graduates as well as the professional experts, the management is said to be enhancing ____________.
  o Stereotyping
  o Variety
  o **Diversity**
  o Uniformity

• "Human Relation Approach" was emerged during:
  o 1930-40
  o 1940-50
  o **1950-60**
  o 1960-70

• The process of discovering potential candidates for actual or anticipated organizational vacancies is known as:
  o HR planning
  o Job analysis
  o **Recruitment**
  o **Selection**

• "Fair employment legislation" is applicable to which of the following?
  o Collective bargaining

• "Fair employment legislation" is applicable to which of the following?
  o **Planning & selection**
  o **Training & development**
  o Grapevine network

• While conducting job analysis the "Observation Method" is useful when:
  o **Job requires more intellectual skills to complete**
  o Job is repetitive in nature
  o Job is market oriented and requires more data
  o Job consists of physical activity like machine operations

• The term “People” is one of the components of an organization which refers to:
  o Society
  o **Customers**
  o Human resource
  o General public

• Which of the following is NOT included in job description?
  o Job title
  o Job authority
  o **Job competency**
  o Job status
Formal groups are formed by the __________.
- Informal structure
- **Organizational structure**
- Friendly relationship
- Common interest

The mental process to pay attention selectively to some stimuli and cues in our environment is known as:
- **Perception**
- Personality
- Attitude
- Ability

Which of the following is a measure to ensure minorities’ involvement on equality basis who had been discriminated in the past?
- **Equal employment opportunity**
- Affirmative action

Which of the following is a measure to ensure minorities’ involvement on equality basis who had been discriminated in the past?
- Civil rights
- Anti-gender discrimination

All of the following are advantages of using the critical incident method for appraising performance, EXCEPT:
- Provides examples of good performance
- **The results are subjective**
- Provides examples of poor performance
- Incidents can be tied to performance goals

Which of the following HR activity 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

To get more accurate information for job analysis, a questionnaire should include:
- **Structured and rational questions**
- Open-ended and subjective questions
- Job analysis objectives and open-ended questions
- Structured and open-ended questions

The act of reorganizing a company for the purpose of making it more efficient and therefore more profitable is known as:
- Redesigning
- Restructuring
Designing
Reengineering

Job evaluation is conducted to develop:
- Compensation packages
- Training modules
- Organizational grapevine
- Rules & policies

Which of the following employee benefits are legally imposed on organizations?
- Social security
- Stock options
- Care centers

Which of the following employee benefits are legally imposed on organizations?
- Flexible hours

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

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
- 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
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
- 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**
  o Charismatic power

• 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?
  o Charismatic power
  o Referent power
  o Coercive power
  o **Legitimate power**

• Performance measures include all of the following, **EXCEPT:**
  o Individual’s productivity

• Performance measures include all of the following, **EXCEPT:**
  o Team’s productivity
  o Departmental productivity
  o **Market productivity**

• Which of the following is **NOT** included in time-off benefits?
  o On-the-job breaks
  o Annual holidays
  o **Flexi time**
  o Paid leaves

• For which of the following reason, organizations consider employee benefits important?
  o To attract new blood in the organizations
  o To retain the valuable employees
  o To create good reputation in the market
  o **All of the given options**

• Which of the following is **NOT** included in direct financial payments?
  o Wages
  o Insurance
  o Commissions
  o **Incentive**

• When an employee’s performance is so poor that a written warning is required, that warning should:
  o Identify the standards by which the employee is judged
  o Contain examples of employees who met the standards
  o Provide previous examples when employee met the standards
  o **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:
  o **Hold meeting with other people to diffuse the negative situation**
  o 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?
  o Top management is usually male oriented
  o Lack of educational opportunities for women

• Which of the following depicts today’s major barrier to career advancement of the working ladies?
  o Common perception that woman can never be a better boss
  o 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?
  o Communicating the mission, policies and procedures
  o Utilizing career development opportunities
  o Participating in career development discussions
  o Establishing goals and career plans

• Which of the following is a part of organization’s role in the career development of an employee?
  o Communicating the mission, policies and procedures
  o Providing timely performance feedback
  o Participating in career development discussions
  o 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?
  o Promotion
  o Transfer
  o Demotion
  o Resignation

• Employee commitment had suffered a lot in recent years due to which of the following reasons?
  o Structural downsizing
  o Skill inadequacy
  o Rational appraisals
  o Organizational expansion

• Shehzad planned 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?
  o Explanation of social security benefits
  o 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

**How organizations prepare their employees for retirement?**
- **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 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
MGT501 – HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$)

• Which of the following method is used to inform employees about the company’s job openings?
  o Job publishing
  o Job declaration
  o Job posting
  o Job listing

• Organizations started focusing on quality, productivity and efficiency during:
  o Mechanistic period
  o Legalistic period
  o Organistic period
  o Strategic period

• Which of the following aspect should be considered during task analysis, before conducting the training in an organization?
  o Individuals who require training
  o Shortcomings in existing technology
  o Ineffective feedback system of organization
  o Areas where training is required

• ‘Due to lack of knowledge among employees, they are unable to operate the computerized MIS’, which of the following addresses this problem?
  o Provision of new computers
  o Conduct relevant training
  o Supply input devices
  o Supply output devices

• The process by which people acquire skills & abilities required to perform jobs at hand, is known as:
  o Learning
  o Training
  o Development
  o Need analysis

• According to which of the following interview type, several applicants are being interviewed by one or more company representatives?
  o One-to-one interview
  o Panel interview
  o Group interview
  o Stress interview

• Which of the following represents the basic goal of the recruitment?
  o Communicate job opening positions clearly
  o Attract maximum number of applicants
  o Self select out the candidates to save time and money
Which of the given solution served as the best one for reducing the problem of central tendency in performance appraisals?

- Rank employees

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

- 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 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:
   o Lack of trained raters
   o Unserious attitude towards appraisal

- 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:
   o Lack of proper feedback
   o Management is biased

- Which one of the following is NOT the characteristic of a Virtual Team?
  o Lack of nonverbal signals
  o Limited social contact
  o Increased social relationship
  o Ability to overcome time and space constraints

- Jobs are identified & grouped during which of the following managerial function?
  o Planning
  o Organizing
  o Leading
  o Controlling

- As a result of which of the following activity, HRIS is gaining popularity day by day?
  o Generating organizational reports
  o Managing resources effectively
  o Retrieving timely information
  o Handling bundles of data

- HRIS provides information that supports organizations in:
  o Designing compensation packages
  o Launching new equipments
  o Forecasting financial budgets
  o Anticipating customers’ trend

- ‘Job description’ provides which of the following information?
  o Working conditions prevailing in an organization
  o Set of KSA required to perform a job
  o Level of experience mandatory for a particular job
  o Individual’s general attitude that affects the job performance

•
• Organizational Behavior is a study of investigating the impact of:
  o Employees’ behavior in an organization
  o Societal behavior on an organization
  o Country’s culture on an organization
  o 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"?
  o Job specification
  o Job evaluation
  o Job description
  o 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?
  o Job title
  o Job specification
  o Job description
  o Job evaluation
• Jobs are compensated on the basis of:
  o Job analysis
  o Job specification
  o Job worth
  o Job description
• ____________ is the main source of innovations.
  o Upgraded technology
  o Human mind
  o Competitors’ pressure
  o Research & Development
• Which of the following HR function is the basic element of recruitment?
  o Attract the job applicants for the particular post
  o Select the best one among all applicants
  o Train the people as per organizational requirements
  o Fire the non-performing employees
• A person is known by the company he/she keeps”; is well described by which of the term?
  o Prejudice
  o Stereotype
  o Introversion
  o 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 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
  • **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:
o Increase the labor supply than demand
o **Maintain the balance of labor supply and demand**
o Decrease the labor supply than demand
o 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 diabetese, heart diseases, neurological disorders etc, is termed as:
  o Hereditary testing
  o **Gene testing**
  o Instinct testing
  o **Genetic testing**

- Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?
  o In-basket technique
  o **Role playing**
  o Interview simulations
  o Case study

- According to which of the following interview type, several applicants are being interviewed by one or more company representatives?
  o One-to-one interview
  o Panel interview
  o **Group interview**
  o Stress interview

- "Material wastage has increased to greater extent due to using outdated machinery". This issue can be resolved by:
  o Train machine operators regarding its operations
  o **Replacing the existing machinery with the new one**

- "Material wastage has increased to greater extent due to using outdated machinery". This issue can be resolved by:
  o Using new raw material in production
  o No action is required as it is not a noticeable issue

- Previous company records & customer satisfaction surveys may serve as a source for:
  o Cultivating learning culture within the organization
  o **Determining deficiencies that require training**
  o Developing career development plans for employees
  o Identifying training outcomes through evaluation

- Evaluation of training program is conducted:
  o At the initial stage while design a training
  o Prior to need assessment phase
Parallel to design a training content
At the last stage of training

HR managers play vital role in:
  o Setting production targets
  o **Formulating strategies**
  o Publishing financial statements
  o Preparing reports for shareholders

Which of the following are the groups of social nature that are formed around friendship and common interests?
  o Formal
  o Structured
  o Informal
  o Unstructured

There are several sources that can identify the training needs. List & explain any five of such sources. Q-1: **Job posting is:**
  o **Internal advertisement by an organization to attract candidates from the existing employees, against a vacancy.**
  o The system of transferring existing employees to comparable new jobs available in the organization.
  o An arrangement of in house training of employees for career advancement.
  o Grouping together of a family of similar jobs, under a single title to establish uniformity of standards in controls and compensations.

Realistic job preview is a:
  o Technique for listing elements of job before selecting someone to perform it.
  o Performance appraisal technique.
  o **A selection device that enables the candidates to learn both the negative and positive information about the job and organization.**

Realistic job preview is a:
  o None of the given options

Job analysis can be performed in all of the following ways except:
  o **Observing hourly work**
  o Reviewing interviews conducted with departing employees
  o Studying diaries or daily journals that manager kept over a three-month period
  o Giving workers checklists to indicate which tasks on the list are performed during job execution

Considering continuous process improvement activities in organizations, Should “Zero defects” really be a goal?
  o Yes perfection is reasonable goal.
MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$)

- No, 0.1 percent errors can be corrected much more efficiently than they can be prevented
- Yes most industries find this an attainable goal.
- Sometimes, for some mistakes, cost benefits can not be calculated

- Organizational efficiency is expressed as:
  - Planning for long-run goals
  - Making the best use of scarce resources
  - Goal attainment
  - Meeting deadlines

- Goal setting is:
  - Top down process
  - Bottom up process
  - A process of top down support and bottom up development
  - A function of senior management

- When the firm changes the way it operates, the process is known as:
  - Downsizing
  - Brain drain
  - Restructuring
  - Outsourcing

- Which one is not included in the hiring process?
  - Recruitment
  - Socialization
  - Selection
  - Job specification

- Effectiveness is:
  - Do right things
  - Do things right
  - Productivity
  - All of the given options

- Extents of individual freedom and discretion employees have in performing their jobs is Known as
  - Capitation
  - Flextime
  - Empowerment
  - Autonomy

- Organization, where employees are provided with the opportunity to learn on continuous basis is known as:
  - Formal
  - Informal
• Under which of the following no screening of applicant pool is conducted before making final selection?
  o **Walk-in applicants**
  o Employee referrals
  o Employment agency
  o School placement

• Which of the following is NOT a concern of Human Resource Development (HRD)?
  o Employee training
  o Employee orientation
  o **Employee rights**
  o Employee appraisals

• Employee commitment has suffered in recent years because of:
  o Downsizing
  o Training issues
  o **Appraisals**
  o 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 _____.
  o Organizational development

• 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 _____.
  o Career management
  o **Career development**
  o Career planning

• Following are the stages of socialization process, EXCEPT:
  o Pre-arrival stage
  o Encounter stage
  o Metamorphosis stage
  o **Completion stage**

• The goal of pre-retirement educational programs is to;
  o Improve job satisfaction
  o Increase employee commitment
  o Minimize medical claims from retirees
  o **Ease the transition from working life to retirement**
Organizations put maximum effort in measuring performance of organizational people because;
- It makes procedures cost effective
- **It helps in detecting the problems**
- It leads to product innovation
- It assists in implementing new technology

Willingness, capacity & opportunity to perform are said to be;
- Performance outcomes
- **Determinants of performance**
- Performance appraisals
- Types of performance standards

One of the major barriers to career advancement experiencing by working ladies is;
- Difficulty in balancing work and family life
- Top management is usually male oriented
- Lack of educational opportunities
- Common perception that woman can not be better boss

Alternative work arrangements include all of the following EXCEPT;
- Part-time work
- Flexible hours

Alternative work arrangements include all of the following EXCEPT;
- **On-site child care**
- Job sharing

Mr. Ahmed is a cashier and he feels dissatisfied at work. What best justifies this situation?
- **His job may not be structured to suit his preferences**
- It involves physical toughness
- It requires mental toughness
- It involves too much customer interaction

The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.
- Central tendency
- **Leniency**
- Strictness
- Halo effect

The relationship between critical incident method & BARS (behaviorally anchored rating scale) is;
- No relationship exists
- Different methods to evaluate performance
- **Both are similar PA methods**
Comparison method is used for PA, while BARS is related to training evaluation

What is another term for 360-degree feedback?
- Feedback loop
- Multi-source assessment
- Upward feedback
- Circle feedback

Standards are established to:
- Achieve desired outcomes
- Meet legal compliance
- Achieve competitive advantage
- Promote goodwill in market

The point method to evaluate job is an extension of:
- Ranking method
- Factor comparison method
- Classification method

The point method to evaluate job is an extension of:
- Point factor method

Job evaluation is based on the:
- Physical skills required by the job
- Relative job worth for an organization
- Complexity of the job to perform
- Conceptual skill required by the job

Who is in the best position to observe and evaluate an employee’s performance for the purposes of a performance appraisal?
- Peers
- Customers
- Top management
- Immediate supervisor

Groups are called
- Classes
- Grades
- Scales
- Roles

Train the raters prior to conduct the performance appraisal is an important responsibility of:
- Top management
- HR department
- Line managers
Currently Organizations are providing benefits to their employees;

- To attract new blood in the organization
- To create stronger customer relationship
- To enhance the market share
- All of the above

Following are all examples of direct compensation EXCEPT;

- Pension
- Salary
- Bonus
- Income

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

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

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

- Graphic rating scale
- Comparative method
- Essay method
- Critical incident method

HRM is associated with the management of;

- General people
- Financial resources
- Organizational people
- Community members

Cost of human resources refers to;

- Company profits
- Employee shares
- Salary packages
- Earned revenues

Top level managers require _________________ skills the most;

- Technical
- Interpersonal
- Conceptual
- Mechanical

Matching the job description with the individuals’ qualification is an important aspect of;
HR managers are generally the _______________ managers;
  - Line

HR managers are generally the _______________ managers;
  - Middle
  - Staff
  - Top

Manufacturing was the main concern of personnel department during;
  - Mechanistic period
  - Catalytic period
  - Organist period
  - Strategic period

SWOT Analysis is a tool for;
  - Determining organization’s mission
  - Developing organizational goals
  - Formulating strategies
  - Environmental scanning

Jobs are identified & grouped while;
  - Planning
  - Organizing
  - Leading
  - Controlling

According to the Hawthorne studies, the productivity of employees;
  - Increased by increasing light
  - Decreased by decreasing light
  - Increased by observing them
  - No change in their productivity

Organizational goals should be;
  - Achievable
  - Ambiguous
  - Random
  - Vague

Which one of the following is NOT the source of workforce diversity?
  - Age
  - Gender
• Which one of the following is NOT the source of workforce diversity?
  o Education
  o Resentment

• To anticipate the human resource needs of the organization based on some previous data or managerial judgment is known as;
  o Demand forecasting
  o Supplies forecasting
  o Financial forecasting
  o Sales forecasting

• The thorough & detailed study regarding jobs within an organization is represented by;
  o Job analysis
  o Job description
  o Job specification
  o Job evaluation

• 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;
  o Planning
  o Decentralization
  o Restructuring
  o Outsourcing

• Organizational behavior depicts the;
  o Jargons used within the organization
  o Collective behavior of an organization
  o Effect of society’s common behavior on an organization
  o Culture prevails in an organization

• Leaders perform;.................
  o Decisional roles
  o Informal roles
  o Informational roles
  o Interpersonal roles

• Organizations take inputs from its;
  o Rules & Policies
  o Internal Environment
  o External Environment

• Organizations take inputs from its;
  o Legislations

• As organizational activities are interrelated, it is said to be;
  o A closed system
• An isolated system
• An open system
• A clogged system

• Management sciences department is one of the ____________ of the VU;
  o System
  o Subsystem
  o Board
  o Structure

• Shifting from manual to computerized system is resulted due to;
  o Workforce diversity
  o Technological advancement
  o Stake holder’s involvement
  o Globalization

• __________ is the process of acquiring, training, appraising and compensating employees, attending to their labor relations, health and safety and fairness concerns.
  o Labor Relations
  o Organizational Behavior
  o Human Resource Management
  o Organizational Health and Safety Management

• Which of these refers to the temporary, part-time and self-employed workers?
  o Internal labor force
  o Contingent work force
  o High-performance work systems
  o Downsized employees

• Which basic function of management includes delegating authority to subordinates and establishing channels of communication?
  o Planning
  o Organizing
  o Leading
  o Staffing

• Over the past 25 years, all of these areas of legal environment have influenced HRM except:
  o Equal employment opportunity legislation
  o Employees pay and benefits
  o Employee competition legislation
  o Job security

• One of the most popular methods of increasing employee responsibility and control is ________.
  o Outsourcing
• "Military model" of management
  * HRIS
  * **Work teams**

• Which of these is a major dimension of HRM practices contributing to company competitiveness?
  * Compensating human resources
  * Acquiring and preparing human resources
  * Managing the human resource environment
  * **All of the given options**

• How has technology changed HRM practices?
  * Recruiting using the web generates smaller, more focused applicant pools.
  * Employee training is offered through scheduled classes rather than on demand.
  * **Electronic resumes take less time to evaluate than paper resumes.**
  * None of the given options.

• How do companies facilitate workforce diversity?
  * Rely on external support systems for minority workers.
  * Encourage employees to challenge the beliefs and values of other employees.
  * **Build in accountability through surveys and audits.**
  * Reinforce traditional values.

• Employee involvement requires extensive additional HRM activity in which of these areas?
  * **Training**
  * Benefits
  * Labor negotiation
  * Marketing

• Managers who meet designated goals are _______.
  * Assertive

• Managers who meet designated goals are _______.
  * Efficient
  * Effective
  * Entitled

• David conducts new employee orientation for a large organization. His work is within which basic HRM function?
  * Management
  * Motivation
  * Career planning
  * **Training and development**

• Employee relations specialists are involved in which of these activities?
• Handling employee complaints
  • Working with position control specialists in compensation
  • Negotiating benefits packages
  • Coordinating interview schedules

• The father of scientific management is ________.
  • Deming
  • Burns
  • Taylor
  • Hawthorne

• A large organization is an EEO employer with an affirmative action plan. Which of these activities is performed as part of the plan?
  • All job applicants must have a recommendation from current or past employee
  • Insurance premiums from former employers of all applicants are analyzed
  • Job requirements are determined based on skills, knowledge and abilities
  • Job announcements are posted on the company bulletin board

• Which of these items would be in the highest security category of a typical HRIS?
  • Employee name
  • Former employers
  • Salary
  • Work location

• Which of these decreases in the labor supply is the easiest to predict?
  • Transfers-in
  • Retirements

• Which of these decreases in the labor supply is the easiest to predict?
  • Voluntary quits
  • Prolonged illnesses

• Wal-Mart differentiates its business by offering the lowest prices. Offering the lowest prices is Wal-Mart’s ________.
  • Functional strategy
  • Competitive advantage
  • Distinctive competence
  • Corporate strategy

• ________ is the process of assessing progress toward strategic goals and taking corrective action as needed.
  • Strategic management
  • Strategic planning
  • Strategic control
  • Diversification
Leadership is the right to make decisions, to direct the work of others and to give orders.

- Authority
- Delegation
- Management

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

- Position analysis questionnaire
- Interviews
- Department of Labor approach
- Functional job analysis

Which of the following role a manager performs as a Resource allocator?

- Interpersonal role
- 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

The emigration of trained and talented individuals to other nations due to lack of opportunity or other reasons is known as ____________.

- 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
• 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
  - **Affirmative action**
  - HR planning
  - Litigation process

• 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

• Which of the following component consists of a person’s beliefs, opinions, knowledge, and information?
  - Cognitive component
  - Behavioral component
  - Objective component

• Which of the following involves holding beliefs about people that place them in categories for recognizing and accepting differences?
  - Backlash
  - Mistrust
  - Cohesiveness
  - Stereotyping

• 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

• Which of the following can be an alternative decision to employee termination?
  - Demotion
  - Retirement
  - Resignation
  - Lay-off

• If the time between violation & the respective penalty implementation lengthens, the impact of the disciplinary action will:
Mr. Imran is appointed to supervise all the employees of the admin department. In this situation, he is said to be a ___________.

- Manager only
- 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

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

- 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
- 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
- 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
Safety procedures  
Financial statements  
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 basis". Which type of communication it is?

- Diagonal communication
- Horizontal communication
- Upward communication
- Downward 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
- Traditional View
- Human Relations View
- Interactionist View

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
- Intense

Legitimate power includes which of the following?

- Acceptance of authority by organizational members (Correct)

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

- Reward power
- Coercive power
- Referent power
MGT501 – HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$)

- Legitimate power

- Which of the following is NOT included in time-off benefits?
  - On-the-job breaks
  - Annual holidays
  - Flexi time
  - 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
  - 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
  - Bonus pay
  - Piecework pay

- 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

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

- Organizational development
- Career management
- Career development
- Career planning

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

- Employee’s productivity is rewarded

Click on the below links to view - Old Papers/Past Papers and other Helping materials

- compensation and benefits with a career development focus differ from compensation and benefits with a traditional focus?
  - Employee’s efficiency is rewarded
  - Enhancement in abilities is rewarded
  - All of the given options

- 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

- 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 successfully internalize the organizational norms & beliefs?
  - Pre-arrival stage
  - Encounter stage
  - Metamorphosis stage
  - Post-retirement stage
• 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 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 is a force by which personality traits (expertise) affects others’ behavior?
  - Power
  - Influence

• Which of the following is a force by which personality traits (expertise) affects others’ behavior?
  - Authority
  - Command

• Which of the following practice involves the selling off portions of the company and making severe staff reductions?
  - Redesigning
  - Restructuring
  - Organizational designing
  - Reengineering

• People can be more productive while working in:
  - Solation
  - Groups
  - 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

• 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

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

Which one of the following is NOT the advantage of Workforce Diversity?
- Multiple perspectives
- Greater openness to new ideas
- Increased creativity and flexibility

Which one of the following is NOT the advantage of Workforce Diversity?
- Decreased problem-solving skills

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
- 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
- Strictness
- Leniency

“Ongoing process of managing & evaluating both the behavior & outcomes in the workplace” is known as:
- Training & development
- Performance appraisal
- 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 became 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

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

- Project based method
- Focal point method
- Anniversary method
- 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

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

- Organizational HR
- Organizational hierarchy
- Mechanical process
- Existence purpose

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

- Judgment & creativity
- Analysis & communication
• Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:
  o Equal employment opportunity
  o **Affirmative action**
  o HR planning
  o Litigation process

• The cognitive component consists of a person’s:
  o Emotions

• ________________ are citizens of the country in which the multinational company has its headquarters.
  o Home-country nationals
  o 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:
  o Employment at will
  o Discrimination law
  o **Rights to privacy**
  o 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:
  o Diagonal communication
  o Horizontal communication
  o Upward communication
  o **Downward communication**

• All of the following would be considered as sources of conflicts, EXCEPT:
  o Goal incompatibility
  o Different values and beliefs
  o Lack of resources and finances
  o ________________

• 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:
  o Labor issues
  o Mandatory issues
  o Permissive 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

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?
- Charismatic power

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

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 option

Which of the following is NOT included in direct financial payments?
- Wages
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

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

‘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

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
• Occupational health & safety refers to which of the following dimensions of a workforce that result from the work environment provided by the organization?
  o Physical & physiological
  o Physiological & Mycological
  o Chronological & psychological
  o **Physiological & psychological**

• 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?
  o Merit pay

• 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?
  o Variable pay
  o **Piecework pay**
  o Job-based pay

• Rewards offered to individuals serving at the managerial positions on monthly basis are termed as:
  o Commission
  o **Salary**
  o Wage
  o Bonus

• Who is responsible for hiring the wrong person for the particular job?
  o HR manager
  o Regional manager
  o Regional head
  o CEO

• Which of the following Management functions are applicable w.r.t HRM?
  o **Planning, organizing, leading & controlling**
  o Planning & organizing only
  o Leading & controlling only
  o None of the management functions applied

• What are the different dimensions of stress? List & discuss them in detail. Appraisal of a worker’s performance can be described as:
  o Planning Activity
  o Organizing Activity
  o **Controlling Activity**
  o Leading Activity

• Hawthorne studies depict the effects of work environment on:
  o **Human Behavior**
  o Human Performance
• Process of working with different resources to accomplish organizational goals is known as:
  o Strategic management
  o Human Resource management

• Process of working with different resources to accomplish organizational goals is known as:
  o Management
  o Team work

• The concept of how a person behaves in a group can be attributed to:
  o Thermodynamics
  o Group Dynamics
  o MBO (Management by objectives)
  o Group Behavior

• The study of Organizational Behavior is closely related to:
  o Human Psychology
  o Human Behavior in general
  o Human Behavior at work
  o Human-Machine Interaction

• Essential component of an organization is:
  o Team
  o Structure
  o Individual
  o None of the given options

• The whole is greater than the sum of its parts is known as:
  o Efficiency
  o Effectiveness
  o Productivity
  o Synergy

• Virtual teams can contribute to better coordination among the team members because:
  o Technology brings them together on a forum.
  o Team members meet physically with each other
  o Team members share views among themselves via communication links.
  o Team members have the real time environment for interaction.

• Setting standards should be left to the employee rather than organization leads to self controlling because:
  o It follows the management by objective approach.
It increases the productivity of the worker
- It increases the confidence of workers

- Setting standards should be left to the employee rather than organization leads to self controlling because:
  - Workers come up to the high standard since they have no pressure from his superiors.

- Which one is not basic component of OB (Organizational Behavior) Model?
  - Organization
  - Group
  - Team
  - Individual

- 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
  - 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 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**
- 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.

- 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

- Technically HRIS is a/an:
  - System software
  - System hardware
  - Database system
  - Operating system

- HRIS is used to facilitate the decisions related to:
  - Overall organization
  - **Employment planning**
  - Sales forecasting
  - Resource allocation

- HR department maintains _______________ records.
  - **Employee**
  - Sales
• Why organizational goals should be measurable?
  o Ensure goal ambiguity
  o **Ensure goal attainment**
  o Put high effort
  o Encourage employee participation

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

• Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?
  o Human relation movement
  o Employment legislations
  o None of the given options

• Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?
  o **Negotiator**
  o Spokesperson
  o Disseminator
  o Entrepreneur

• Organization is said to be an open system, because:
  o **It operates within an environment**
  o It operates in isolation
  o Its activities are random
  o Its activities are independent

• How often HR planning process is implemented within an organization?
  o **Continuously**
  o Annually
  o Bi-annually
  o Quarterly

• Why organizations provide attractive salaries, fringe benefits, career development opportunities and respect to their employees?
  o **To retain valuable human resource**
  o To be the market leader in the future
  o To attract more and more people
  o 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 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

- 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
- People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:
  - Relationship oriented roles
  - Individual roles
- Organizations started emphasizing on making 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
  - Maintainence 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
- 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?
  - 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 test can best evaluate the routine production activities of job that require coordination & physical strength?
- Cognitive aptitude test
- Job knowledge test
- Vocational interest test

Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?
- Psychomotor abilities test

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

Background investigations and reference checks are considered to verify candidate’s credentials.
- 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

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

• 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 workplace 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**

• 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**
  - Job satisfaction, job enlargement and organizational behavior

• Which of the following term describes the unique combination of psychological traits that describes a person’s behaviors?
  - Perception
Which of the following term describes the unique combination of psychological traits that describes a person’s behaviors?

- 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

Entrepreneurs are said to perform the:

- Interpersonal role
- Informational role
- Supportive role
- Decisional role

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

- HR department
- Procurement department

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

- Finance department
• Organizations started giving more focus on the quality of work life (QWL) during:
  o 1960-70
  o 1970-80
  o 1980-90
  o 1990-2000

• Which of the following information is NOT collected through observation method while conducting job analysis?
  o Who is monitoring the task?
  o What task has done?
  o How task has done?
  o How long a task has taken to complete?

• 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?
  o Concept validity
  o Criterion validity
  o Construct validity
  o Content validity

• Which of the following department of an organization performs the managerial function of matching organizational needs with the skills & abilities of the employees?
  o Finance department
  o Marketing department
  o Production department
  o Human Resource department

• Which of the following act represents a situation in which employment decisions are NOT affected by illegal discrimination?
  o Fair employment
  o Legal compliance
  o Litigation process

• Which of the following act represents a situation in which employment decisions are NOT affected by illegal discrimination?
  o 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?
  o Grievance practices
  o Equal employment opportunity
  o Glass ceiling effect
  o Reverse discrimination

• This section of job advertisement represents which of the following term?
Goal setting is:........
- Top down process
- Bottom up process
- **A process of top down support and bottom up development**
- A function of senior management

Which of the following statement reflects the 'Age Discrimination Act' for workers?
- **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

_______________________ is an obligation to perform certain tasks/activities.
- Duty
- **Responsibility**
- Position
- 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.
- Performance
- Gaps
- **Effectiveness**
- Discrepancies

Studying organizational behavior helps managers:
- To see the value of workforce diversity
- To analyze the efficiency of organization
- To analyze the efficiency of organization
- **To become more effective in society**

Which of the given term is used to represent the segments of jobs held by an individual throughout his/her life time?
- Responsibility
- **Career**
- Occupation
- Position

Which of the following is a stated outcome of 'Job Analysis'?
- Job description
- Job specification
MGT501 – HUMAN RESOURCE MANAGEMENT MCQS  
Solved by SHINING STAR ($$)

- Job evaluation
- **All of the given options**

**Which of the following is MOST important to manage workforce diversity?**
- Lower cohesiveness
- Support group
- **Top-level commitment**
- Resistance to change

**Graphic rating scales are subjected to all of the following problems, EXCEPT:**
- Halo effects
- **Complexity**
- Central tendency
- Leniency

**Which of the following is responsible for implementing the developed strategies?**
- **Human resource**
- Physical resource
- Rules & policies
- Installed equipment

**In which of the following area organizations are legally bound to maintain consistency in HR policies?**
- Compensation system

**In which of the following area organizations are legally bound to maintain consistency in HR policies?**
- Training & development
- Safety measures
- **None of the given options**

**How can companies provide career counseling, development advice, and therapy for employees seeking to grow in their careers?**
- **Provide career coaches**
- Encourage role reversal
- Establish a corporate campus
- Offer online career centers

**Which ONE of the following is not a part of Human Resource Development?**
- Training
- **Education**
- Development
- Rewards

**What type of screening mode is used to reduce absenteeism and establish a baseline for future insurance claims?**
Physical examinations
Personality tests
Polygraph tests
Substance abuse screening

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

- 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 said to be a part of Organizational Structure?

- Goal attainment
- Hierarchy level
- Performance standards
- Supporting staff

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

- Alternation ranking
- Graphic rating scale

Following activities are the part of marketing process EXCEPT which of the following?

- Analyzing marketing opportunities
- Selecting target markets
- Developing the business portfolio
- Managing the marketing effort

Technical personnel who help in developing the specifications and evaluate alternative products for possible use refers to which of the following?

- Users
- Influencers
- Buyers
- Deciders

The world is ___ rapidly with the advent of faster communications, transportation, and financial flows.

- Expanding
- Exploding
- Shrinking
- None of the above

The process of shaping and refining potential product ideas refers to which one of the following options?

- Prototype development
- Concept development
What is the initial stage in the development of an advertising campaign?
- Setting the budget for advertising
- Identifying and analyzing the target audience
- Defining the advertising objectives
- Creating the advertising platform

Which performance appraisal technique lists traits and a range of performance?
- Management By Objective
- Paired comparison

HRIS helps managers to perform _________________ more effectively & systematically.
- Management functions
- Controlling functions
- Planning functions
- HR functions

Who distinguished between intrinsic motivation and extrinsic motivation?
- Frederick Taylor
- Frederick Herzberg
- David McClelland
- Edward Deci

In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?
- Chief executive officer
- Chief safety officer
- Occupational safety and health officer
- Chief operations officer

Which of the following personality characteristics are associated with people who are likely to exhibit violent behavior on the job?
- Neurotic
- Optimistic
- Extraverted
- Type A

Which of these suggestions is an effective way to deal with stress?
- Meditation
- Exercise
- Talking with others
- All of the given options
Which of the following is categorized as an indirect payment portion of employee compensation?
- Wages
- Salaries
- **Employer-paid insurance**

Which of the following is categorized as an indirect payment portion of employee compensation?
- Commissions

Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?
- Family relationships
- Work performance
- Your attention to safety
- **All of the given options**

Unemployment benefits are typically about __________ percent of a person's earnings and last for __________.
- 50; 26 weeks
- 75; 1 year
- 100; 2 years
- 25; 4 weeks

Unsafe acts can be reduced through all of the following methods except:
- **Job rotation**
- Screening
- Training
- Incentive programs

Which of these is the most common type of retirement plan?
- Defined benefit
- ERISA
- Defined contribution
- Money purchase plan

Which one of the following statements is correct in relation to monetary rewards in accordance with Herzberg’s Two-Factor theory?
- Pay increases are a powerful long-term motivator
- **Inadequate monetary rewards are a powerful dissatisfier**
- Monetary rewards are more important than non-monetary rewards
- Pay can never be used as a motivator

Which pattern of communication is the quickest way to send a message?
- The circle
- The chain
on the below links to view - Old Papers/Past Papers and other Helping materials

- Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress?
  - An unhappy marriage
  - Ongoing money problems
  - Dissatisfaction with a job
  - All of the given options

- The relative position of an organization’s pay incentives compared to other companies in the same industry is known as:
  - Pay structure
  - Pay appraisal
  - Pay level
  - Pay feedback

- Poor quality lateral communication will result in which of the following?
  - Lack of direction
  - Lack of coordination
  - Lack of delegation
  - Lack of control

- Which of the following is a health hazard in the workplace?
  - Uncollected waste paper
  - Heavy object
  - Frayed crypt
  - All of the given options

- Workers’ compensation benefits fall into all of these major categories except:
  - Medical care
  - Retirement benefits
  - Disability income
  - Death benefits

- Expectancy theory focuses on the relationships between which three factors?
  - Needs, effort and persistence
  - Needs, performance and inputs
  - Inputs, performance and outcomes
  - Needs, performance and outcomes

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

- A horizontal extension of the object to increase task variety is called:
MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$)

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

- Communication between two members of a project team from different function, but the same level of authority is ________ communication.
  - UPward
  - Downward
  - Lateral
  - Diagonal

- All of the following are External Environmental Factors except ?
  - Legal Considerations
  - The Labor Force
  - Customers
  - **Corporate Culture**

- 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

- 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

- 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

- Following are the reasons for conducting job analysis except?
  - Staffing workers
  - **Observing workers**

- Following are the reasons for conducting job analysis except?
  - Training and Development
  - Legal Considerations

- The method that uses the organization’s current level of employment as the starting point for determining future staffing needs is ?
Zero Based Forecasting
- Bottom-Up Approach
- Forecasting Human Resource Availability
- None of the given options

What specific activities listed below are part of the organizing function?
- Giving each subordinate a specific task
- Recruiting prospective employees
- Training and developing employees
- Developing rules and procedures

_____ are authorized to direct the work of subordinates?
- Staff managers
- Line managers
- Leaders
- Advisory board members

What tactic will employers likely have to take to fill openings left by retiring employees?
- Instituting flexible work hours
- Providing elder care
- Hiring more women
- Rehiring retirees

Following are the basic principles or conditions that facilitate learning except?
- Participation
- Relevance
- Feedback
- Education

Career Development is:
- A formal approach taken by an organization to help its people acquire the skills and experiences needed to perform current and future jobs.
- An employee’s progress vertically upward in the organization from one specific job to the next.
- Both a vertical sequence of jobs and a series of horizontal opportunities

Career Development is:
- Self-understanding for future jobs. Then, the person is in a position to establish realistic goals and determine how to achieve these goals.

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:
- Career counseling
- Workshop
• Barriers to career advancement include:
  o Lack of time
  o Rigid job specifications
  o Short-term focus
  o **All of the given options**

• The basic skills possessed by the individual that are required to give certain performance are termed as:
  o **Ability**
  o Motivation
  o Experience
  o Performance

• Using the __________ approach, managers evaluate organizational effectiveness?
  o External resource
  o **Internal systems**
  o Technical
  o Systems

• Without proper feedback about an employee’s effort and its effect on performance, we run the risk of decreasing his/ her ________?
  o Salary
  o Experience
  o **Motivation**
  o Performance appraisal

• ________ is the process whereby union members vote out their union as their representative?
  o Authorization card
  o Representation certification
  o **Representation decertification**
  o Trade union election

• 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?
  o **Organizational politics**
  o Executing authority
  o Collective bargaining
  o Position power

• Protection from discrimination, safe working conditions and union formulation are _____ rights, provided to employees?
• A situation in labor management negotiation whereby management prevents union members from returning to work is called ____?
  o Grievance
  o Strike
  o Arbitration
  o **Lockout**

• The first formal stage of the disciplinary procedure is?
  o Written Verbal Warning
  o **Written Warning**
  o Suspension
  o Dismissal

• 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?
  o **Transformational**
  o Charismatic
  o Autocratic
  o Transactional

• Following the ____ discipline should be immediate, provide ample warning, be consistent, and be impersonal?
  o Disciplinary rules
  o Corrective action
  o Punitive action
  o **Hot-stove rule**

• Over the past 25 years, all of these areas of legal environment have influenced HRM except: ?
  o Equal employment opportunity legislation

• Over the past 25 years, all of these areas of legal environment have influenced HRM except: ?
  o Employees pay and benefits
  o **Employee competition legislation**
  o Job security

• 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:
  o Clear violation of labor laws
• Implementation of discrimination law
• Prohibited by the privacy rights
• Violation of employment at will

• 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

• An employee’s compensation usually comprises of:
  • High monetary rewards
  • Quality rewards requested by employees
  • Benefits like medical & transport allowances
  • Financial & non-financial rewards

• Which of the following is most popular technique for appraising employee performance?
  • Alternation ranking
  • Graphic rating scale

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

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 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

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

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

- 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

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

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 consistently low?
- Central tendency
- Leniency
- **Strictness**
- Halo effect

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 work-related behavior?
- Management by objective
- Comparison method
- Essay method
- **Critical incident method**

**on the below links to view - Old Papers/Past Papers and other Helping materials**

- 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**
• Which of the following step is MOST important in creating job-fit?
  o An effective selection process
  o Promotion and transfer of existing employees
  o Training of employees
  o Competitive compensation packages

• Organization has legitimacy and rationale configuration that is why it is said to be a/an:
  o Formal organization
  o Informal organization
  o Virtual organization
  o xLearning organization

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

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

• Being a manager how can you make the performance appraisal system of your organization legally defensible?
  o A manager can make the performance appraisal system of the organization legally defensible by giving the organization a good working environment. A manager must plan some training sessions for the appraisal system, he
should be sure that the who is getting training don’t make mistake while appraising. Proper methods for the appraising should be conducted. The objective of the company should be clearly defined during the appraisal system.

- **Which of the following terms correctly represents different types of managers?**
  - Tactical, operational, functional
  - **Tactical, operational, strategic**
- **Which of the following terms correctly represents different types of managers?**
  - Executive, CEO, director
  - Dimensional, functional, strategic
- Rewards that employees receive as a result of their employment and position rather than performance in the organization are referred to:
  - Variable pay
  - Benefits
  - **Salary**
  - 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?**
  - Recruitment
  - **Selection**
  - Staffing
  - Enrollment
- Employee’s inability to complete the assigned tasks within the deadline may lead to:
  - Decline in his salary only
  - Increased work burden
  - Employee demotion only
  - Disciplinary action against him
- The inner drive that directs a person’s behavior towards goal attainment is known as:
  - Performance
  - **Motivation**
  - Need
  - Attitude
- 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 skills are required most by the Top-level managers?**
- Technical skills
- Interpersonal skills
- **Conceptual skills**

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

- 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

- 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**

- 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

- Resources are allocated & assigned while:
  - **Planning & Organizing**
  - Leading & Controlling
  - Organizing & Controlling
  - Controlling & Planning

- 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

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

In order to ensure better compensation & salary packages for employees, organization should develop:
- Job specification
- Job evaluation
- All of the given options
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

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

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

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 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

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

- Staff
- Line

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

- Functional
MGT501 – HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$)

• Operational

Who collects information from institutions & organizations outside their own, and facilitate the organizational personnels with that gathered information?
  o Monitor
  o Liaison
  o **Disseminator**
  o Figurehead

• Being a Figurehead, manager has to perform which of the following role?
  o Informational roles
  o Decisional roles
  o **Interpersonal roles**
  o Sequential roles

• How many levels of management are in a traditional organization?
  o 5
  o 3
  o 8
  o 4

• The ability to think about abstract & complex situations is referred to as:
  o Mechanical skill
  o Technical skill
  o Interpersonal skill
  o **Conceptual skill**

• Controlling is mandatory to:
  o Large organizations
  o Small & medium enterprises
  o **All of the given options**
  o Private organizations

• "Management" is concerned with the administration of:
  o Human resource
  o Financial resource
  o Physical resource

• "Management" is concerned with the administration of:
  o **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:
  o Cooperative work
  o Student placement
Achievable & quality performance standards can be set with the help of accurate:

- Job analysis
- Job description
- Job specification
- Job evaluation

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

- Society
- Stockholders
- People at work
- Union

Explain the following terms:

**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.

**Socialization**
In order to reduce the anxiety that new employees may experience, attempts should be made to integrate the person into the informal organization.

Managers can motivate people to avoid performing dysfunctional behaviors by using: I. Extinction. II. Punishment. III. Negative reinforcement.

- I, II, III
- I and III
- II and III
- I and II
The 360 degree appraisal
- works best in large organizations.
- provides feedback from a verity of individuals.
- aids in developing competitive intelligence.
- diminishes the effect of development in the appraisal process.

Following are the phases of the Motivational Process except
- Need Identification
- Selecting Goals
- Extinction

on the below links to view - Old Papers/Past Papers and other Helping materials

Following are the phases of the Motivational Process except
- Consequences of performance Reward/punishments

Placing a dollar value on the worth of a job is known as
- Job Pricing
- Pay Grades
- Pay Ranges
- Single-Rate System

Total compensation constitutes of
- direct rewards
- indirect rewards
- both of the given options
- none of the given options

Following ways can be used to avoid the high turnover of employees except
- Use Recognition
- Use money
- Use Positive Reinforcement
- Empower Employees

A system of retirement benefits that provides benefits like disability insurance, survivor’s benefits, and Medicare is called _______.
- Social Security
- Unemployment Compensation
- Workers’ Compensation
- Security benefit

Upward appraisal is done by
- Immediate Supervisor
- Peers
- Subordinates
- None of the given options
• __________ exists when individuals performing similar jobs for the same firm are paid according to factors unique to the employee
  o Employee Equity
  o Team Equity
  o Internal Equity
  o All of the given options

• A process that significantly affects organizational success by having managers and employees work together to set expectations, review results, and reward performance.
  o Management by Objectives
  o Performance Appraisal
  o **Performance Management**
  o Organizational Planning

• __________ is solely responsible for managing individual’s career.
  o Individual
  o Team
  o Organization
  o HR Manage

• The evaluator uses a list of behavioral descriptions and checks off those behaviors that apply to the employee. This method of appraisal is called
  o Forced-Choice Appraisal
  o Forced Distribution Appraisal
  o **Checklist Appraisal**
  o Behaviorally Anchored Rating Scales

• Any compensation method that ties pay to the quantity or quality of work the person produces is called
  o Gain-sharing Plan
  o Incentive Plan
  o Compensation Plan
  o **Pay for performance Plan**

• 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
  o **Attribution Theory**
  o Stereotype
  o Halo Effect
  o None of above options

• The ____ trust is based on the behavioral predictability that comes from a history of interaction
  o Deterrence-based
Which has an impact on job pricing and the ultimate determination of an individual’s financial compensation?
- The Organization
- The Job
- The Employee
- All of the above options

Office environment that contain harmful airborne chemicals, asbestos, or indoor pollution is referred to
- Homicide
- Sick Building
- Green Environment
- Environment pollution

Benefits offered to employees reflect many of the trends existing in our
- Country
- Environment
- Organization
- Labor Force

Recognition, positive reinforcement and employees’ empowerment can be used to avoid the
- Turnover
- Conflict
- Accident
- Frustration

Not giving a compliment for a job done very well can cause
- Punishment
- Extinction
- Negative Reinforcement
- De-motivation

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.
- Management Rights
- Employment at Will
- Statutory Rights
• The ability of one person to influence another is
  o **Power**
  o Responsibility

• The ability of one person to influence another is
  o Authority
  o All given options

• The first formal stage of the disciplinary procedure is
  o Written Verbal Warning
  o Written Warning
  o **Employee Separation**
  o Show-Cause Notice

• A worker surplus forecasted results in
  o Creative Recruiting
  o Special Training Programs
  o **Reduced Hours**
  o Succession Planning

• Which theory suggests that a leader should adapt his/her leadership style to the task?
  o Path-Goal Leadership Theory
  o Vroom-Jago-Yetton Model
  o LMX Theory
  o **The Situational Leadership Model**

• 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.
  o **Vision**
  o Mission
  o Goal
  o Declaration

• These rights Protect employees from discrimination, Safe working conditions, Right to form unions
  o **Statutory Rights**
  o Contractual Rights
  o Employment policies
  o Civil Rights

• For simplicity’s sake, we can classify the most frequent violations of discipline into _____________ categories.
  o Two
For simplicity’s sake, we can classify the most frequent violations of discipline into ___________ categories.

- Six

To Becoming a Leader do all except

- Build Your Power
- Develop Your Judgmentase
- Use Your Management Skills
- **Do Not Trust Anyone**

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

- Managerial judgment
- **Regression analysis**
- Trend analysis
- Ratio analysis

One reason for falling union membership in recent years is that __________

- Legislation protects workers in a way that was once only offered by the unions
- Unions have been seen as largely ineffectual
- Union membership is too expensive
- Manufacturers will not hire union members

All of the following types of organizations are covered by the Occupational Safety and Health Act except __________

- Federal agencies
- Hospitals
- Schools
- **Self-employed persons**

There is fairly strong evidence that traits can predict __________ more accurately than leadership effectiveness

- Leadership emergence
- Extraversion in leaders
- Leadership awareness
- Leadership competence

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

- Influence
- Potential
- Dependency
- **Actualization**
• The conflict-handling intention of accommodating is _______
  o assertive and uncooperative
  o assertive and cooperative
  o unassertive and uncooperative
  o **unassertive and cooperative**

• Which department enforces the standards set out in the Occupational Safety and Health Act?
  o Department of Health Services
  o **Department of Labor**
  o Department of Defense
  o Department of Financial Services

• Family issues, economic problems, and personality characteristics are examples of the ________ factor of potential stress
  o Social
  o Environmental
  o Personnel
  o **Personal**

• 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.
  o Closed shop
  o Union shop
  o Agency shop
  o **Open shop**

• The dimension of assertiveness refers to situations _______
  o **in which one party attempts to satisfy his/her own concerns**
  o in which there is an expression of competition
  o involving a major behavior change
  o that lead to conflict

• Which of the following benefits could be awarded as workers’ compensation?
  o Cash benefit
  o Medical services
  o Time off with pay
  o **a and b**

• Following are all included in ‘Statistical Approach’ of forecasting, EXCEPT:
  o Trend analysis
  o **Sensitivity analysis**
  o Ratio analysis
  o Regression analysis

• Strengths’ & ‘Weaknesses’ are _________________ to an organization.
Which of the following statement best reflects the Job analysis?

- Conceptual process
- Written statement
- Recruitment method
- Legal clause

Which of the following constraint does NOT affect the recruiting efforts?

- Compensation of the job
- Image of the organization
- Internal organizational policies
- None of the given options

Which of the following term contains information regarding machines & equipments used at workplace?

- Job analysis
- Job specification
- Job description
- Job evaluation

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

- 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

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

- 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.

- Changes in Leadership which changes conventional associations and processes can create an opportunity for increased political behavior.
Changes in Coordination and integration of organizational activities used to achieve common goals can also lead to an increase in political behavior.

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.

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.

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.

- 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 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

- 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

- 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

- 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
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

physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:
- Exhaustion
- Burnout
- Collapse
- Fatigue

which of the following reason, union-membership in organizations losses it’s importance during recent years
- Legislation protects workers in a better way

The major concern of the organizations during 1990s was:
- Productivity
- Efficiency
- Quality
- All of the given options

While developing laws, management should be able to:
- Implement laws by force
- Modify as per requirement
- Defend their decisions
- Easily convey among employees

Part-time workers, temporaries, independent contractors; all fall under which of the given category?
- Conditional workers
- Transitory workers
- Interim workers
- Contingent workers

Under which managerial function, managers ensure goal attainment?
- Planning
- Organizing
- Leading
- Controlling

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

According to which of the following appraisal method, a set of compensable aspects are identified for determining the job worth
- Ranking method
- Classification method
- Factor comparison method

Majority of accidents at workplace occurred due to which of the given reasons?
- Toxic environment
- Employee negligence
- Unsafe equipment
- Poor ventilation

When an employee’s personal characteristics such as age, race, and gender influence supervisor’s evaluation of his or her performance, which of the following problem can be occurred?
- Biasness
- Stereotyping
- Halo affect
- Strictness

Which one of the following is an example of downward communication?
- Birthday parties & official dinners
- Customers' responses through telephone calls
- Monthly performance discussion meetings
- Company's prospectus for stakeholders

All of the followings are characteristics of a well-functioning and effective groups, EXCEPT:
- Members are relaxed and comfortable
- Members express their feelings & ideas
- Conflict & disagreement are made on ideas not individuals
- Tasks to be performed are ambiguous & accepted

Which of the following specifies the relative value of each job in an organization?
- Job analysis
- Job description
- Job specification
- Job evaluation
Which of the following is a unique form of recruitment where every employee becomes a company's recruiter?
- Employee referrals
- Walk-in-applicants

Which of the following is a unique form of recruitment where every employee becomes a company's recruiter?
- Trade associations
- Foreign nationals

Performance is a function of:
- Ability, effort, opportunity
- Ability, expectancy, salary
- Ability, skill, knowledge
- Motivation, attractiveness, support

Company’s financial statements represent which of the following?
- Customer satisfaction
- Material wastage
- Monthly sales growth
- Product life-cycle

Under which of the following methods of jobs evaluation, jobs are arranged in an order?
- Ranking method
- Classification method
- Factor comparison method
- Point factor method

"Higher efforts should be rewarded with higher rewards"; which of the following theory focuses this statement?
- Motivational theory
- Performance theory
- Competency theory
- Equity theory

Which of the following is NOT included in the indirect benefits?
- Medical assistance
- Gain sharing
- Pension plans
- Paid vacations

Approximately, what percentage of the total payroll costs is contributed to benefits?
- Up to 40%
- Up to 10%
- Up to 90%
Approximately, what percentage of the total payroll costs is contributed to benefits?
- Up to 80%

Which of the following is an example of ‘Family-oriented benefits’?
- Offered share in company’s stocks
- Limited & flexible working hours
- Availability of child & elder care centres
- Equal career growth opportunities

Which incentive plan focuses on co-operation between managers and employees through sharing their problems, goals and ideas?
- Improshare plan
- Scanlon plan
- Profit-sharing plan
- Stock ownership plan

In the negotiation process, bargaining issues like wages, working hours, terms & conditions of employment etc. all comes under:
- Labor issues
- Mandatory issues
- Permissive issues
- Prohibited issues

Mr. Yoong is a Chinese executive working in Zong Telecom Pakistan, a China based telecommunication company. Mr. Yoong is therefore be classified as a/an:
- Expatriate
- Third-country national
- Home-country national
- Host-country national

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

Which of the following is a part of non-financial compensation?
- Monthly commission
- Employee autonomy
- Stock option
- Medical allowance

Which of the following does not signify the usefulness of conflict?
- It brings life and creativity
- It promotes goal achievement
- It encourages organizational politics
One of the common disadvantages of using expatriates to fill foreign subsidiary management positions is that:

- Expatriates are more expensive than using local managers
- Expatriates are mostly indulged in informal relationships
- Expatriates focus unnecessarily on long-term projects
- Expatriates bring a sense of policy implementation to the foreign facility

Types of Validation Studies

- There are three main approaches that may be followed to validate selection tests: criterion-related validity,
  
  **a. Criterion-Related Validity**
  It is determined by comparing the scores on selection tests to some aspect of job performance.
  A close relationship between the score on the test and job performance suggests the test is valid.
  
  **b. Content Validity**
  It is a test validation method whereby a person performs certain tasks that are actually required by the job or completes a paper-and-pencil test that measures relevant job knowledge.
  
  **c. Construct Validity**
  It is a test validation method to determine whether a test measures certain traits or qualities that are important in performing the job. However, traits or qualities such as teamwork, leadership, and planning or organization ability must first be carefully identified through job analysis.

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 statement shows the starting point in strategic management process?

- Analyzing current mission, strategies and objectives
- Identifying opportunities and threats
- Conducting an environmental scan
- Identifying opportunities and weaknesses

The supplies or raw materials needed to create a product are called:
• To maximize the speed of communication, managers should use which of the following networks?
  o Social
  o Neural
  o Chain
  o **Wheel**

• Which of the following is selected by the source and may be formal for job-related messages or informal for personal or social messages?
  o Message
  o Channel
  o **Feedback**
  o Noise

• Tone of voice, posture and nonverbal facial expressions are examples of which of the following?
  o **Body language**
  o Feelings
  o Formal communication
  o Informal Communication

• All of the following are advantages of oral communication EXCEPT:
  o It is easy to use
  o **It is accurate**
  o It facilitates feedback
  o It can be done with little preparation

• Which of the following leaders provide vision and sense of mission, instill pride and gain the respect and trust of their followers?
  o Transactional
  o **Charismatic**
  o Supportive
  o Directive

• Impact of individuals' behavior within an organization is studied under:
  o Organizational culture
  o Organizational norms
  o **Organizational behavior**
  o Organizational rules

• Job analysis is performed to define:
The group of tasks performed within an organization is known as:
- **Duty**

The group of tasks performed within an organization is known as:
- **Responsibility**
- **Job**
- **Position**

Which of the following could result in a legally questionable appraisal process?
- **Conduct job analysis to establish criteria for successful performance**
- Base appraisals on subjective supervisory observations
- Administer and score appraisals in a uniform manner
- Use clearly defined job performance dimensions

Customer complaints & employee grievances can be used to:
- **Determine training needs**
- Deliver training contents to employees
- Offer development packages
- Ensure continuous learning

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

Initially the personnel department was only involved in:
- Recruitment & selection
- Compensation & benefits
- Training & development
- **Scheduling vacations**

The process of anticipating management needs, reviewing the skills inventory of a firm and creating replacement charts, is known as:
- Action planning
- **Management development**
- Management skills\' inventory
- Succession planning
• Which demographic group MOSTLY experiences the difficulty with career progress within Pakistan?
  o Women
  o Old men

• Which demographic group MOSTLY experiences the difficulty with career progress within Pakistan?
  o Professionals
  o Young men

• Monoo Textiles wants to encourage the involvement of women on the upper-level managerial positions. Which of the following suggestions should Monoo Textiles consider?
  o Offering flexible work schedules
  o Providing additional financial benefits
  o Awarding seniority status
  o Facilitating with career success team

• Which of the following helps an organization in defining and measuring the progress towards goal achievement?
  o Key performance indicator
  o Adoption to legal compliance
  o Strong compensation system
  o Employee career planning

• The first step in developing a behaviorally anchored rating scale is to:
  o Develop performance dimensions
  o Generate critical incidents
  o Re-allocate incidents
  o Scale incidents

• Job evaluation served as a strong base for which of the following area of an organization?
  o Compensation packages
  o Training modules
  o Organizational policies
  o Rules & regulations

• Which of the following is one of the disadvantages related to "Factor Comparison Method"?
  o Fixed compensable factors may lead to faulty results
  o More value can be assigned to factors than job’s actual worth
  o Useless for managerial jobs with subjective criteria
  o Not useful when jobs are different from each other
• Communication within a project team, emerged from different grades and departments of an organization is an example of:
  o Diagonal communication
  o **Horizontal communication**
  o Upward communication

• Communication within a project team, emerged from different grades and departments of an organization is an example of:
  o Downward communication

• The document having ‘terms & conditions of employment’ gets signed by the employee at the time of joining to:
  o Review terms on regular basis
  o Maintain employee database
  o Satisfy the top management
  o **Get employee’s written approval**

• Involuntary bodily pressures like heart beat rate are controlled through:
  o **Biofeedback**
  o Transcendental meditation
  o Hypnosis
  o Burnout

• Farhan usually tries to create off-channel relationships with the high level bodies to:
  o Be an effective leader
  o Gain power through upward influence
  o Get quick promotions
  o **Expand his interpersonal network**

• If the frequency of banned behavior of an employee increases, it is better to:
  o Provide employee some sort of counseling
  o Inform top management about it and take no action
  o Monitor employees’ behavior on regular basis
  o **Increase the intensity of the disciplinary action against him**

• Mental and physical capacities of an individual to perform various tasks which come from knowledge, learning, and experiences are termed as:
  o Perceptions
  o Emotions
  o Values
  o **Abilities**

• Which of the following term is used to represent the employees’ disappointment with their management & employers?
  o Arbitration
  o Mediation
All of the following could be goals of conflict, EXCEPT:
- Satisfying monetary needs
- Achieving special tasks
- Attaining desired happiness
- **Avoiding employee grievances**

The heart of a continuous effort designed to improve employee’s competency and organizational performance is known as:
- Development
- Learning
- **Training**
- Relevance

Learning about oneself is referred as:
- Self Actualization
- **Self Assessment**
- Self Reading
- Self Rationalization

A method of career path that contains both a vertical sequence of jobs and a series of horizontal opportunities is known as:
- Traditional Career Path
- **Network Career Path**
- Lateral Skill Path
- Dual-Career Path

When an individual sets career goals and identifies the means to achieve them, the process is known as:
- Career Path
- **Career Planning**
- Career Short Sightedness
- Career Development

Which of the following is not included in intrinsic rewards?
- Promotion opportunities
- Working conditions
- Insurance
- **Interesting work**

OWBPA stands for which of the following act?
- **Older Workers Benefit Protection Act**

OWBPA stands for which of the following act?
• Older Women Benefit Protection Act
• Older Wife Benefit Protection Act
• Older Worth Benefit Protection Act

• FMLA stands for which of the following act?
  o **Family and Medical Leave Act of 1993**
  o Family and Maternal Leave Act of 1993
  o Family and Mother Leave Act of 1993
  o Family and Mental Leave Act of 1993

• POS stands for which of the following option?
  o **Point-of-service**
  o Person-of-service
  o Point-of-solution
  o Personality-of-service

• Which one of the following option describes the individuals’ capacity to influence decisions?
  o Span of control
  o Line authority
  o Staff authority
  o **Power**

• The composition of managers’ experience, skills, abilities, and knowledge represents which type of power?
  o Rewarded power
  o **Expert power**
  o Referent power
  o Legitimate power

• The traditional view about conflict explains the concept in which of the following way?
  o Evidence of a failure in management
  o Good for a group
  o Improves productivity
  o Cannot be evaded

• Who has presented the theory of Existence Relatedness Growth (ERG)?
  o **Alderfer**
  o McGregor

• Who has presented the theory of Existence Relatedness Growth (ERG)?
  o Edward Thorndike
  o McClelland

• Who has presented the Reinforcement Theory?
  o **Alderfer**
• Which of the following tests is used by McClelland to prove his theory?
  o Thematic Apperception Test
  o Vibrant Test
  o Simulation Test
  o Personality Test

• Which of the following terms can be defined as “A state of mind, desire, energy or interest that translates into action”?
  o Motivation
  o Stimuli
  o Resentment
  o Conation

• What could be the reason behind linking HRM with the strategic goals & objectives of an organization?
  o Promote centralization
  o Foster innovation & flexibility
  o Support bureaucratic culture
  o Develop rigid policies

• 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 _____ method.
  o Graphic rating scale
  o Constant sum ranking scale
  o Forced distribution
  o Alternation ranking

• ABC Company is currently hiring employees from different provinces of a country. ABC Company is said to be implementing _____________.
  o Decentralization
  o Downsizing
  o Diversity

• ABC Company is currently hiring employees from different provinces of a country. ABC Company is said to be implementing _____________.
  o Retrenchment

• 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 is considered as the MOST reliable data collection source needed for job analysis?
  - Experienced job analyst
  - Top leading managers
  - **Employees of that particular job**
  - Head of the department

- Which of the following expression defines "Productivity"?
  - Effectiveness x Efficiency
  - Effectiveness / Efficiency
  - **Effectiveness - Efficiency**
  - Effectiveness + Efficiency

- Individual’s behavior comprises of:
  - Heritage
  - **Perception**
  - Emotions
  - All of the given options

- Which one is NOT the reason of joining groups by people?
  - To get affiliation
  - To gain power
  - To get security
  - **To get promotions**

- Musharaf Government has increased women's reserved seats to 30% in the parliament. What does it represent?
  - Increase total number of seats
  - Decrease number of seats for men
  - **Ensure affirmative action**
  - Enhance equal employment opportunity

- Socialization is a process of:
  - Enhancement
  - **Development**
  - Introduction
  - Evaluation

- Ali is dissatisfied with his current job, therefore is considering to change his career. What should he do before changing the occupation?
  - Monitor the salary difference of the alternative jobs
• Sometimes an employee feels happy with his existing occupation and the current employer, but finds that the job is not organized in an optimal way. What action might be recommended for that employee?
  o Immediately switch the job
  o Enhance contacts outside the company
  o Consider alternative work arrangements
  o All of the given options

• Which of the following performance appraisal method is worthless, when jobs are entirely different from each other?
  o Ranking method
  o Factor comparison method
  o Classification method
  o Point factor method

• Which of the following constraints should be considered while designing any pay plan?
  o Legal obligations
  o Union bodies
  o Equity factor
  o All of the given options

• Which of the following criteria is said to be essential for an effective communication?
  o Sender and receiver are using the same code/language
  o At least two people are involved & willing to communicate
  o A channel to communicate should be present
  o All of the given options

• Which of the following factor can not be considered as benefits of health and safety program?
  o Reduced absenteeism

• Which of the following factor can not be considered as benefits of health and safety program?
  o Increased productivity
  o Controlled litigation
  o High market share

• All of the following would be considered appropriate practices for creating smoke-free environment in an organization, EXCEPT:
  o Banning smoking completely
  o Refusing to hire chain smokers
  o Designating special areas as smoking rooms
• Restricting smoking in designated areas
• University administration has provided students with the evaluation forms to be filled, in order to evaluate the performance of faculty members. This action of university management is represented as:
  o Distributive justice
  o Due process
  o Just cause
  o Procedural justice
• Lack of concentration among employees is indicated as:
  o Short-term physical symptom of stress
  o Long-term physical symptom of stress
  o Behavioral symptom of stress
  o Internal symptom of stress
• There are multiple outlets of Shezan Bakers & Confectioners in different areas of Lahore. The management of Shezan Bakers states that “We are the leading bakers & confectioners of Lahore for over two decades”. Their statement depicts that Shezan is a/an:
  o Domestic organization
  o International organization
  o Multinational organization
  o Transnational organization
• “Leaders are born not made”. Which of the following theory depicts the given statement?
  o Trait Theory
  o Situational Theory
  o Behavioral Theory
  o Motivational Theory
• Mr. Ali is perceived to be the best counselor among all of his followers. Thus, what kind of a leader Ali is?
  o Influential
  o Self-confident
• Mr. Ali is perceived to be the best counselor among all of his followers. Thus, what kind of a leader Ali is?
  o Charismatic
  o Knowledgeable
• Overstating the performance records by an employee in front of management is considered which of the following?
  o Theft
  o Damage
• Dishonesty
• **Insubordination**

• According to which of the following an individual can be asked for the written explanation for the first offense of severe nature?
  - Hot stove rule
  - Positive discipline
  - **Progressive discipline**
  - Implied discipline

• "Nirala Sweets" has recently opened one of its outlets in London. This move has classified Nirala Sweets as a/an:
  - Domestic organization
  - **International organization**
  - Multinational organization
  - Transnational organization

• JJP Enterprise seeks to attract one of its managers to move to Gawadar to manage the working of its subsidiary in Gawadar. The firm will likely need to offer a ____________ in addition to a manager’s base salary.
  - Cost-of-living allowance
  - **Bonus**
  - Hardship allowance
  - Tax equalization adjustment

• Which one of the following is not a function of HRM department which helps in training and development program?
  - Provide employee orientation training
  - Contribute to management development programs
  - **Monetary satisfaction**
  - Provide training and development.

• Which of the following refers to creating an artificial learning environment that approximates the actual job conditions as much as possible?
  - Committee Assignments
  - **Simulations**
  - Outdoor Training

• Which of the following refers to creating an artificial learning environment that approximates the actual job conditions as much as possible?
  - Seminars

• Which of the following is not included in extrinsic rewards?
  - Salary
  - Promotion opportunities
  - Wage
Written warnings are received by the employees from the human resource department under the progressive discipline procedure belong to which offence?

- Second offense
- Third offense
- Fourth offense
- First offense

Which of the following refers to the compensation method that recommends that person should be paid according to the quantity or quality of his work?

- Empowerment
- Job appraisal
- Pay for Performance
- Job acknowledgement

Collective-bargaining process can’t be completed without negotiations. What do management and union ensure?

- That conflict is contained within manageable boundaries
- Agreement between all parties should not be involved
- That conflict is always resolved by force
- It achieves a set of lasting agreements

Which of the following is the inner drive that directs a person’s behavior toward goals?

- Motivation
- Stimuli
- Resentment
- Conation

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. Should management accept his excuse? Justify.

- No the management should not accept his excuse without any written evidence of his illness from an authorized medical officer otherwise management should take an action according to the organization’s rules and regulations. If management accepts his excuse without any action, he can repeat this practice again.

Why organizations conduct employee training? List down any 3 conditions?

- Training:
  Training means providing the employees with specific skills or helping them to correct the deficiencies in their performance. It will enhance their abilities and make them effective. The reason organizations conduct the training:
  - Self assessments.
As per your opinion which of the training mode is more beneficial? Defend your choice.

a) On-the-job training
b) Off-the-job training

According to my point of view the on job training mode is more beneficial. The reason is the employees who are getting training can even see the other workers while working; it will help them to understand how to do work. On the job training does not require the managers to perform a special training sessions for the trainers; it will reduce the cost also.

Identify the ‘best practices’ used by successful global firms in developing and implementing a global HR system.

One of the most challenges facing as they enter the twenty first century is how to compete against foreign firms, both domestically and abroad. Many companies are already being compelled to think globally, something that doesn’t come easily to firms long accustomed to doing business in large and expanding domestic market with minimal foreign competition. Weak response to international competition may be resulting in upwards lay offs in every year. Human resources can play a critical role in a business ability to compete head to head it foreign producers. The implications of global economy on harm are many. Some firms try to develop a global company identity to smooth over cultural differences between domestic employees and those in international operation. Minimizing these differences increases cooperation’s and can have a strong impact on the bottom line. Some firms actively engage in international alliances with foreign firms or acquire companies overseas to take advantage of global markets. Making such alliances work requires a highly trained and developed staff. These illustrations show how firms can use HR strategies to gain a world wide competitive advantage.

Can "pay for performance" be applicable to the employees of NGOs?

Pay for performance refers to any compensation method that ties pay of the Quantity or quality of work the person produces. No this is not applicable on NGOs.

Conflict at work place is not always in favor of management. What kind of output management has to bear when conflicts appear?
Manager’s ways to manage conflict.
Managers can manage conflict by either preventing or reducing high levels of conflict or stimulating low levels of conflict. To do this, managers can apply a behavioral approach or an attitudinal approach. The behavioral approach targets the behavior causing the conflict, while the attitudinal approach targets the roots of the conflict, including people's emotions, beliefs, and behaviors. Behavioral methods include enforcing rules, separating the parties, clarifying tasks, having a common enemy or outside competition, and increasing resources and rewarding cooperation. Attitudinal methods include having a common enemy, rotating members, increasing resources, and teambuilding and organizational development (OD). To stimulate conflict, managers can introduce change, increase task ambiguity, or create interdependency.

- How organizations conduct the collective bargaining process?
  - The Collective Bargaining Process—both external and internal environmental factors can influence the process. The first step in the collective bargaining process is preparing for negotiations. This step is often extensive and ongoing for both union and management. After the issues to be negotiated have been determined, the two sides confer to reach a mutually acceptable contract. Although breakdowns in negotiations can occur, both labor and management have at their disposal tools and arguments that can be used to convince the other side to accept their views. Eventually, however, management and the union usually reach an agreement that defines the rules of the game for the duration of the contract. The next step is for the union membership to ratify the agreement. There is a feedback loop from” Administration of the Agreement” to “Preparing for Negotiation.” Collective bargaining is a continuous and dynamic process, and preparing for the next round of negotiations often begins the Moment a contract is ratified.

- Unemployment compensation is rare in Pakistan. What do you think that who is responsible; Government or Corporate Sector? Explain possible reasons.
  - Unemployment Compensation—an individual laid off by an organization covered by the Social Security Act may receive unemployment compensation for up to 26 weeks. Although the federal government provides certain guidelines, unemployment compensation programs are administered by the states, and the benefits vary state by state. The corporate sector is responsible according to my point of view.

- What are the advantages and disadvantages of using home country nationals in international assignments?
  - ADVANTAGES:
    - Better organizational control and co ordination.
o Promising managers are given international experience.
o PCNS are the best people for the job.

**DISADVANTAGES:**
o Adaptation to the host country may take a long time.
o PCNS may impose an inappropriate headquarters style.
o Compensations for PCNS and HCNS may differ.

- What are the different dimensions of stress? List & discuss them in detail.
  - Stress: is a body's non-specific reaction made to any demand.
    - There are different dimensions of stress:
      - Organizational Factor:
        Many factors associated with a person's employment can be potentially stressful. These include the firm’s culture, the individual’s job, and general working conditions.
      - Personal factors: Stress factors outside the job and job environment also affect job performance. Factors such as family, financial problems, and living conditions.
      - General environment:
        The stress is also in the environment such as three-hour commute in rushed traffic, the unrelenting rain, the unbearable heat, chilling cold, and excessive noise.
      - Short-term physical symptoms:
        Faster heart beat, sweating, cool skin, cold hands, feet feeling of nausea, butterflies in stomach, rapid breathing, tense muscles, dry mouth, desire to urinate, and diarrhea.
      - Long-term symptoms:
        Back ache, asthma, and digestive problems, headaches, feeling of tiredness, ulcer allergies, heart attack or hypertension.
      - Internal symptoms:
        Worry, anxiety, confusion, inability to concentrate or make decisions, ill feeling out of control, mood changes, depression, frustration, hopelessness, difficulty in sleeping, more smoking and alcohol, changing eating habits, and relying more on medication.
      - Behavioral symptoms:
        Talking too fast, too loud, bad moods, over reacting, being unable to concentrate, having difficulty in making decisions. Making more mistakes, increased absenteeism, and neglect of personal appearance.
    - Outcome of the continuous stress will be very bad on the working environment. Organization will perform poorly, decrease creativity, and lose work time and increased turnover.

- What measures should be taken to limit union membership by employees? Explain each in detail.
Effective first line supervision:
Extremely important to an organization ability to remain union free is the overall effectiveness of its management particularly its first line supervisors. These supervisors represent the first line of defense against unionization.

Union free policy:
The fact that the organization goal is to remain union free should be clearly and forcefully communicated to all its members.

Effective communication:
One of the most important actions of organizations that wants to remain union free can take is to establish credible and effective communication. One approach taken to encourage open communication is the open door policy. The open door policy gives employees the right to take grievances to the person next in the chain of command if the immediate supervisor cannot resolve the problem.

Trust and openness:
These are part of managers and employees alike are important in order to remain union free. The old expression actions speak than word is certainly valid for and organization that desire union free.

Effective compensation programs:
The financial compensations that employees receive is the most tangible measures they have of their worth to the organization. If an individual's pay is substantially below that provided for similar work in the area, the employee will soon be dissatisfied.

Healthy and safe work environment:
An organization that gains a reputation for failing to maintain a safe and healthy work environment leaves itself wide open for unionization.

Effective employee and labor relations:
No organization is free from employee disagreements and dissatisfaction. Therefore a mean for resolving employee complaints whether actual or perceived should be available. The grievance is a formal process that permits employees to complain about matters affecting him. Most labor management agreements contain grievance procedures; union member's regards handling grievance as one of the most important function of a labor union.

- Discuss the roles of tactical, operational & strategic managers with the Help of hierarchical diagram.
  - Strategic Manager: Strategic managers are the senior executives of an organization and are responsible for its overall management. Major activities include developing the company's goals and plans. Typically strategic managers focus on longterm issues and emphasize the survival, growth, and overall effectiveness of
Tactical Managers: Tactical managers are responsible for translating the general goals and plans developed by strategic managers into objectives that are more specific and activities. These decisions, or tactics, involve both a shorter time horizon and the coordination of resources. Tactical managers are often called middle managers, because in large organizations they are located between the strategic and operational managers. Today's best middle managers have been called "working leaders." They focus on relationships with other people and on achieving results. They are hands-on, working managers. They do not just make decisions, give orders, wait for others to produce, and then evaluate results. They get dirty, do hard work themselves, solve problems, and produce value.

Operational Managers: Operational managers are lower-level managers who supervise the operations of the organization. These managers often have titles such as supervisor or sales manager. They are directly involved with non-management employees, implementing the specific plans developed with tactical managers. This role is critical in the organization, because operational managers are the link between management and non-management personnel. first management position probably will fit into this category

- Why & how the flow of information is an essential part of key business activities?
  - HRISs are systems used to collect, record, and store, analyze, and retrieve data concerning an organization's human resources. The collection of information on aspects of work life as diverse as salary and payroll, compensation, leave, accidents, and superannuating and employee benefits has always been part of the human resource manager's function. In the early history of personnel management, administrative aspects, including data collection, took up a great deal of time. Reviews of employee salary and leave entitlements often dominated the activities of earlier personnel officers, reflecting both management priorities and their own clerical backgrounds. Such early information systems were manual, and were mainly used to notify employees of leave entitlements, to ensure accurate salary and wage payments and to process workers' compensation and superannuating claims. The data was seldom used to predict trends, identify problem areas and, or aid in the longer-term staffing process.

- Elaborate the statement as per your understanding; “Providing benefits to the employees will enhance their performance”.
  - Employee Benefits
    Benefits are all financial rewards that generally are not paid directly to an employee. Benefits absorb social costs
for health care and retirement and can influence employee decisions about employers.

The Job Environment as a Total Compensation Factor

Employees can draw satisfaction from their work through several nonfinancial factors.

a) Sound Policies—Human resource policies and practices reflecting management’s concern for its employees can serve as positive rewards.

b) Competent Employees—Successful organizations emphasize continuous development and assure that competent managers and non-managers are employed.

c) Congenial Coworkers—Although the American culture has historically embraced individualism, most people possess, in varying degrees, a desire to be accepted by their work group.

d) Appropriate Status Symbols—Organizational rewards that take many forms such as office size and location, desk size and quality, private secretaries, floor covering, and title.

e) Working Conditions—The definition of working conditions has been broadened considerably during the past decade.

There are lot of benefits provided to the employee like safety, health, insurance, medical, child care center, detail vision care, retirements plan, disability protection, supplement unemployment benefit, financial services, older worket benefit act and other type of commission incentives. When an employee with find a good healthy environment around him it will definitely enhance his performance according to my point of view.

• What are the multiple opinions about 'Conflict'? Elaborate each in detail.

  o Conflict is the process in which one party perceives that its interests are being opposed or negatively affected by another party. Conflict is a process in which people disagree over significant issues, thereby creating friction between parties. Conflict can exist when people have opposing interests, perceptions, and feelings; when those involved recognize the existence of differing points of view; when the disagreement is ongoing; and when opponents try to prevent each other from accomplishing their goals. Although conflict can be destructive, it can also be beneficial when used as a source of renewal and creativity. Competition and rivalry between individuals or groups over an outcome that both seek, is not the same as conflict. In competition, there must be a winner and a loser; with conflict, people can cooperate so that no one wins or loses.

  traditional view conflict is a process in which people disagree over significant issues, creating friction between parties.
One view of conflict is that it is dysfunctional and harmful to organizations, because the struggle over incompatible goals is a waste of time that prevents people and organizations from being productive and reaching their potential.

**Interactionist view** states that when conflict is based on issues rather than personalities, it can enhance problem solving and creativity. Open discussions of differing viewpoints allows for a thorough consideration of alternatives and their consequences in the course of decision making. Conflict can also increase motivation and energize people to focus on a task.

**Humanrelation view** states that Conflict is a natural occurrence and we should accept conflict.

- DEFINE THE BURNOUT AND EXPLAIN ITS MEANS AND AVOID WAYS IN DETAIL?
  - Burnout is a pattern of emotional, physical, and mental exhaustion in response to chronic job stressors. It is a incapacitating condition in which individuals lose a sense of the basic purpose and fulfillment of their work. Burnout has been described as a state of fatigue or frustration that stems from devotion to a cause, way of life, or relationship that did not provide the expected reward. It is often found in a midlife or mid-career crisis, but it can happen at different times to different people. Individuals in the helping professions such as teachers and counselors seem to be susceptible to burnout, whereas others may be vulnerable because of their upbringing expectations, or their personalities. Burnout is frequently associated with people whose jobs require close relationships with others under stressful and tension-filled conditions. The dangerous part of burnout is that it is contagious. A highly cynical and pessimistic burnout victim can quickly transform an entire group into burnouts. It is important to deal with it quickly; once it has begun, it is difficult to stop.

**Symptoms of Burn-Out**
Following symptoms indicate that a person is suffering through burnout:
- A feeling of lack-of-control over commitments
- A belief (incorrect) that you are accomplishing less
- A growing tendency to think negatively
- Loss of a sense of purpose and energy
- Increased detachment from relationships

**Avoiding Burn-Out**
Burnout can be avoided by taking the following steps.
• Re-evaluate goals
• Reduce unnecessary commitments
• Learn stress management skills
• Find out where the stress is coming from (family, job, etc.)
• Follow a healthy lifestyle
• Get adequate rest
• Eat a balanced diet
• Get regular exercise
• Limit caffeine and alcohol
• Develop other interests (hobbies)
• Acknowledge your humanity—you have a right to pleasure and relaxation

• What is the difference between motivation and performance?
  o Performance is the output of a person's ability which he has put to complete a specific task in an organization where as motivation means to get influence by other and to redirect the abilities to perform a specific task to attaining a position.

• Employee performance or technological advancements; which provides more benefit to an organizations? Explain it detail.
  o According to my point of view the employee performance provides better benefits to the organization because the whole organization just achieve it goals only due to its good employees. Employees can only give a good output when they enjoy the environment of their organization. Employees give a good feedback to the organization, they presents their good work, more efficient and trained. If the performance of any employee is not satisfied the organization can even redirect him to cover his deficiencies where as all these can not be implemented on the machinery. Even though if a firm is having good machinery but not good employees it can never achieve its goal and have a good reputation

• What measures an organization take to control workplace accidents.
  o Accident Investigation—Accidents can happen even in the most safetyconscious firms.
    Each accident, whether or not it results in an injury, should be carefully evaluated to determine its cause and to ensure that it doesn’t recur. The safety engineer and the line manager jointly investigate accidents—why, how, and where they occur and who is involved. Main causes that can create accidents at workplace are:

    o Chance occurrences
    o Unsafe working conditions
    o Unsafe acts by employees
    o Unsafe conditions
Physical conditions
- Defective Equipment
- Inadequate Machine Guards
- Lack of Protective Equipment

Environmental conditions
- Noise
- Dust, Fumes
- Stress
- Unsafe behaviors

- Which of the following reflects the relationship between MIS & HRIS?
  - Both are same
  - MIS is one aspect of HRIS
  - **HRIS is one aspect of** MIS
  - No relationship exists

- Followings are included in contingent workers, EXCEPT:
  - Part-timers
  - Contractors
  - **Directors**
  - Temporaries

- McClelland believes the needs for _____________ are most important.
  - expectancy, instrumentality, and valance
  - existence, relatedness, and growth

- McClelland believes the needs for _____________ are most important.
  - positive reinforcement, negative reinforcement, and punishment
  - **affiliation, power, and achievement**

- _____________ are programs designed to help employees whose job performance is suffering because of physical, mental, or emotional problems
  - **Employee Assistance Programs**
  - Wellness Programs
  - Safety Programs
  - Managed health

- Each culture contains smaller ____, or groups of people with shared value systems based on common life experiences and situations.
  - Alternative evaluations
  - **Subcultures**
  - Motives
  - Attitudes
• A person on the University Book Shop's survey asks respondents to tell the shop, in their own words, what they like least about textbook shopping. What is a type of this question?
  o An open-ended
  o A dichotomous
  o A multiple choice
  o A scale
• Of the three typical types of sales force structures, which one is often supported by many levels of sales management positions in specific geographical areas?
  o Territorial
  o Customer
  o Complex systems
  o Matrix
• What does this statement shows “Trade of value between at least two parties”?
  o Competition
  o Transaction
  o Exchange
  o Need
• What do many companies use to set sales force size?
  o The workload approach
  o Promotional approach
  o Need-satisfaction approach
• What do many companies use to set sales force size?
  o Direct marketing approach
• There are major steps in media selection. Which is NOT one of these steps?
  o Deciding on reach/number, and impact
  o Choosing among major media types
  o Selecting specific media vehicles
  o Deciding on format elements
• "Value pricing" means setting a fair price for a marketing mix that gives the target market superior customer value.
  o True
  o False
• “Increasing demand, as well as changing or even reducing demand” which one of the following concept is consistent with this statement?
  o Marketing management
  o Marketing myopia
  o Demarketing
  o Relationship management
• To ensure the effectiveness of segmentation, the segments should be measurable, substantial, accessible and which one of the followings?
  o Precise
  o **Stable**
  o Economic
  o Reachable

• Connecting with employees in the company refers to which of the following options?
  o Extranet
  o Internet
  o **Intranet**
  o World wide web

• Customers buy from stores and firms that offer the highest ______.
  o Value for the dollar
  o Customer perceived value
  o **Level of customer satisfaction**
  o Company image

• A company division, a product line within a division, or sometimes a single product or brand refers to which one of the following concepts?
  o A market
  o The BCG

• A company division, a product line within a division, or sometimes a single product or brand refers to which one of the following concepts?
  o **An SBU**
  o An initiator

• What do subcultures include?
  o **Nationalities, religions, racial groups & geographic regions**
  o Ethnic groups and geographic regions
  o Religions and geographic regions
  o Nationalities, religions, and racial groups

• What does the meaning of the physical arrangement of the illustration, headline, subheadline, body copy and the signature?
  o Copy
  o Art design
  o **Layout**
  o Storyboard

• Which part of BCG matrix shows low-share business units in high-growth markets and requires a lot of cash to hold their share.
  o Stars
  o Dogs
• Which of the following are the three major types of vertical marketing systems?
  o Corporate contractual, and chain
  o Corporate contractual, and administered
  o Administered independent, and franchised
  o Corporate contractual, and task

• Gillette was the first marketer of disposable razors to offer a product specifically designed for men. This is an example of segmentation using which of the following variables?
  o Demographic
  o Psychographic
  o Geographic
  o Product use

• Following are the elements of the marketing mix EXCEPT:
  o Distribution
  o Product
  o Target market

• Following are the elements of the marketing mix EXCEPT:
  o Pricing

• Which one of the following step in developing new product involves determining whether the product idea is compatible with company objectives, needs and resources on a general level?
  o Product development
  o Screening
  o Idea generation
  o Business analysis

• A market or an organization where a specific market plan is developed for each specific market or customer refers to which of the following organizations?
  o Functional organization
  o Geographic organization
  o Product management organization
  o Customer management organization

• The first step in the marketing control process is BEST described as one where the marketer performs which of the following activities?
  o Evaluates performance
  o Measures performance
  o Sets specific goals
  o Takes corrective action
In the process of buying routinely purchased items, buyers also play the role of which category?
- Deciders
- Gatekeepers
- Influencers
- **Buyers**

Personal selling tries to achieve three general goals: finding prospects, convincing prospects to buy. Select another goal of personal selling from the following:
- Being aware of competitor's sales activities
- Depending on one-sale customers
- Avoiding repeat sales
- Keeping customers satisfied

Which of the following communication and promotion tools involve direct connections with customers aimed toward building customer-unique value and lasting relationships?
- Personal selling and direct marketing
- Public relation and publicity
- E-commerce and E-business
- Advertising and sales promotion

In establishing sales promotion objectives, what does a marketer should always do?
- Concentrate on activities that will increase consumer demand.
- Focus on consumers.
- Be defensive in the methods used.
- Align objectives with the organization's overall objectives

Price is used to encourage buyers to try a new product or to purchase existing brands during periods when sales slow down (e.g., recessions). This illustrates the pricing objective of which one of the following options?
- Gain market share
- Achieve financial performance
- Create product positioning
- **Stimulate demand**

An appropriate strategy to maximize efficiency of promotions is:
- Revision of organization processes
- Efficient store assortments
- Integrate this activity into supply chain planning
- Efficient replacement

LG is going to introduce a new mobile set in the market. How the consumers will be aware of this product?
- By Promotion
- By Personal relationships
• By Positioning
• By People

• Which one of the following is an acronym of SWOT?
  o Strategyworking, opinion, tactical
  o Strengthsweaknesses, opportunities, threats
  o Strategywork, openness, toughness
  o Strategyweakness, opinions, tactics

• Ford Motors is producing a new van with four-wheel drive, which one of the following would be a likely variable for segmenting the market for this new model?
  o Religion
  o Geographic location
  o Income
  o Race

• “Provide more quality products and services without variation in the quality” refers to which of the following marketing functions?:
  o Standardizing and grading

• “Provide more quality products and services without variation in the quality” refers to which of the following marketing functions?:
  o Transporting
  o Storing
  o Selling

• An effective form of direct marketing today is using the 30-minute television advertising programs for a single product to get instant feedback from customers refers to which of the following concepts?
  o TV advertising
  o Infomercials
  o Home shopping TV
  o Publicity

• What is one way that a social class is NOT measured?
  o Occupation
  o Education
  o Income
  o Number of children in family

• Niche marketing is opposite to which one of the following concepts?
  o New Marketing exploration
  o Knowledge management
  o Mass marketing
  o Market intelligence
To reduce inventory management costs, many companies use a system where they carry only small inventories of parts or merchandise, often only enough for a few days of operation. This refers to which of the following concepts?

- Just-in-time logistics
- Limited inventory logistics
- Economic order quantity
- Supply chain management

In which of the following methods of data collection do consumers read questions from a computer screen and respond?

- Personal interviewing
- Computer interviewing
- Telephone interviewing
- Mail questionnaires

All of the following are the forces of company’s micro environment EXCEPT:

- The company
- The Supplier

All of the following are the forces of company’s micro environment EXCEPT:

- Competitor
- Demographic

Which one of the following stages introduces a new product into the market?

- Product Concept
- Product Development
- Test Marketing
- Commercialization

What is our business? Who’s our customer? What do our customers value? What should our business be? All these simple-sounding questions define which of the following concepts?

- Objectives and goals
- Mission statement
- Business portfolio
- Operational strategies

An activity and/or material that offers added value or incentive to resellers, salespersons, or consumers. Which one of the following promotional tools offers added value?

- Advertising
- Personal selling
- Publicity
- Sales promotion

The BCG growth-share matrix evaluates SBUs on which of the following two dimensions?
In an ad, what is the second thing the reader notices?
- Copy
- Illustration
- Headline
- Color

Checking ongoing performance against the annual plan and taking corrective action when necessary refers to which one of the following controls?
- Operating control
- Strategic control
- Marketing control

Checking ongoing performance against the annual plan and taking corrective action when necessary refers to which one of the following controls?
- Tactical control

A marketing manager of a large consumer foods company is studying distribution, promotion, and price of the company’s product. Marketing manager is studying which one of the following concepts?
- Marketing strategy
- Marketing mix
- Market offering
- Marketing plan

Which one of the following “target audience” for an advertising campaign?
- Information base on which to develop the campaign
- Location and geographic distribution of persons
- Group of people toward whom the advertisements are directed
- Overall goal of the advertising campaign

Which one of the following factor relates to family that influences consumer behavior?
- Cultural
- Social
- Personal
- Business

When a firm sets out to analyze, plan, implement, and control sales force activities through sales force management. What does it set and design?
- Sales territories
- Sales force strategies
- Team selling efforts
Promotional objectives

- Finance, research and development, purchasing and manufacturing are all activities of which element of the micro environment?
  - The supplier
  - The Competitor
  - The company
  - The public

- In SWOT analysis, threats and opportunities are part of which of the following environment?
  - Internal
  - Inside
  - External
  - Domestic

- A company can increase its business in four ways. Which is not one of these ways?
  - It can add new product lines thus widening its product mix.
  - It can lengthen its existing product lines.
  - It can add more versions of each product and thus deepen its product mix.
  - The company can discontinue some of its lines.

- All of the following are major steps in developing new products EXCEPT:
  - Test marketing
  - Evaluation of competitors
  - Business analysis
  - Idea generation

- Which one of the following step is the first step of research?
  - Defining the problem and research objectives
  - Developing the research plan
  - Implementing the research plan
  - Interpreting and reporting the findings

- Maslow has a list of human needs from the most pressing to the least pressing. They include all of the following EXCEPT:
  - Physiological need
  - Safety need
  - Need recognition
  - Self-actualization

- ABC Company developed its successful new line of ketchup by observing and listening to its which of the following groups?
  - Employees
  - Sales force
  - Customers
Suppliers

- The economic sacrifice made by a buyer to a seller for products or services refers to which one of the following price?
  - Objective price
  - Target price
  - Barter price
  - Transaction price

- Economic factors focus on which one of the following concepts?
  - Level of economic development

- Economic factors focus on which one of the following concepts?
  - Bureaucracy
  - Behavioral pattern
  - Stability of government

- All of the following are market-oriented mission statements, EXCEPT which one?
  - EBay’s mission is to connect individual buyers and sellers online
  - Singapore Airlines is the world’s largest airline
  - Girl Scouts of America “where girls grow strong”
  - Wal-Mart “we deliver low prices everyday”

- Record system that provides current data on sales, costs, inventories, cash flows, accounts receivable and payable refers to which of the following data?
  - Internal data
  - External data
  - Secondary data
  - Primary data

- Which of the following statements about how product considerations affect pricing is true?
  - A retailer should use the same techniques for pricing a designer swimsuit as it used to price a pair of sunglasses.
  - The homogeneity of consumer products strongly affects pricing decisions
  - The same strategy would be used for pricing a new device for checking a baby’s temperature and cloth diapers.
  - A skimming policy is appropriate early in the product life cycle when demand is price inelastic

- The environment that is made up of institutions and other forces affecting society’s basic values, perceptions, preferences and behaviors shows which of the following environment?
  - Cultural environment
  - Fictitious environment
  - Natural environment
A retailer in an organization that purchases products for the purpose of reselling them to:

- Other retail organizations
- The government
- Ultimate consumers
- Wholesalers

A company decides on its promotion budget by using four common methods to set the total budget for advertising. What is NOT one of these methods?

- The affordable method
- The percentage-of-sales method

A company decides on its promotion budget by using four common methods to set the total budget for advertising. What is NOT one of these methods?

- The integrated method
- The competitive-parity method

Collection of raw facts refers to which of the following options?

- Information
- Data
- Results
- Reports

All of the following are the customer markets EXCEPT which of the following?

- Reseller markets
- Government markets
- International markets
- Business markets

At least how many parties should be included in “Exchange”?

- Two
- Three
- Four
- Five

Order processing, inventory management, materials handling, warehousing, and transportation fall under which of the following activities?

- Wholesaling
- Retailing
- Physical distribution
- Channel management

A situation where potential suppliers quote a confidential price to the buyer refers to which one of the following options?

- Price fixing
• Competitive bidding
  o Rapid penetration
  o Slow skimming

• What can we say about the size of the business market compared to consumer markets?
  o It is same
  o It is smaller
  o It is huge

• What can we say about the size of the business market compared to consumer markets?
  o No need to compare

• Which one of the following is a key building block for developing and managing customer relationships?
  o Consumer expectations and customer satisfaction
  o Customer choices and product offers
  o Product performance and customer value
  o Customer value and customer satisfaction

• Which of the following tasks are included in marketing management?
  o Marketing analysis
  o Marketing planning
  o Marketing implementation
  o All of the above

• The Students Union is buying office equipment. For a supplier, the Students Union is an example of which one of the following markets?
  o A producer market
  o A reseller market
  o An institutional market
  o A government market

• Which one of the following group is not often perceived by the majority of potential buyers as typical consumers?
  o Habitual buyers
  o Innovators
  o Brand personalities
  o Reference groups

• Lobbying or building and maintaining relations with legislators and government officials to influence legislation and regulation are part of which one of the following options?
  o Outdated business ethics
  o Press relations
  o Press agencies
  o Public relations

• Which one of the following networks refers to the key drivers of the new economy?
MGT501 - HUMAN RESOURCE MANAGEMENT MCQs
Solved by
SHINING STAR ($$)

- Intranet extranet
- Extranet internet
- Intranet internet
- Intranet extranet & internet

• Note:
• Answers are moved to right side.....

Question # 5 of 20 (Start time: 06:56:09 PM)
Now many organizations are seeking help from outside parties to handle online order fulfillment instead of handling their own operations. This is known as:

Select correct option:

- Order fulfillment
- Outsourcing
- Job sharing
- Supply chain management

Click here to save answer & move to next question

Question # 6 of 20 (Start time: 06:56:54 PM)
Which of the following term is used as the indicator of missing information by the applicant while making selection decision?
Question # 7 of 20 (Start time: 06:58:21 PM)

Which of these attributes can be listed in the job posting?

Select correct option:

- Qualification
- Supervisor
- Working schedule
oriented organizations always try to match the organization’s goals with the:

Select correct option:

- Sales of products
- Supply of raw material
- Abilities of employees
- Advent of new technology

Quality Circles are also referred as ______ teams.

Select correct option:

- Problem Solving
- Self Managed
- Virtual
Question # 10 of 20 (Start time: 07:02:06 PM)
For every activity the employee engages in, he or she records the activity, along with the time in

Select correct option:

- Log
- Employee handbook
- Personal diary
- Charts

Click here to Save Answer & Move to Next Question

Question # 11 of 20 (Start time: 07:03:22 PM)
In which of the following area organizations are legally bound to maintain consistency in HR policies?

Select correct option:
After the choice has been made to extend a job tender, the next stage of the selection process involves the completion of

Select correct option:

- physical examination
- Permanent Job Offer
- Conditional Job Offer
- None of the given options
Which of the following is NOT a part of Job specification?

- Employee's personality traits
- Employee's responsibilities
- Employee's educational background
- Employee's work experience

Sana is a human resource manager and she has authority to ensure that all departments are complying with equal employment
opportunity laws. The authority exerted by Sana in this situation is known as:

Select correct option:

- Line authority
- Staff authority
- Functional authority
- Perceived authority

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

Select correct option:

- In-basket technique
- Role playing
Question # 16 of 20 (Start time: 07:10:47 PM)

**Total Marks:** 1

application of HRIS includes development & modification of HR plans.

Select correct option:

- [ ] Administrative
- [ ] Operational
- [ ] Strategical
- [ ] Functional

Click here to Save Answer & Move to Next Question
Question # 17 of 20 ( Start time: 07:12:17 PM )
Which one statement is true about the teams?
Select correct option:

- Team members are not accountable at all.
- Team members hold themselves to be mutually accountable.
- Team's members are concerned with individual accountability.
- None of them

Click here to Save Answer & Move to Next Question

Question # 18 of 20 ( Start time: 07:13:32 PM )
According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?
Select correct option:

- Civil rights
Due to workforce diversity, it has become a challenge for the manager to have grip on the __________ of all the workers working the organization.

Select correct option:

- Personality
- Education
- Potential
- None of the above

- Formal organizations are _________ organizations.
- Structured
- unstructured
• Spontaneous

• None

• 5) Ahmad applies for a job with org ABC, but he is not hired. He thinks that he is not selected due to discriminatory behavior of org ABC. If he records a complaint against ABC:

Select correct option:

• He will win the case
• He will win only in case of no response from ABC.
• He will win the case if org abc is not able to give a legal reason for not hiring
• He will lose the case.

• 6) Career counseling is included in which of the functions of HRM?

Select correct option:

• Compensation & benefits
• Planning and selections
• Training & development
• Maintaining HRIS
• 

• 8) Org abs is hiring the line managers for the vacant positions, which type of skill set they will prefer during hiring new candidates?

Select correct option:

• High level of technical education with least conceptual skills.
• Lower level of technical skills with interpersonal skills
• Minimum conceptual skills with human skills
• High level of conceptual skills with least technical education

• 9) PIA fully sponsors Al-Shifa Trust, which offers aid and rehabilitation services to special children. At the same time PIA is providing help to non-profit organizations. This is
10) Which of the following is a term that concerns with the development of the employees so that they may take immediate decision without resorting or waiting for the orders of the superiors?

Select correct option:

- Empowerment
- Centralization
- Fringe Benefits
- None of the above
Learning

* __ Question # 3 of 15 (Start time: 10:51:37 AM) Total Marks: 1
Job evaluation is conducted to develop:
Select correct option:
- Compensation packages
- Training modules
- Organizational grapevine
- Rules & policies

* __ Question # 4 of 15 (Start time: 10:52:24 AM) Total Marks: 1
The invisible barrier that blocks females & minorities from ascending into upper levels of an organization, is termed as:
Select correct option:
- Gender discrimination
- Glass ceiling
- Affirmative action
- Stereotype

* __ Question # 5 of 15 (Start time: 10:52:51 AM) Total Marks: 1
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 # 6 of 15 (Start time: 10:53:45 AM) Total Marks: 1
The procedure of initiating a document that specifies job title, department, the date the employee is needed for work, and other details, is known as:
Select correct option:
- Employee request
- Employee appropriation
Employee requisition
Employee demand

Question # 7 of 15 (Start time: 10:54:50 AM) Total Marks: 1
Who is the primary person responsible for doing the actual appraising of an employee's performance?
Select correct option:
- The employee's direct supervisor
- The company appraiser
- The human resource manager
- The EEO contact person

Question # 8 of 15 (Start time: 10:55:14 AM) Total Marks: 1
Socialization process of newly hired employees is usually conducted by:
Select correct option:
- Marketing department
- HR department
- Accounts department
- All of the given options

Question # 9 of 15 (Start time: 10:55:34 AM) Total Marks: 1
Which of the following term is said to be a part of Organizational Structure?
Select correct option:
- Goal attainment
- Hierarchy level
- Performance standards
- Supporting staff

Question # 10 of 15 (Start time: 10:55:58 AM) Total Marks: 1
HR responsibilities of staff managers include
Select correct option:
- assistance in hiring
- rewarding, counseling
- assistance in promotion
- all given option

Question # 11 of 15 (Start time: 10:56:13 AM) Total Marks: 1
Which of the following defines the process of ‘Recruitment’?
Select correct option:
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 # 12 of 15 (Start time: 10:56:55 AM) Total Marks: 1
Charismatic leaders are those who have the ability to:
Select correct option:
Resolve every problem prevailing in the organization
Influence others in a desired manner
Command over larger number of employees
Strictly impose the set rules

Question # 13 of 15 (Start time: 10:57:42 AM) Total Marks: 1
Which of the following term is used for locating the qualified candidates?
Select correct option:
Recruitment sources
Recruitment leads
Recruitment pools
Recruitment personnels

Question # 14 of 15 (Start time: 10:58:33 AM) Total Marks: 1
Impact of individuals’ behavior in an organization is studied under:
Select correct option:
Organizational culture
Organizational norms
Organizational behavior
Organizational rules

Question # 15 of 15 (Start time: 10:58:50 AM) Total Marks: 1
The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:
Select correct option:
Organizational development
Career management
Career development
Career planning
Question # 1 of 15 (Start time: 11:01:10 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 # 2 of 15 (Start time: 11:02:02 AM) Total Marks: 1
Providing timely performance feedback, development assignments, and support are all part of the ______’s role in career development.
Select correct option:
Individual
Manager
Company
Human resource specialist

Question # 3 of 15 (Start time: 11:03:24 AM) Total Marks: 1
Which of the following defines the process of ‘Recruitment’?
Select correct option:
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 # 4 of 15 (Start time: 11:04:22 AM) Total Marks: 1
Which of the following practice involves the selling off portions of the company and making severe staff reductions?
Select correct option:
Redesigning  
Restructuring  
Organizational designing  
Reengineering  

• Question # 5 of 15 (Start time: 11:04:58 AM) Total Marks: 1  
Authority is classified among ______________ levels of categories.  
Select correct option:

2  
4  
6  
3  

• Question # 6 of 15 (Start time: 11:05:57 AM) Total Marks: 1  
People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:  
Select correct option:

Information collector roles  
Task oriented roles  
Relationship oriented roles  
Individual roles  

• Question # 7 of 15 (Start time: 11:06:49 AM) Total Marks: 1  
several factors radically changed attitudes towards human resource information systems during  
Select correct option:

During the 1960s and 1970s  
During the 1970s and 1980s  
During the 1990s and 2000s  
During the 1950s and 1960s  

• Question # 8 of 15 (Start time: 11:08:00 AM) Total Marks: 1  
System used to collect, record, store, analyze, & retrieve data related to an organization, is termed as:  
Select correct option:

IS (Information System)  
MIS (Management Information System)  
HRIS (Human Resource Information System)  
DBMS (Data Base Management System)
Question # 9 of 15 (Start time: 11:08:49 AM) Total Marks: 1
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?
Select correct option:

- Reliable test
- Content-valid test
- Criterion-valid test
- Face-valid test

Question # 10 of 15 (Start time: 11:10:01 AM) Total Marks: 1
Employees quit the organizations at their own choice through
Select correct option:

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

Question # 11 of 15 (Start time: 11:11:04 AM) Total Marks: 1
The inner drive that directs a person’s behavior towards goal attainment is known as:
Select correct option:

- Performance
- Motivation
- Need
- Attitude

Question # 12 of 15 (Start time: 11:11:53 AM) Total Marks: 1
Methods of Collecting Job Analysis Information include
Select correct option:

- Interview
- Questionnaire
- Logs
- all of given option
As being part of an organization, it is an employee’s ___________ to align his/her actions according to the set rules & policies.

Select correct option:

- Right
- Responsibility
- Task
- Contractual right

Which of the following skill/s is/are required for an effective team?

Select correct option:

- Problem-solving skills
- Technical skills
- Interpersonal skills
- All of the given options

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

Select correct option:

- Exhaustion
- Burnout
- Collapse
- Fatigue

Planning, organizing, staffing, leading and controlling represent the:

**Your Answer:** Globalization movement.

**Correct Answer:** Management process.

Incorrect. Globalization is the tendency to move manufacturing and markets abroad.

Be cognizant of the basic functions that all managers perform.
2. The bottom line of managing is:
   
   Your Answer: Exerting authority.
   Correct Answer: Getting results.

   Incorrect. Authority is the right to direct the work of others.

   What are the main goals of all managers?

3. Which of the following is not a right bestowed by a manager's authority?
   
   Your Answer: None of the above.

   Correct. Authority includes all the named rights.

4. A(n) _____ manager is always someone's boss and issues orders down the chain of command.
   
   Your Answer: Functional
   Correct Answer: Line

   Incorrect. Functional control is a duty of a manager.

   Review the aspects of line authority and of staff authority.

5. HR's employee advocacy role includes all the following except:
   
   Your Answer: Implied authority, functional control, line authority.

   Correct Answer: Creating a learning organization.
Incorrect. These are three distinct functions of HR.

Review HR’s service functions.

6. The tendency of firms to extend sales, ownership and manufacturing to new markets abroad is:

   **Your Answer:** Exporting jobs.
   **Correct Answer:** Globalization.

   Incorrect. This action is prompted by competitive pressures.

   Familiarize yourself with the changing environment of HR management.

7. Increased globalization results in:

   **Your Answer:** Non-traditional jobs.
   **Correct Answer:** Increased competition.

   Incorrect. The nature of work is changing the numbers of workers needed by firms.

   Understand the effects of globalization on business firms.

8. Negative results of increased globalization are:

   **Your Answer:** Technological advancements.
   **Correct Answer:** Exporting jobs.

   Incorrect. Technology is changing the nature of work.

   Review the impact of globalization on the labor force.
9. The knowledge, education, skills, and expertise of workers is collectively known as:

Your Answer: Human capital.

Correct. The term denotes the knowledge, skills, education and expertise of workers.

10. A company's ____ is its plan for balancing internal strengths and weaknesses with external opportunities and threats.

Your Answer: Strategy.

Correct. Refers to a firm's plan for maintaining its competitive advantage.

11. Human resources creates value for the firm by:

Your Answer: Measuring employee behaviors.

Correct Answer: Engaging in activities that produce needed employee behaviors.

Incorrect. The HR Scorecard measures behaviors but does not produce them.

Determine the purpose of the HR Scorecard.

12. Planning, organizing, staffing, leading and controlling are elements of the management process.

Your Answer: True

Correct. All managers perform these basic functions.
13. **Correct**

Failing to motivate subordinates can prevent getting desired results despite brilliant plans and building modern production facilities.

**Your Answer:** True

Correct. A manager can fail to get results by not properly motivating subordinates.

14. **Incorrect**

Managers who are in charge of accomplishing the organization's basic goals are staff managers.

**Your Answer:** True

**Correct Answer:** False

Incorrect. Line managers are authorized to direct the work of subordinates.

15. **Correct**

HR managers usually exert line authority, staff authority, and functional control simultaneously in an organization.

**Your Answer:** True

Correct. HR managers exert line authority within HR, advise line managers, and coordinate personnel activities.

16. **Incorrect**

The heart of an HR manager's job is playing an employee advocacy role.

Incorrect. The employee advocacy role is one of an HR manager's service functions.
17. **Correct**

Ensuring that line managers implement HR objectives, policies and procedures is achieved by HR managers exerting line authority.

**Your Answer:** False

Correct. HR managers use functional control to achieve these goals.

---

18. **Incorrect**

Globalization is partially responsible for firms increasingly using non-traditional workers.

**Your Answer:** False

**Correct Answer:** True

Incorrect. Using non-traditional workers is a method of reducing labor force expenses.

---

19. **Correct**

Human capital refers to the costs incurred in hiring and compensating qualified workers.

**Your Answer:** False

Correct. Hiring and compensating workers is an expense.

---

20. **Incorrect**

A plan for balancing internal strengths and weaknesses with external opportunities and threats is a firm’s strategy.

**Your Answer:** False

**Correct Answer:** True

Incorrect. A firm must balance internal strengths and weaknesses with external opportunities and threats to remain competitive.
21. \textbf{Correct} 
An HR Scorecard lists the proficiencies HR needs to implement the firm's strategic plan.

\textbf{Your Answer:} False

Correct. Proficiencies represent knowledge and skills in HR areas.

22. \textbf{Correct} 
What a supervisor can and cannot say and do when a union is organizing its employees are governed by equal employment laws.

\textbf{Your Answer:} False

Correct. Labor laws specify what supervisors can and cannot say and do during union organizing efforts.

Title VII of the 1964 Civil Rights Act prohibits discrimination based on which of an employee's characteristics?

\textbf{Your Answer:} Sex.
\textbf{Correct Answer:} 2 and 3.

Incorrect. Sex is only one of the protected characteristics.

Title VII specifies several characteristics on which an employer cannot discriminate in any aspect of employment.

2. \textbf{Incorrect} 
Title VII of the 1964 Civil Rights Act prohibits discrimination by public or private employers of _____ or more employees.

\textbf{Your Answer:} 10
\textbf{Correct Answer:} 15

Incorrect. Title VII covers all private and public employers of 15 or more persons.

Title VII is specific about what employer
groups are mandated to obey its provisions.

3. **INCORRECT**

   Title VII of the 1964 Civil Rights Act covers all of the following employers except:

   **Your Answer:** State and local governments.

   **Correct Answer:** All labor unions.

   Incorrect. All state and local governments must comply with Title VII.

   Examine the list of employer groups that are required to comply with the provisions of Title VII.

4. **INCORRECT**

   The Office of Federal Contract Compliance Programs ensures compliance with the:

   **Your Answer:** Uniform Guidelines.

   **Correct Answer:** Executive Orders 11246 and 11375.

   Incorrect. The Uniform Guidelines recommend procedures for the EEOC, Civil Service Commission, Department of Labor, and Department of Justice.

   Be sure you understand the purpose of the OFCCP.

5. **INCORRECT**

   Sexual harassment has been determined by various courts to be an act that violates the:

   **Your Answer:** Pregnancy Discrimination Act.

   **Correct Answer:** 1964 Civil Rights Act.

   Incorrect. This Act prohibits discrimination based on pregnancy, childbirth, or related medical conditions.
6. Sexual harassment is defined as:

**Your Answer:** Requests for sexual favors.

**Correct Answer:** All of the above.

Incorrect. Look farther. This is only one element of the EEOC's definition.

Review the EEOC guidelines and what they consider to constitute sexual harassment.

7. An employee can demonstrate that he or she is the victim of sexual harassment by proving which of the following elements?

**Your Answer:** Hostile environment by supervisors.

**Correct Answer:** All of the above.

Incorrect. Showing that a supervisor’s advances interfere with work performance and create an offensive work environment is only one way to prove sexual harassment.

What are the ways by which an employee can be subjected to sexual harassment?

8. The U.S. Supreme Court defined what constitutes unfair discrimination in:

**Your Answer:** (blank)
9. Adverse impact may be evident when a selection rate for any racial, ethnic or sex group is less than ______ percent of the group with the highest selection rate.

   Your Answer: 29
   Correct Answer: 80

   Incorrect. Less than 80 percent is considered to be the threshold for adverse impact. Use the federal agencies' formula for calculating disparate rejection rates.

10. Bona fide occupational qualification is essentially a defense to disparate impact based upon direct evidence of ______ discrimination.

    Your Answer: (blank)

11. Requiring employers to make an extra effort to hire and promote members of a protected group is:

    Your Answer: Good faith effort.
    Correct Answer: Affirmative action.

   Incorrect. A good faith effort emphasizes identifying and eliminating obstacles to hiring and promoting women and minorities.

   Compare mandatory management programs with voluntary management programs.

12. Title VII of the 1964 Civil Rights Act prohibits discrimination on the basis of race, color, religion, sex, national origin or marital status.

    Your Answer: True
    Correct Answer: False
Incorrect. Title VII does not address martial status.

13. Job discrimination complaints filed by individuals are investigated by the EEOC.

Your Answer: False
Correct Answer: True

Incorrect. The EEOC attempts conciliation when it finds reasonable cause that the charges are justified.

14. Compliance with affirmative action requirements is enforced by the Office of Federal Contract Compliance.

Your Answer: False
Correct Answer: True

Incorrect. Executive Orders 11246 and 11375 require that certain federal contractors take affirmative action to ensure equal employment opportunity.

15. The Pregnancy Discrimination Act requires all employers to grant disability coverage to pregnant employees.

Your Answer: False

Correct. The Act is an amendment to Title VII that covers public or private employers of 15 or more persons.

16. Title VII of the Civil Rights Act considers that a male employee may not be guilty of sexually harassing a male co-worker.

Your Answer: False
Correct. The 1998 U.S. Supreme Court decision, ONCALE v. Sundowner Offshore Services, Inc., declared same-sex discrimination to be actionable under Title VII.

17. **Correct**

An employer that is unaware that a supervisor is sexually harassing an employee is exempt from liability.

**Your Answer:** False

Correct. EEOC guidelines state an employer is liable if it knew, or should have known, of the harassing conduct.

18. **Correct**

A discriminatory employment practice may be necessary and therefore is legal.

**Your Answer:** True

Correct. An employment practice must be job related if it has an unequal impact on members of a protected class.

19. **Incorrect**

Burden of proof means that an employment practice adversely affects members of a protected class more than other employees.

**Your Answer:** (blank)

20. **Correct**

An employment practice that adversely affects members of a protected class more than other employees results in disparate impact.

**Your Answer:** True

Correct. Disparate impact claims do not require proof of discriminatory intent.
21. A job's essential function is the reason the job exists or is a highly specialized function of the job.

Your Answer: True

Correct. A job function is essential when it is the reason the position exists.

22. The Americans with Disabilities Act requires an employer to make reasonable accommodation for an employee who performs erratically because of a disability.

Your Answer: True

Correct Answer: False

Incorrect. An employer must make a reasonable accommodation only for a qualified individual.

23. An employer may justify intentional discrimination by an employment practice that is necessary for the business.

Your Answer: True

Correct. Employers may use the business necessity defense for a practice that has an adverse impact on members of a minority group, when justified.

24. An employee may not file a discrimination suit unless reasonable cause is found by the EEOC's investigation.

Your Answer: True

Correct Answer: False

Two tangible products of the job analysis are:_________ and ___________.

Your Answer: Process chart; job description
Correct Answer: Job description; job specifications.

Incorrect. Process chart not prepared from job analysis.

Job analysis produces information used for writing a list of what the job entails and what kind of people to hire for the job.

6.

Popular methods for gathering job analysis data are:

Your Answer: Diaries/logs.
Correct Answer: All of the above.

Incorrect. Only one of several methods used.

In practice, any one method may be used, or you could combine the techniques that best fit your purpose.

7.

The most widely used method for identifying a job's duties and responsibilities is the:

Your Answer: Observation.
Correct Answer: Interview.

Incorrect. Useful when jobs consist mainly of physical activities.

Several methods are popular, but almost all use this one alone or in combination with others.
8. The main problem with obtaining job analysis data through interviews is:

   Your Answer: Unassigned duties.
   Correct Answer: Information distortion.

   Incorrect. May be revealed through interviews.

   This problem can result from outright falsification or from honest misunderstanding.

9. Quantitative job analysis techniques do not include:

   Your Answer: Functional job analysis.
   Correct Answer: Diary/log.

   Incorrect. Rates job on data, people, and things and four additional dimensions.

   Compare quantitative methods with the various subjective/judgment methods.

10. Identifying personal traits that validly predict which candidates will do well on the job is the goal of:

    Your Answer: Standards of performance.
    Correct Answer: Job specifications.

    Incorrect. Standards employee is expected to achieve under each of job description’s duties and
Basing job specifications on statistical analysis is more ______ than a judgmental approach.

**Your Answer:** Difficult  
**Correct Answer:** A and b  
Incorrect. Method is more difficult, but not the primary reason for using it.

Review equal rights legislation in chapter 2.

Encouraging employees not to limit themselves to what's on their job descriptions is:

**Your Answer:** Work teams.  
**Correct Answer:** Dejobbing.

Incorrect. Organizes tasks around teams and processes rather than around specialized functions.

Jobs today are becoming more amorphous and more difficult to define.

A detailed picture of work flow is shown by the organization chart.

**Your Answer:** True  
**Correct Answer:** False  
Incorrect. A detailed picture of work flow is shown by the process
14. **Incorrect**

Supervisor interviews are best used to collect job analysis data when groups of employees have the same or similar jobs.

*Your Answer:* True  
*Correct Answer:* False

Incorrect. Group interviews are best used in this situation.

15. **Incorrect**

The questionnaire is a quick and efficient way to obtain information from a large number of employees.

*Your Answer:* (blank)

16. **Correct**

A standardized method of quantitatively rating, classifying, and comparing different jobs is achieved by use of the DOL job analysis procedure.

*Your Answer:* True

Correct. The procedure assigns a data, people, and things rating to each job.

17. **Correct**

Job specifications identify the type of person to recruit for a specific job.

*Your Answer:* True

Correct. Utilizes data in job description to determine what
18. The most difficult but legally defensible method of identifying job specifications is statistical analysis.

   **Your Answer:** False  
   **Correct Answer:** True

   Incorrect. Also the more difficult approach.

19. Systematically moving workers from one job to another is job enlargement.

   **Your Answer:** True  
   **Correct Answer:** False

   Incorrect. Describes job rotation.

20. Redesigning jobs to provide workers with feelings of achievement and recognition is job enrichment.

   **Your Answer:** True

   Correct. Enables worker to plan and control own work instead of it being controlled by outsiders.

21. Broadening a job's responsibilities and not limiting employees to what's on their job descriptions is job enrichment.

   **Your Answer:** True
22. Demonstrable characteristics of a person that enable work performance are known as competencies.

Your Answer: True

Correct. These are observable and measurable behaviors.

Correct Answer: False

Incorrect. Describes dejobbing.

23. Observable and measurable behaviors that comprise part of a job are known as performance management.

Your Answer: True

Correct Answer: False

Incorrect. They are known as competencies

The first step in the recruiting and selection process is:

Your Answer: Application form.
Correct Answer: Employment (personnel) planning.

Incorrect. This is the first step in the pre-screening process.

Personnel planning should be an integral part of the firm's strategic and HR planning processes. Plans to enter new businesses, build new plants, or reduce costs all influence the types of positions the firm will need to fill.
2. Planning for employment requirements requires forecasting:

Your Answer: Supply of outside candidates.
Correct Answer: All of the above.

Incorrect. Just one of the important forecasts that must be considered.

Management builds employment plans on basic assumptions about the future. Managers must decide whether to fill projected openings from within or from outside the firm.

3. Studying variations in the firm's employment levels over several years is:

Your Answer: Ratio analysis.
Correct Answer: Trend analysis.

Incorrect. Means making forecasts based on the ratio between some causal factor and the number of employees required.

The purpose is to identify trends that might continue into the future and affect your staffing levels.

4. Managers use _____ to determine which employees are available for promotion or transfer.

Your Answer: Computerized forecasts
Correct Answer: Qualifications inventories

Incorrect. Usually used to forecast needs for numbers of employees.

The main task of estimating the likely supply of candidates to fill openings is to
determine which current employees might be qualified for the projected openings.

5. Advantage(s) of a centralized recruitment function include:

Your Answer: Easier to spread technology cost among departments.

Correct Answer: The greatest good to the greatest number of people.

Incorrect. Only one of several advantages.

Larger firms may conduct all recruiting company-wide from a central recruitment office or decentralize to the firm's various offices.

6. Managers must assess the numbers of applicants attracted as well as:

Your Answer: Costs.

Correct Answer: Quality.

Incorrect. The costs of processing extra applicants may outweigh the benefits of being able to be more selective.

If more applicants are generated than there are positions to fill, the firm can be more selective. The problem is that more is not always better.

7. A firm's best source of candidates for a vacant position usually is:

Your Answer: Current employees.

Correct. It is often safer to promote
employees from within since you're likely to have a more accurate view of the person's skills.

8. Succession planning is most often used for:

   **Your Answer:** Filling key positions.

   Correct. The process of deciding how to fill the firm’s most important executive positions.

9. Types of employment agencies include all the following except:

   **Your Answer:** Agencies associated with nonprofit organizations.

   **Correct Answer:** Chamber of Commerce agencies.

   Incorrect. Many public welfare agencies try to place people who are in special categories and most professional and technical societies have units that help members find jobs.

   There are three types of employment agencies, some of which are supported by the U.S. Department of Labor.

10. Characteristics of contingent workers include all the following except:

    **Your Answer:** Primarily are clerical workers.

    Correct. It's estimated that 60% of the total U.S. temporary payroll is non-clerical.
11. The fastest growing labor force segment is:

**Your Answer:** Single mothers.

**Correct Answer:** Older workers.

Incorrect. The correct answer is older workers.

Workers aged 25 to 34 will decline over the next few years, reflecting fewer births in the 1960s-1970s.

12. The first step in the pre-screening process usually is the:

**Your Answer:** Biodata items.

**Correct Answer:** Application form.

Incorrect. These are items that may be included on the application form.

Four types of information are collected by the completed form.

13. Deciding what positions the firm must fill and how to fill them is succession planning.

**Your Answer:** True

**Correct Answer:** False

Incorrect. Succession planning is the process of deciding how to fill the company’s most important executive jobs.

14. Planning for employment requirements necessitate forecasting personnel needs, and the supply of inside and outside candidates that will be available.
15. **Correct**

Studying past years' employment level variations is conducting a trend analysis.

**Your Answer:** True

Correct. The purpose is to identify trends that might continue into the future.

16. **Incorrect**

Graphically showing the relationship between two variables is done by trend analysis.

**Your Answer:** True

Incorrect. A scatter plot shows graphically how two variables are related.

17. **Incorrect**

The main task in determining which current employees might be qualified for projected openings is knowing their current qualifications.

**Your Answer:** False

Incorrect. After determining staffing needs, you must estimate the likely supply of both inside and outside candidates.

18. **Correct**

Qualifications inventories contain data on
employees' ability to be promoted.

**Your Answer:** True

Correct. They also contain data on employees' performance records and educational backgrounds.

**19.**

**INCOMPLETE**

Employee recruitment is becoming more important because of low unemployment rates.

**Your Answer:** True

**Correct Answer:** False

Incorrect. The number of new jobs added domestically is expected to diminish.

**20.**

**COMPLETE**

Measuring effectiveness depends upon the number of applicants attracted.

**Your Answer:** False

Correct. The employer needs to attract qualified applicants, not just applicants.

**21.**

**COMPLETE**

A recruiting yield pyramid calculates the number of applicants that must be generated to hire a sufficient number of employees.

**Your Answer:** True

Correct. This is the purpose of the recruiting yield pyramid.

**22.**

**COMPLETE**

Current employees are the best source of candidates for vacant positions because the cost of recruitment is eliminated.
Your Answer: False

Correct. Current employees are the best source because they are more committed to the employer and require less training.

23. **INCORRECT**

Analyzing key jobs, assessing candidates and selecting those who will fill key jobs is the process of qualifications inventories.

Your Answer: (blank)

24. **CORRECT**

Private employment agencies provide the most reliable screening and pre-testing for applicants.

Your Answer: False

Correct. Improper testing and screening by the agency could block potentially successful applicants from entering your applicant pool.

Selecting the right employee is important to a firm and its managers because:

Your Answer: A manager's performance depends upon that of subordinates.

Correct Answer: All of the above

Incorrect. Though this is true, it is not the only reason.

Employees without proper skills and attributes won't perform effectively, and your own performance and the firm's will suffer.

2. **CORRECT**

A _____ test yields consistent scores when a person takes two alternate
3. A test’s _____ is a measure of its reliability.

   **Your Answer:** Internal consistency

   Correct. An internal comparison estimate provides a measure of internal reliability of the test.

4. A test's _____ shows it measures what it is supposed to measure.

   **Your Answer:** Reliability
   **Correct Answer:** validity

   Incorrect. Refers to the test's consistency in measurements.

   Refers to the correctness of the inferences that we can make based on the test.

5. When performance on a test is an accurate predictor of performance on the job, this is evidence of the test's:

   **Your Answer:** Reliability.
   **Correct Answer:** Validity.

   Incorrect. Only tells you that the test is measuring something consistently.
Consider: does the test accurately measure whether the applicant will be successful on the job?

6. The first step in validating a selection test is to:
   
   **Your Answer:** Choose the tests.
   
   **Correct Answer:** Analyze the job.

   Incorrect. A necessary step prior to administering the test, but not the first step.

   Identify human traits and skills believe to predict success on the job and the standards of success.

7. A(n) _____ shows the relationship between test scores and job performance.

   **Your Answer:** Expectancy chart

   Correct. Presents the relationship between test scores and job performance graphically.

8. _____ tests measure what a person has learned and the person's abilities.

   **Your Answer:** Achievement

   Correct. Measure what a person has learned and the person's abilities.

9. Participants in a _____ perform realistic management tasks under the observation of experts who appraise
10. Employers should conduct pre-employment background investigations and reference checks to:

Your Answer: Uncover damaging information.

Correct Answer: 1 and 3

Incorrect. Only one of two important reasons for conducting such checks.

Employers have at least two main reasons for conducting background investigations and reference checks.

11. To administer polygraph tests during an ongoing investigation, an employer must:

Your Answer: Show the employee had access to the property.

Correct Answer: All of the above.
Incorrect. Only one of the four standards that must be met.

Employers must meet four standards under the Employee Polygraph Protection Act of 1988.

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct/Incorrect</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.</td>
<td>Incorrect</td>
</tr>
</tbody>
</table>

**12. Pre-employment medical exams are administered for what purpose(s)?**

- **Your Answer:** To verify that the applicant meets the position's physical requirements.
- **Correct Answer:** All of the above.

Incorrect. ADA permits exams during period between job offer and commencement of work if exams are standard practice for all applicants for that job category.

There are several reasons for pre-employment medical exams.

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct/Incorrect</th>
</tr>
</thead>
<tbody>
<tr>
<td>13.</td>
<td>Correct</td>
</tr>
</tbody>
</table>

**13. A manager's performance is dependent upon that of his/her subordinates.**

- **Your Answer:** True
- **Correct:** Employees without the right skills and attributes won't perform effectively and your own performance and the firm's will suffer.

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct/Incorrect</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.</td>
<td>Correct</td>
</tr>
</tbody>
</table>

**14. Hiring workers with criminal records without proper safeguards can be considered as negligent hiring.**

- **Your Answer:** True
Correct. Courts will find employers liable when employees with criminal records or other problems take advantage of opportunities to commit crimes.

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.</td>
<td>Incorrect. Internal consistency is a measure of a test's reliability.</td>
<td>Incorrect. Internal consistency is a measure of a test's reliability.</td>
<td>A test that yields consistent scores when a person takes it on different occasions is internal consistency.</td>
</tr>
<tr>
<td>16.</td>
<td>Correct. A method of estimating a test's consistency or reliability.</td>
<td>Correct. A method of estimating a test's consistency or reliability.</td>
<td>Administering a test to the same people at different points in time and comparing their scores on test two with those on test one provides a retest estimate.</td>
</tr>
<tr>
<td>17.</td>
<td>Correct. Validity refers to evidence that the test is job related.</td>
<td>Correct. Validity refers to evidence that the test is job related.</td>
<td>A valid test indicates that performance on the test predicts similar performance on the job.</td>
</tr>
<tr>
<td>18.</td>
<td>Correct.</td>
<td>Correct.</td>
<td>Demonstrating that a person who does well on a test also performs well on the job and vice versa is content validity.</td>
</tr>
</tbody>
</table>
19. **Correct**

Human traits and skills that predict success on the job are predictors while criteria are standards by which success is measured.

**Your Answer:** True

Correct. Human traits and skills that predict success on the job are predictors.

20. **Incorrect**

The degree of statistical relationship between test scores and employee performance is shown by a correlation analysis.

**Your Answer:** False

**Correct Answer:** True

Incorrect. The relationship is shown graphically with an expectancy chart.

21. **Incorrect**

Work sampling tests are seldom used because they tend to be unfair to minorities.

**Your Answer:** True

**Correct Answer:** False

Incorrect. Work sampling measures how a candidate actually performs some of the job's basic tasks. It measures actual on-the-job tasks.
22. A purpose of reference checks is to discover unfavorable information about an applicant.

Your Answer: False
Correct Answer: True

Incorrect. The answer is true.

23. Employers should conceal from the applicant their efforts at performing background checks so more truthful information may be uncovered.

Your Answer: True
Correct Answer: False

Incorrect. Employers should include on the application form a statement for applicants to sign explicitly authorizing a background check.

24. The Americans with Disabilities Act now prohibits employers from conducting pre-employment medical exams.

Your Answer: True
Correct Answer: False

Employers use _____ to make sure employees are working toward organizational goals.

Your Answer: Training
Correct Answer: Performance management

Incorrect. Training refers to the methods used to give new or present employees the skills they need to perform their jobs.

Training plays a key role in the performance management process.
3. Employers can increase a trainee's motivation to learn by:

**Your Answer:** Allowing the trainee to make errors.

**Correct Answer:** All of the above.

Incorrect. The employer can take several steps to increase the trainee's motivation to learn.

Training is futile if the trainee lacks the ability or motivation to benefit from it.

4. Studying a job to determine what specific skills it requires is:

**Your Answer:** Task analysis.

Correct. Task analysis is a detailed study of the job to determine what specific skills the job requires.

5. Verifying that a performance deficiency exists and identifying the means for correcting it is done through:

**Your Answer:** Task analysis.

**Correct Answer:** Performance analysis.

Incorrect. Task analysis is a detailed study of the job to determine what specific skills the job requires.

The first step usually is to compare the person's performance to what it should be.

6. Advantages of on-the-job training include the following except:

**Your Answer:** It is expensive.
Correct. OJT is relatively inexpensive.

7. With _____ training, people become skilled workers through a combination of classroom instruction and OJT.

**Your Answer:** Apprenticeship

Correct. Apprenticeship training is a structured process by which people become skilled workers through a combination of classroom instruction and OJT.

8. The main advantage of programmed learning is that:

**Your Answer:** It presents facts and follow-up questions.

**Correct Answer:** It reduces training time.

Incorrect. A feature of programmed learning, but not a main advantage.

Programmed learning consists of three parts: presenting questions, facts, or problems to the learner; allowing the person to respond; and providing feedback on the accuracy of answers.

9. Trainees learn off the job with equipment they will use on the job when participating in _____ training.

**Your Answer:** Computer-based

**Correct Answer:** Simulated

Incorrect. The trainee uses computer-based and/or DVD systems to interactively increase knowledge or skills.

This is a necessity when it is too costly or dangerous to train employees on the job.
10. Any attempt to improve managerial performance by imparting knowledge, changing attitudes, or increasing skills is:

Your Answer: Management development.

Correct. Management development is any attempt to improve managerial performance by imparting knowledge, changing attitudes, or increasing skills to enhance the future performance of the company itself.

11. To bring about organizational change, managers must understand:

Your Answer: All of the above.

Correct. Bringing about organizational change requires at least understanding all three things.

12. Employee orientation can help new employees prevent making time-consuming or dangerous errors.

Your Answer: False
Correct Answer: True

Incorrect. This statement is true.

13. New employees are made to feel welcome, at home, and part of the team during training.

Your Answer: False

Correct. Training refers to the methods used to give new or present employees the skills they need to perform their jobs.
14. Employers use training to make sure employees are working toward the organization's goals.

Your Answer: False

Correct. Performance management is the process employers use to make sure employees are working toward organizational goals.

15. Establishing an effective training program begins with a needs analysis, followed by instructional design.

Your Answer: True

Correct. The needs analysis step identifies the specific job performance skills needs and develops performance objectives based on any deficiencies.

16. Management assesses a training program's successes or failures during the validation step.

Your Answer: False

Correct. Management assesses the program's successes or failures in the evaluation step.

17. Determining what the job entails and breaking it into subtasks is the main task in analyzing new employees training needs.

Your Answer: False
Correct Answer: True

Incorrect. Analyzing current employees' training needs adds the task of deciding whether training is the solution.

18. Having a person learn a job by actually doing it is
apprenticeship learning.

**Your Answer:** False

Correct. Through apprenticeship training, people become skilled workers through a combination of classroom instruction and on-the-job training.

19.  

- **Correct**  
  
  Computer-based training programs are more expensive than other methods, but reduce learning time.

  **Your Answer:** False

  Correct. Other advantages include instructional consistency, mastery of learning, increased retention, and increased trainee motivation.

20.  

- **Correct**  
  
  Electronic performance support systems are analogous to job aids.

  **Your Answer:** True

  Correct. A job aid is a set of instructions, diagrams, or similar methods available at the job site to guide the worker. EPSS are today's job aids.

21.  

- **Incorrect**  
  
  Behavior modeling attempts to improve managerial performance by imparting knowledge, changing attitudes, or increasing skills.

  **Your Answer:** True

  **Correct Answer:** False

  Incorrect. Behavior modeling involves showing trainees the right way of doing something, letting them practice that way, and giving feedback on their performance.
Organizational renewal usually begins with changing the firm's culture.

**Your Answer:** False

Correct. Cultural change is adopting new corporate values - new notions of what employees view as right and wrong, and what they should or shouldn't do.

Structural change involves reorganizing a firm's span of control, coordination, and decision-making procedures.

**Your Answer:** True

- A successful orientation should accomplish all the following except:

  **Your Answer:** Make the employee feel welcome.

  **Correct Answer:** Constitute an employment contract.

  - Which of the following role a manager performs as a Resource allocator?

    Select correct option:

    **Interpersonal role**

    Decisional role

    Informational role

    Supportive role

**Question # 6 of 20 ( Start time: 01:32:08 AM )

The emigration of trained and talented individuals to other nations due to lack of opportunity or other reasons is known as ____________.

Select correct option:
Job Insecurity

Outsourcing

Workforce diversity

**Brain Drain**

Question # 7 of 20 (Start time: 01:32:50 AM)

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 # 8 of 20 (Start time: 01:33:39 AM)

Total Marks: 1

Manufacturing was the main concern of personnel department during:

Select correct option:
Mechanistic period

Catalytic period

Organistic period

Strategic period

Question # 9 of 20 ( Start time: 01:34:07 AM )

Total Marks: 1

_______________ is achieved by combining capital, raw material & human resource by an organization.

Select correct option:

Sales

Capital

Input

Output

Question # 10 of 20 ( Start time: 01:34:27 AM )

Total Marks: 1

Supervisors fall into the:

Select correct option:

Top-level
HRM is associated with the management of:

Select correct option:

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:

Select correct option:

Planning
Decentralization
Restructuring

Outsourcing

Question # 13 of 20 (Start time: 01:35:28 AM)

Total Marks: 1

The cognitive component consists of a person’s:

Select correct option:

- Emotions
- Knowledge
- Attitude
- Feelings

Question # 14 of 20 (Start time: 01:36:07 AM)

Total Marks: 1

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

Select correct option:

- Equal employment opportunity
- Affirmative action
- HR planning
- Litigation process
Question # 15 of 20 ( Start time: 01:36:29 AM )

Total M a r k s: 1

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

Select correct option:

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

Question # 16 of 20 ( Start time: 01:37:46 AM )

Total M a r k s: 1

An organization operates in:

Select correct option:

- An isolated system
- A closed system
- A clogged system
- An open system
MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$)

Total Marks: 1

_______ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

Select correct option:

Norm
Perception
Role
Stereotyping

Question # 18 of 20 (Start time: 01:38:44 AM)
Total Marks: 1

People can be more productive while working in:

Select correct option:

Isolation
Groups
Crowd

None of the given options

Question # 19 of 20 (Start time: 01:39:02 AM)
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 # 20 of 20 (Start time: 01:39:51 AM)

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

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?
   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
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

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 workplace?
   a. Uncollected waste paper
   b. Heavy object
16. 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

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. Upward
   b. Downward
   c. Lateral
   d. Diagonal

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

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?
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

- 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
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

- 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:
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

   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 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:

- Observing hourly work
- Reviewing interviews conducted with departing employees
- Studying diaries or daily journals that manager kept over a three-month period
- 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. Capitation
- 2. Flextime
- 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?

Select correct option:

- **Continuous feedback**
- Profitability rate
- Market share
- Productivity levels

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

Select correct option:

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

Under which of the following no screening of applicant pool is conducted before making final selection?

Select correct option:
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

- Which performance appraisal technique lists traits and a range of performance?
- 
- Select correct option:
Alternation ranking

Graphic rating scale

Management By Objective

Paired comparison

Which of the following is part of an employee’s role in his or her own career development?

Select correct option:

Providing timely performance feedback

Participating in career development discussions

Establishing goals and career plans

Offering a variety of career options

Input is achieved by combining capital, raw material & human resource by an organization.

Select correct option:

Sales

Capital

Input
• **Output**

•

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

•

• Select correct option:
  • 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

•

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

•

• Select correct option:
  • Formal organization
  • **Informal organization**
  • Bureaucratic organization
  • Virtual organization

•

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

•

• Select correct option:
  • Task analysis
  • **Organizational analysis**
Person analysis
Management analysis

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

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?

Select correct option:

Selection
Recruitment
Staffing
Enrollment

Providing training & development opportunities, and career information & programs, are all part of the _____ ’s role in career development.

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

Select correct option:

Counseling simulations
Vocational interest test
Role playing
Employment interview

_______________________ is an obligation to perform certain tasks/activities.

Select correct option:

Duty
Responsibility
Position
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.

Select correct option:
- Performance
- Gaps
- Effectiveness
- Discrepancies

Studying organizational behavior helps managers:

Select correct option:
- To see the value of workforce diversity
- To analyze the efficiency of organization
- To become more effective in society
MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$)

- 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

- The cognitive component consists of a person’s:

- Select correct option:
  - Emotions
  - Knowledge
  - Attitude
  - Feelings

- Which of the given term is used to represent the segments of jobs held by an individual throughout his/her life time?
• Select correct option:

• 

• Responsibility

• Career

• Occupation

• Position

• 

• 

• 

Which of the following information is NOT collected through observation method while conducting job analysis?

• Select correct option:

• 

• 

• 

• 

Who is monitoring the task?

• What task has done?

• How task has done?

• How long a task has taken to complete?

• 

• The cognitive component consists of a person’s:

• Select correct option:
• Emotions
• Knowledge
• Attitude
• Feelings

• What is another term used for 360-degree feedback?

• Select correct option:

• Feedback loop
• Multi-source assessment
• Upward reporting
• Round communication

• Which one of the following is an outcome of 'organizing' function of management

• Select correct option:

• Organization’s strategy
Motivation & commitment
Organization’s structure
Performance measurement

Which of the following is a stated outcome of ‘Job Analysis’?

Select correct option:

Job description
Job specification
Job evaluation
All of the given options

Which of the following is MOST important to manage workforce diversity?

Select correct option:

Lower cohesiveness
Support group
Top-level commitment
Resistance to change

Training to the raters of performance appraisal is an important responsibility of:
Select correct option:

Top management

HR department

Line managers

Production department

Graphic rating scales are subjected to all of the following problems, EXCEPT:

Select correct option:

Halo effects

Complexity

Central tendency

Leniency

Which of the following is responsible for implementing the developed strategies?

Select correct option:

Human resource
• Physical resource
• Rules & policies
• Installed equipment

In which of the following area organizations are legally bound to maintain consistency in HR policies?

Select correct option:

• Compensation system
• Training & development
• Safety measures
• None of the given options

How can companies provide career counseling, development advice, and therapy for employees seeking to grow in their careers?

Select correct option:

• Provide career coaches
• Encourage role reversal
• Establish a corporate campus
• Offer online career centers
Which ONE of the following is not a part of Human Resource Development?

Select correct option:

- Training
- **Education**
- Development
- Rewards

What type of screening mode is used to reduce absenteeism and establish a baseline for future insurance claims?

Select correct option:

- **Physical examinations**
- Personality tests
- Polygraph tests
- Substance abuse screening

Which of the following is part of the organization’s role in an employee’s career development?
Select correct option:

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 said to be a part of Organizational Structure?

Select correct option:

Goal attainment
Hierarchy level
Performance standards
Supporting staff
“On going process of evaluating & managing both the behavior & outcomes in the workplace” is known as;

Select correct option:

Training & development
Performance appraisal
Compensation management
Job analysis

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

Select correct option:

Alternation ranking
Graphic rating scale
Management By Objective
Paired comparison
HRIS helps managers to perform ________________ more effectively & systematically.

Select correct option:

Management functions
Controlling functions
Planning functions
HR functions

41. An employer who wishes to hire a recent immigrant should note the following related to U.S. immigration law:

a. a person must be a U.S. citizen, or have started the naturalization process, to be lawfully employed in the U.S.

b. employers must verify eligibility for employment prior to hiring foreign-born applicants.

c. EEOC regulations do not apply to foreign-born workers.

d. to be eligible for employment, immigrants must sign an oath of allegiance to the U.S.

42. A primary advantage of unstructured versus structured interviewing techniques is that:

a. unstructured interviews take less time.

b. in an unstructured interview, the interviewer can ask follow-up questions and pursue points of interest as they develop.

c. unstructured interviews are in compliance with EEOC regulations, whereas structured interviews are not.

d. unstructured interviews are more cost effective.

43. Which of the following types of interviews tend to be the most reliable and valid?

a. unstructured interviews

b. structured interviews
• c. stress interviews
• d. panel interviews

44. Factors that can undermine the usefulness of an interview include all of the following except:
• a. not knowing the requirements of the job.
• b. **not knowing the job candidate.**
• c. being under pressure to hire.
• d. the effect of the order in which candidates were interviewed.

45. Organizations wishing to ensure a suitable supply of employees for current and future senior or key jobs should consider implementing:
• a. **succession planning.**
• b. work-life initiatives.
• c. higher compensation rates.
• d. a stress interviewing process.

46. HR professionals should know the following about unemployment insurance benefits:
• a. benefits are not paid unless the employee submits to an exit interview.
• b. **firms are required to pay benefits only for employees dismissed through no fault of their own.**
• c. unemployment insurance benefits are not available to exempt employees.
• d. in most cases, unemployment insurance benefits expire in eight weeks.

47. The primary purpose of new employee orientation is to:
• a. help the new employee feel comfortable in the organization.
• b. reduce employee lawsuits.
• c. provide new employees with basic information so that they can perform their jobs satisfactorily.
• d. reduce turnover and absenteeism.

[http://groups.google.com/group/vuZs](http://groups.google.com/group/vuZs)

48. The best medium for recruiting blue-collar and entry-level workers is generally:
• a. the local newspaper.
• b. nationally distributed newspapers.
• c. trade journals.
• d. the Internet.

49. Employers may wish to utilize employment agencies in the recruiting process because:
a. it is generally less expensive to outsource recruiting than to do it in-house.
b. agencies can generally fill a particular opening more quickly than in-house HR departments.
c. agencies almost always provide higher quality candidates that those recruited by HR departments.
d. candidates, not the prospective employer, are responsible for paying the agency's fees.

50. With regard to flexible work arrangements such as compressed work week programs and flextime, HR professionals should note that:

a. flexible work schedules generally have a positive effect on employee productivity, but may increase worker fatigue.
b. in shift work, a change to 12-hour shifts from 8-hour shifts creates more confusion, since there are fewer shift changes.
c. flexible schedules are likely to increase absenteeism.
d. as programs become more flexible, they are easier to administer.

51. Which of the following job analysis methods offers the most quantifiable measures of job duties?

a. observation
b. the Position Analysis Questionnaire
c. a participant diary
d. an interview

52. Which of the following job analysis methods quantifies job duties in the three specific areas of data, people, and things?

a. the Department of Labor job analysis procedure
b. the Position Analysis Questionnaire
c. an unstructured interview
d. a participant diary

53. An advantage of job analysis methods that use quantitative measures is that:

a. HR professionals can group together, and assign similar pay to, all jobs with similar scores, even if the jobs are very different.
b. methods that use quantitative measures are much less expensive than non-quantitative methods.
c. quantitative measures never change, unlike non-quantitative measures.
d. it is much easier to plan employee training programs if quantitative measures are used.
54. HR professionals should use multiple sources of information when conducting job analysis because:

a. using only one source of information may lead to inaccurate conclusions.
b. it is less expensive to use multiple sources.
c. quantifiable information is frequently erroneous.
d. it is less time-consuming to use multiple sources.

55. With regard to writing job specifications, HR professionals should know that:

a. identifying the specifications for trained workers is much more complex than for untrained workers.
b. identifying the specifications for untrained workers is much more complex than for trained workers.
c. job specifications are not needed for trained workers.
d. job specifications are not needed for untrained workers.

56. HR professional who based job specifications on statistical analysis rather than judgment should note that:

a. basing job specifications on statistical analysis is a more defensible approach.
b. basing job specifications on judgment is a more defensible approach.
c. neither approach is defensible.
d. statistical analysis involves examination of qualitative, rather than quantitative, data.

57. Systematically moving workers from one job to another is known as:

a. job enlargement.
b. job enrichment.
c. job rotation.
d. dejobbing.

58. Which of the following would be LEAST likely used when selecting staff for assignments outside the U.S.?

a. an adaptability screening test
b. the Overseas Assignment Inventory
c. a test of foreign language speaking ability
d. an occupational preferences test
   http://groups.google.com/group/vuZs

59. An HR staffing plan would likely include all of the following EXCEPT:
60. Personnel replacement charts are primarily used for:

- a. forecasting the supply of internal job candidates.
- b. forecasting the supply of external job candidates.
- c. writing job descriptions.
- d. conducting exit interviews.

- MGT 501 HRM

- MGT 501 HRM

- Green are correct

1) 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

Correct!
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

Correct!

4) Generally, the goal setting is a?

- a) Top down process
- b) Bottom up process
- **c) Process of top down support and bottom up development**
- d) Function of senior management

Correct!

5) Following are the reasons for conducting job analysis except?

- a) Staffing workers
- **b) Observing workers**
- c) Training and Development
- d) Legal Considerations

Correct!

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

Correct!

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.

Wrong! The right answer was c).

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

Correct!

9) _____ are authorized to direct the work of subordinates?

a) Staff managers
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

   Wrong! The right answer was d).

• 11) Following are the basic principles or conditions that facilitate learning except?
   - a) Participation
   - b) Relevance
   - c) Feedback
   - d) Education

   Wrong! The right answer was d).

• 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 progress 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.

   Correct!
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
- b) Assistant to Position
- **c) Committee Assignments**
- d) Simulations:

Correct!

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

Correct!

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

Wrong! The right answer was b).

16) Barriers to career advancement include:
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

Correct!

18) Using the __________ approach, managers evaluate organizational effectiveness?

- a) External resource
- b) Internal systems
- c) Technical
- d) Systems

Correct!

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
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

Wrong! The right answer was c).

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

Correct!

22) ______ 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

Wrong! The right answer was c).
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?

- [x] a) Organizational politics
- b) Executing authority
- c) Collective bargaining
- d) Position power

Wrong! The right answer was a).

24) Protection from discrimination, safe working conditions and union formulation are ____ rights, provided to employees?

- [x] a) Contractual
- b) Individual
- c) Statutory
- d) Organizational

Correct!

25) A situation in labor-management negotiation whereby management prevents union members from returning to work is called ____?

- [x] a) Grievance
- b) Strike
- c) Arbitration
- d) Lockout

Correct!

26) The first formal stage of the disciplinary procedure is?
MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$)

- a) Written Verbal Warning
- b) Written Warning
- c) Suspension
- d) Dismissal

Wrong! The right answer was b).

27) The cost associated with employee separations and turnover includes:?

- a) Recruitment & Selection costs
- b) Training cost
- c) Separation costs
- d) All of the given options

Wrong! The right answer was d).

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?

- a) Transformational
- b) Charismatic
- c) Autocratic
- d) Transactional

Wrong! The right answer was a).

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

Wrong! The right answer was c).
• 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

Wrong! The right answer was d).

• 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  
   c) Human Resource Management  
   d) Organizational Health and Safety Management

Wrong! The right answer was c).

• 32) 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

Wrong! The right answer was b).

• 33) Which basic function of management includes delegating authority to subordinates and establishing channels of communication?
MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
Solved by SHINING STAR ($$)

• a) Planning
• b) Organizing
• c) Leading
• d) Staffing

Correct!

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

Wrong! The right answer was c).

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

Correct!

36) Which of these is a major dimension of HRM practices contributing to company competitiveness?

• a) Compensating human resources
• b) Acquiring and preparing human resources
37) 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.

Wrong! The right answer was c).

38) 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.

Wrong! The right answer was c).

39) Employee involvement requires extensive additional HRM activity in which of these areas?
   - a) Training
   - b) Benefits
   - c) Labor negotiation
   - d) Marketing

Wrong! The right answer was a).
40) Managers who meet designated goals are ________?

- a) Assertive
- b) Efficient
- c) Effective
- d) Entitled

Correct!

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
- d) Training and development

Wrong! The right answer was d).

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

Wrong! The right answer was a).

43) The father of scientific management is ________?

- a) Deming
- b) Burns
- c) Taylor

- c) Taylor

Correct!
• 44) 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

Correct!

• 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

Correct!

• 46) Which of these decreases in the labor supply is the easiest to predict?

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

Correct!
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

Correct!

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

Wrong! The right answer was c).

49) ________ is the right to make decisions, to direct the work of others and to give orders?

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

Wrong! The right answer was b).

50) Which of the following is considered a qualitative approach to job analysis?
MGT501 - HUMAN RESOURCE MANAGEMENT MCQS
Solved by
SHINING STAR ($$)

• a) Position analysis questionnaire
b) Interviews
c) Department of Labor approach
d) Functional job analysis

• Most line managers are responsible
Select correct option:
- line functions
- coordinative functions
- staff functions
- all of given option

• Which of the following is mandatory for the formation of an organization?
Select correct option:
- An individual
- Two or more individuals
- A proprietor
- An employee

• Which of the following is not a component of Attitude?
Select correct option:
- Cognitive Component
- Affective Component
- Behavioral Component
- None of the above

• Atif’s job is to recognize problem areas and implementing solutions. He is also responsible to select critical information from masses of data to direct the organization in the world of overflowing information. Which of the following skills are required to perform his job effectively?
Select correct option:
- Conceptual skills
- Human skills
- Technical skills
- Interpersonal skills

• Groups and Teams are _______
Select correct option:
- One and the same things
- Different things
• Which of the following statement best reflects the Job analysis?
  Select correct option:
  Conceptual process
  Written statement
  Recruitment method
  Legal clause
• Which of the following is a stated outcome of 'Job Analysis'?
  Select correct option:
  Job description
  Job specification
  Job evaluation
  All of the given options
• An organization that carries out welfare projects in the locality where its business exists other than its core business activity is:
  Select correct option:
  Socially Responsible organization
  NGO
• __________________ application of HRIS includes development & modification of HR plans.
  Select correct option:
  Administrative
  Operational
  Strategical
  Functional
• Which one is not the component of the staffing function?
  Select correct option:
  Recruitment
  Strategic human resource planning
  Staffing
  Training and development
• Question # 1 of 10 ( Start time: 08:20:58 PM ) Total Marks: 1
  Organizational commitment can be developed through promoting
  Select correct option:
  Shared Values page 48 corporate culture
  Employee incentives Bonuses None of the above
• Question # 2 of 10 ( Start time: 08:21:40 PM ) Total Marks: 1
  Manager whose organizational function contributes directly to the achievement of organizational output at assembly line is called:
  Select correct option:
  Line manager page # 50 line authority
  Staff manager Personnel manager CEO
• Question # 3 of 10 ( Start time: 08:22:06 PM ) Total Marks: 1
  _______________ is achieved by combining capital, raw material & human resource by
an organization.
Select correct option: Sales Capital Input
Output all above are inputs and their mixture will result in output
Question # 4 of 10 (Start time: 08:22:54 PM) Total Marks: 1
The activities aimed at improving the internal work of teams is referred as
Select correct option:
Team Building page # 197
Team Forming Team improving None of the above
Question # 5 of 10 (Start time: 08:23:39 PM) Total Marks: 1
Following are the functions of human resource information system except?
Select correct option: Job descriptions and job specifications
Track hazardous materials. It tells only about human related info
swot analysis Compliance with EEO legislation
Question # 6 of 10 (Start time: 08:24:31 PM) Total Marks: 1
Formal organizations are _______ organizations.
Select correct option:
Structured
Unstructured Irrational Spontaneous
Question # 7 of 10 (Start time: 08:24:52 PM) Total Marks: 1
Which of the following statement more accurately defines the committed workforce?
Select correct option: They are always on time They are very hard working
They do their job as if they own the company
They do their jobs without any mistake
Question # 8 of 10 (Start time: 08:25:52 PM) Total Marks: 1
How often HR planning process is implemented within an organization?
Select correct option:
Continuously
Annually Bi-annually Quarterly
Question # 9 of 10 (Start time: 08:26:09 PM) Total Marks: 1
Quality oriented organizations always try to match the organization’s goals with the:
Select correct option: Sales of products Supply of raw material Abilities
of employees
Advent of new technology
Question # 10 of 10 (Start time: 08:26:50 PM) Total Marks: 1
Which of the following is not a component of the organization?
Select correct option: Task People Structure
None of above
Question # 1:
The process of ensuring that a qualified person is available to assume a managerial
position once the position is vacant is called:
Succession Planning page # 59
Succession Development
Human resource planning
None of the given option
Question # 2:
Which of the following is NOT a source for both Skill and Ability?
Knowledge
• Learning
• Experience
• None of the above

Question # 3:
HR department became the main force behind all changes during:
• Mechanistic period
• Catalytic period
• Organistic period
• Strategic period

Question # 4 of 10 (Start time: 08:31:46 PM) Total Marks: 1
Which of the following is NOT a function of HRM?
• To Attract People
• To Develop People
• To Motivate People
• None of these

Question # 5 of 10 (Start time: 08:32:32 PM) Total Marks: 1
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

Question # 6 of 10 (Start time: 08:33:38 PM) Total Marks: 1
HRM has a ______ link with the corporate strategy of the organization.
• Select correct option:
  Direct
  Indirect

Question # 7 of 10 (Start time: 08:34:07 PM) Total Marks: 1
Redesigning of an organization's processes, from materials Acquisition, to production, to marketing and distribution is called:
• Select correct option:
  Innovation
  Restructuring
  Reengineering
  Supply chain management

Question # 8 of 10 (Start time: 08:34:53 PM) Total Marks: 1
Groups and Teams are ______
• Select correct option: One and the same things
  Different things page # 23

Question # 9 of 10 (Start time: 08:35:21 PM) Total Marks: 1
Which of the following is the main focus of Organizational Behavior?
• Select correct option: Society
  Stockholders
  People at work
  Union

Question # 10 of 10 (Start time: 08:35:52 PM) Total Marks: 1
The basic OB model suggests the study of the organization at ________ levels
• Select correct option:
  Organization, group and individual
  group, individual and hierarchical
  Organization, group and
Many studies have shown that people are more committed to their jobs if:

- They work in isolation
- Their participation is valued
- They have high rank in the hierarchy
- They become the part of union

Org abs is facing unforeseen problems. Management has assigned the responsibility to AHMED for taking corrective measures to confiscate the problems. He is playing the role of:

- Monitor
- Spokesperson
- Disseminator
- Disturbance handler

The term "Cost of human resource" is used in spite of which of the following option?

- Cost of production
- Rate of absenteeism
- Complicated technology
- Outdated equipment

Which of the following is true?

- All the Teams are Groups but every group is not a Team
- All the Teams are not Groups but every group is a Teams

Which of the following reflects the relationship between MIS & HRIS?

- Both are same
- MIS is one aspect of HRIS
- HRIS is one aspect of MIS
- No relationship exists

The process which is used to fulfill any or all firms future positions from maintenance clerk to CEO is called:

- Human resource planning
- Planning
- Employment forecasting
- Strategic planning

Which one is the quality of informal group?

- Departmental None of given option
- Their participation is valued
- They have high rank in the hierarchy
- They become the part of union
They are social in nature. page # 22
They have designated work assignments.
They established by the organizations.
They have predefined norms.

Question # 4 of 10 (Start time: 08:43:47 PM) Total Marks: 1
Which of following area is not covered under the study of OB?

Select correct option:
Perception

Learning
Compensation
Motivation

Question # 9 of 10 (Start time: 08:44:49 PM) Total Marks: 1
HR Specialist May be a
Select correct option:
human resource executive
manager
non-manager

all given option page # 52

Question # 10 of 10 (Start time: 08:45:21 PM) Total Marks: 1
Which one is the correct statement?
Select correct option:

A group is not always a team.
A group is always a team
The term Group and teams are interchangeable
Teams and groups are synonyms

Question # 7 of 10 (Start time: 08:46:43 PM) Total Marks: 1
Brain Drain is term that refers to:
Select correct option:
The lose of intellectual capital from the organization
The decline in the mental capacity of the work force
The decline in the skills of the work force
None of the above

Question # 8 of 10 (Start time: 08:47:15 PM) Total Marks: 1
which of them are known as simple work teams, consist of eight to ten volunteers from a
common work area who meet to find solutions to specific problems.
Select correct option:
virtual teams
Cross Departmental Team
Process teams

Quality circles page # 24

Question # 9 of 10 (Start time: 08:47:56 PM) Total Marks: 1
Which of the following is a term that concerns with the development of the employees so
that they may take immediate decision without resorting or waiting for the orders of the
superiors?
Select correct option:
Empowerment
Centralization
• Fringe Benefits
• None of the above
• Question # 10 of 10 (Start time: 08:48:41 PM) Total Marks: 1
• Which one statement is true about the teams?
• Select correct option:
• Team members are not accountable at all.
• **Team members hold themselves to be mutually accountable. Page # 23**
• Team’s members are concerned with individual accountability.
• None of them
• Question # 1 of 10 (Start time: 08:50:39 PM) Total Marks: 1
• Which one is true statement about groups?
• Select correct option:
• **A group in itself does not necessarily constitute a team.**
• A group is always a team.
• A group is like a team.
• Team and groups are same.
• Question # 2 of 10 (Start time: 08:51:13 PM) Total Marks: 1
• I think my friend is kind, charismatic, and funny. This statement shows
• the ___ component of attitude:
• Select correct option:
• Affective
• Behavioral
• **Cognitive thinking is just cognitive , feeling is affective, page # 17**
• Affective and cognitive
• Question # 3 of 10 (Start time: 08:52:14 PM) Total Marks: 1
• Strategic human resource management play its role in following areas except:
• Select correct option:
• Environmental scanning
• Strategy formulation
• Competitive intelligence
• **Advertisement planning see page 61,62**
• Question # 4 of 10 (Start time: 08:53:26 PM) Total Marks: 1
• In which function the manager distributes authority among the workers.
• Select correct option:
• Planning
• Leading
• Controlling
• None of given option
• Question # 5 of 10 (Start time: 08:54:08 PM) Total Marks: 1
• An Affirmative action is:
• Select correct option:
• **An attempt to eliminate the effects of past discrimination**
• An attempt to sort out those who violate the code of conduct
• Question # 6 of 10 (Start time: 08:54:33 PM) Total Marks: 1
• Rules & policies are designed to protect:
• Select correct option:
• Employees
• Employers
• Managers
• All of the above mentioned

Question # 7 of 10 (Start time: 08:55:05 PM) Total Marks: 1
Personnel Management and Human Resource Management are:
Select correct option:
Different things
One and the same things page # 28

Question # 8 of 10 (Start time: 08:55:53 PM) Total Marks: 1
Organizations should set the _ goals:
Select correct option:
Attainable
Ambiguous
Uncertain
Random

Question # 9 of 10 (Start time: 08:56:50 PM) 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 see page 45

Question # 10 of 10 (Start time: 08:57:34 PM) Total Marks: 1
Which of the following is NOT an Environmental Challenge for HRM?
Select correct option:
Work Force Diversity
Technology
Globalization
Improving Quality

Question # 1 of 10 (Start time: 08:59:45 PM) Total Marks: 1
Which of the following terms correctly represents different types of managers?
Select correct option:
Executive, CEO, director
Dimensional, functional, strategic
Tactical, operational, functional

Tactical, operational, strategic see page # 8,9

Question # 2 of 10 (Start time: 09:00:45 PM) Total Marks: 1
Which of them is not the reason of restructuring?
Select correct option:
Market dominance
Economies of scale
Technological advances

Earning per share

Question # 3 of 10 (Start time: 09:01:53 PM) Total Marks: 1
A system that prohibits interaction with the world outside is termed as ________
Select correct option:
- **Closed System**
- **Open System**
- **Negative reaction of men for the career development of women is an Example of**
- **Biasness**
- **Backlash**
- **Resentment**
- **Backlash and discrimination**

**Question # 4 of 10 ( Start time: 09:02:26 PM ) Total Marks: 1**
- Select correct option:

**Question # 6 of 10 ( Start time: 09:03:56 PM ) Total Marks: 1**
- All the activities performed within an organization are:
- Select correct option:

**Question # 7 of 10 ( Start time: 09:04:29 PM ) Total Marks: 1**
- Which of the following is not a function of HRM?
- Select correct option:

**Procurement** [http://humanresource-power.blogspot.com/2010/10/procurementfunction.html](http://humanresource-power.blogspot.com/2010/10/procurementfunction.html)

**Question # 8 of 10 ( Start time: 09:05:14 PM ) Total Marks: 1**
- Within an Organizations people work:
- Select correct option:

**Question # 9 of 10 ( Start time: 09:06:06 PM ) Total Marks: 1**
- Organizational Citizenship is related with the:
- Select correct option:

**None of the above**

**Question # 10 of 10 ( Start time: 09:06:40 PM ) Total Marks: 1**
- A staff handbook is a reference tool for managers and staff. The handbook contains the information:
- Select correct option:

- Briefing and induction
• all of given options
• Who is responsible to take corrective actions in response to unforeseen problems?
• Select correct option:
  • Liaison
  • Disturbance-handler
• Figurehead
• Decisions are made at the management level with __________ authority.
• Select correct option:
  • Functional
  • Line
  • Staff
  • Operational
• For calculating future staffing needs Ahmed the human resource manager at ABC is computing the number of employees in his firm at the end of each of last five years. Which of following forecasting method is being used by him?
• Select correct option:
  • Trend analysis
  • Regression analysis
  • Ratio analysis
  • None of them
• Authority is classified among __________ levels of categories.
• Select correct option:
  • 2
  • 4
  • 6
  • 3 page # 50
• Which of the following are the 3 basic sets of skills, managers should possess?
• Select correct option:
  • Technical, interpersonal, conceptual
  • Human, conceptual, interpersonal
  • Interpersonal, technical, human
  • Technical, professional, mechanical
• PIA fully sponsors Al-Shifa Trust, which offers aid and rehabilitation services to special children. At the same time PIA is providing help to non profit organizations. This is:
• Select correct option:
  • Liability of PIA
  • Duty OF PIA
• Social responsibility of PIA
• Which one of the following is Not a benefit of workforce diversity?
• Select correct option:
  • More innovation
  • Better Problem solving
  • Diversity Training
• Greater system flexibility
• For minorities or the affected classes, __________ is much fruitful than equal opportunity employment.
• Select correct option:
• **Affirmative Action** page # 54
  Workforce Diversity
  Merit based Selection
  None of the above
  Unofficial part of an organization formed on the basis of common interests is known as:
  Select correct option:
  Formal organization
  **Informal organization**
  Bureaucratic organization
  Virtual organization
  Which of the following discipline deals with the impact of individual’s behavior in an organization?
  Select correct option:
  Organizational culture
  Organizational norms
  **Organizational behavior**
  Organizational rules
  Question # 1 of 10 ( Start time: 09:16:39 PM ) Total Marks: 1
  A manager's function is classified as line or staff based on the organization’s:
  Select correct option:
  **Objectives page # 50**
  Vision Services Product
  Question # 2 of 10 ( Start time: 09:17:27 PM ) Total Marks: 1
  The basic unit of an organization is ______
  Select correct option: Individual Group Team All of the above
  Question # 4 of 10 ( Start time: 09:19:03 PM ) Total Marks: 1
  Which of the following areas are affected by the reengineering?
  Select correct option: Cost Quality Speed
  All of the above
  Question # 5 of 10 ( Start time: 09:19:29 PM ) Total Marks: 1
  An organization that carries out welfare projects in the locality where its business exists other than its core business activity is:
  Select correct option:
  **Socially Responsible organization**
  NGO
  Question # 7 of 10 ( Start time: 09:21:14 PM ) Total Marks: 1
  ______ is termed as the "right arm of the top executive."
  Select correct option: staff manager line manager
  personnel manager page # 50 Secretary
  Question # 8 of 10 ( Start time: 09:21:51 PM ) Total Marks: 1
  Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:
  Select correct option: Equal employment opportunity
  **Affirmative action**
  HR planning Litigation process
  Question # 9 of 10 ( Start time: 09:22:17 PM ) Total Marks: 1
  Which of the following is the function performed by the line managers?
Select correct option: Line functions Coordinative functions Some staff
functions
All of the given
Employment of which resource is a competitive factor for organizations.
Select correct option:
Land
Money
Workforce
Technology

Question # 2 of 10 (Start time: 09:26:02 PM) Total Marks: 1
Deciding whether Mom and Pop’s superstore will compete with enormous markets
head-to-head by building similar superstores is an example of
Select correct option:
Strategic planning
Tactical planning
Operational planning
All of the given options

Question # 3 of 10 (Start time: 09:27:11 PM) Total Marks: 1
Manager has authorized the worker to make his own schedule. This is the example of
Select correct option:
Controlling Planning
Empowerment
Planning and organizing

To see the value of workforce diversity

To analyze the efficiency of organization
To become more effective in society

Question # 8 of 10 (Start time: 09:32:24 PM) Total Marks: 1
HR responsibilities of staff managers include
Select correct option:
assistance in hiring
rewarding, counseling assistance in promotion

all given option
Question # 10 of 10 (Start time: 09:33:26 PM) Total Marks: 1
Large organizations often have development programmes with an aim to:
Select correct option:
Prepare employees for higher level responsibilities within the organization
Give employees the skills and knowledge to perform their current jobs
Monitor employee performance to ensure that it is at acceptable levels
Help a new employee adjust himself to the new job and the employer

Question # 2 of 10 (Start time: 09:50:20 PM) Total Marks: 1
The mass movement of technically skilled people from one country to another is known
as:
Select correct option:
• Immigration
• Brain drain
• Transfer
• Shifting

Question # 3 of 10 (Start time: 09:50:49 PM) Total Marks: 1
HRIS helps managers to perform ____________ more effectively & systematically.
Select correct option:
• Management functions
• Controlling functions
• Planning functions

HR functions
Question # 4 of 10 (Start time: 09:51:19 PM) Total Marks: 1
Which of the following is mandatory for the formation of an organization?
Select correct option:
• An individual
• Two or more individuals
• A proprietor
• An employee

Question # 6 of 10 (Start time: 09:52:11 PM) Total Marks: 1
Human Resource Management starts with ______
Select correct option:
• HR Planning
• Recruitment
• Selection
• None of the above

Question # 7 of 10 (Start time: 09:52:39 PM) Total Marks: 1
__________ managers develop organizational wide goals.
Select correct option:
• Middle-level
• First-line level
• Low-level
• Top-level

Question # 8 of 10 (Start time: 09:53:03 PM) Total Marks: 1
Main source of creating difference among organizations is:
Select correct option:
• Human resource
• Physical resources
• Modern technology
• Heavy budgets

Question # 9 of 10 (Start time: 09:53:30 PM) Total Marks: 1
How do companies facilitate workforce diversity?
Select correct option:
• By relying on external support systems for minority workers
• By encouraging employees to challenge beliefs and values of other employees
• By organizing social activities
By reinforcing traditional values

Question # 2 of 10 ( Start time: 09:55:29 PM ) Total Marks: 1
Which of these is not a technique used to manage the surplus of the workforce?
Select correct option:
Early retirements
Creative Recruiting
Restricted hiring
Reduced hours

Question # 3 of 10 ( Start time: 09:56:32 PM ) Total Marks: 1
Rules & policies are designed to protect:
Select correct option:
Employees
Employers
Managers
All of the above mentioned

Question # 4 of 10 ( Start time: 09:57:05 PM ) 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 # 5 of 10 ( Start time: 09:57:28 PM ) Total Marks: 1
When Personal manager exerted the authority as a coordinator of personal activities he is acting like:
Select correct option:
Right arm of top executive page # 50
Top executive
Staff manager
Right arm of staff manager

Question # 6 of 10 ( Start time: 09:58:38 PM ) 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 # 7 of 10 ( Start time: 09:59:01 PM ) Total Marks: 1
Within an Organizations people work:
Select correct option:
Individually
In hierarchy
Separately
Independently

Question # 9 of 10 ( Start time: 10:00:23 PM ) Total Marks: 1
Which one of the following is an outcome of 'organizing' function of management?
Select correct option:
Organization's strategy

Motivation & commitment
Organization's structure
Performance measurement

Question # 10 of 10 (Start time: 10:01:50 PM) Total Marks: 1
Organizational basic components are:
Select correct option:
Machinery, people, office building
People, purpose, structure
People, structure, finances

People, strategies, resources
Question # 1 of 10 (Start time: 10:02:27 PM) Total Marks: 1
A manager who approves the training program for employees is:
Select correct option:
Line Manager
Staff Manager these are considered HR managers
General Manager
None of the above

Question # 3 of 10 (Start time: 10:03:39 PM) Total Marks: 1
Human resource management considers organization as:
Select correct option:
Entity
Process
Person
Staffing

Question # 4 of 10 (Start time: 10:04:08 PM) Total Marks: 1
Authority is a/an _____________ force to control others' behavior.
Select correct option:
Legal
Illegal
Implied
Applied

Question # 5 of 10 (Start time: 10:04:34 PM) Total Marks: 1
Which of the following is a micro-level challenge faced by an organization?
Select correct option:
Work force diversity
Restructuring
Legislation
Technology

Question # 6 of 10 (Start time: 10:05:15 PM) Total Marks: 1
Women can not do important or heavy jobs. This is an example of:
Select correct option:
Stereotyping
Halo effect

Question # 1 of 10 (Start time: 09:36:46 PM)
Total Marks: 1
Several factors had played their role in shaping the attitudes towards human resource management during
Select correct option:
• the 1970s and 1980
• the 1950s and 1960s,
• the 1960s and 1965s
• the 1940s and 1950s
Which of them can be a possible reason of the layoff?
Select correct option:
• Lack of cash
• Lack of new projects
• Lack of material
• All of the given options

Masood: Question # 3 of 10 (Start time: 09:38:20 PM)
Total Marks: 1
Which of the following statement best defines “Recruitment”?
Select correct option:
• It is a process of attracting a number of suitable applicants
• It is selecting the best candidate for the vacancy
• It is a process of enhancing employees’ knowledge and skills
• It is used to determine the best performers in organization

Masood: Question # 5 of 10 (Start time: 09:39:50 PM)
Total Marks: 1
Human resource management is not an end in itself;
Select correct option:
• It is a self disciplinary and explanatory in nature
• It is only a means to assist the organization with its primary objectives

Masood: Question # 6 of 10 (Start time: 09:40:51 PM)
Total Marks: 1
System used to collect, record, store, analyze, & retrieve data related to an organization, is termed as:
Select correct option:
• IS (Information System)
• MIS (Management Information System)
• HRIS (Human Resource Information System)
• DBMS (Data Base Management System)

Masood: Question # 8 of 10 (Start time: 09:42:26 PM)
Total Marks: 1
To make an employment decision not on the basis of legitimate job related factors is known as
Select correct option:
• Gender discrimination
• Stereotyping

Employment discrimination see page 54
Ahmed is supervising the maneuver of whole organization, which one role is being played by him?

Select correct option:
- Tactical manager
- Operations manager
- Chief Executive
- Line manger

Which one is not true about the Re-engineering?

Stress level may be magnified
Conflict level may get severe
It may leave the employees confused and angry
People remain unaffected

Following are the different types of group roles Except:

- Task-oriented roles
- Relationship-oriented roles
- Informational roles
- Individual roles

Now many organizations are seeking help from outside parties to handle online order fulfillment instead of handling their own operations. This is known as:

- Order fulfillment
- Outsourcing
- Job sharing
Supply Chain Management

The basic unit of an organization is

Individual
Group
Team
All of the above

Which of the following component consists of a person’s beliefs, opinions, knowledge, and information?

Affective component
Cognitive component
Behavioral component
Objective component

The members of a group interact with each other to achieve a _______ objective

Particular/Shared
Different

Aslam is working in the ABC Company. He is performing the tasks in a wide variety of human resource related areas. He is performing the role of:

HR Generalists
Coordinator
Line Manager
HR Specialist

Which of the following is not a type of role?

Task oriented Role
Relationship Oriented Role
Individual Role
None of the above

Productivity = __________.

*Effectiveness x Efficiency*
*Effectiveness / Efficiency*
*Effectiveness – Efficiency*
*Effectiveness + Efficiency*

Rajesh, who is a Hindu, applies for a job at ABC Company. The interviewer says that WE hire Muslims only and we do not hire Hindu. Making this distinction:

*Is not allowable discrimination on the basis of religion*
*It’s not the act of discrimination*
*It’s more likely favoritism*
*Discrimination is allowed at the interview stage of recruitment*

**Which of the following is NOT one of the methods of recruiting outside candidates?**

Select correct option:

*Job advertisements*
*Job postings 76 job posting is the part of internal component*
*Employment agencies*
*Executive recruiters*

5. **Periodic reductions in a company’s work force to improve its bottom Line-often**
The act of reorganizing a company for the purpose of making it more efficient and therefore more profitable is known as:

Select correct option:

Redesigning
Restructuring
Designing
Reengineering

Which of the following term is used as the indicator of missing information by the applicant while making selection decision?

Select correct option:

Red flag
Red alert
High alert
Alarming situation

Which one is the correct statement?

Select correct option:
A group is not always a team. 23
A group is always a team
The term Group and teams are interchangeable
Teams and groups are synonyms

9. HR Specialist May be a
Select correct option:
human resource executive
manager
non-manager

all given option pg 52

10. Which of the following best defines recruitment in an organization?
Select correct option:
Forecast the supply of outside candidates
Develop an appropriate applicant pool
Determine the importance of job applicants

All of the given options

11. HR department became the main force behind all changes during:
Select correct option:
Mechanistic period
Catalytic period
Organistic period
Strategic period

12. Productivity = __________.
Select correct option:

Effectiveness x Efficiency
Effectiveness / Efficiency
Effectiveness - Efficiency
Effectiveness + Efficiency

13. How often HR planning process is implemented within an organization?
Select correct option:

Continuously
Annually
Bi-annually
Quarterly

14. 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

15. Formal organizations are ________ organizations.
Select correct option:

Structured
Unstructured
Irrational
16. sweetlook44: 'Fair employment legislation' is applicable to which of the following?
Select correct option:
Collective bargaining
Planning & selection
Training & development
Grapevine network

17. sweetlook44: The cognitive component consists of a person’s:
Select correct option:
Emotions
Knowledge
Attitude
Feelings

18. Which of the following is not a component of Attitude?
Select correct option:
Cognitive Component
Affective Component
Behavioral Component
None of the above

19. sweetlook44: The manager’s responsible to specify the qualifications employees need to fill specific positions is
Select correct option:
20. sweetlook44: The ability to think about abstract & complex situations is referred as:
Select correct option:
Technical skill
Interpersonal skill
Conceptual skill
Mechanical skill

21. sweetlook44: All the organizational activities are directed towards the achievement of:
Select correct option:
Individual goals
Common goals
Country-wide goals
Diverse goals

22. Followings are included in contingent workers EXCEPT:
Select correct option:
Part-timers
Contractors
Directors
23. sweetlook44: Job specification concentrates on which of the given aspects?
Select correct option:
KSA of an individual
Job worth in an organization
Job duties & responsibilities
None of the given options

24. sweetlook44: Career counseling is included in which of the functions of HRM?
Select correct option:
Compensation & benefits
Planning and selections
Training & development
Maintaining HRIS

25. sweetlook44: For an organization to survive and prosper, There ______
harmony between the HRM and organizations corporate strategy.
Select correct option:
Must be
Must NOT be

26. sweetlook44: several factors radically changed attitudes towards human
resource information systems during
Select correct option:
During the 1960s and 1970s
During the 1970s and 1980s
During the 1990s and 2000s
During the 1950s and 1960s

27. sweetlook44: Which of the following skills are required most by the Top-level managers?
Select correct option:
Technical skills
Interpersonal skills
Conceptual skills
All of the given options

28. sweetlook44: Which is the procedure through which we determine the duties and nature of the jobs and the kinds of people who should be hired for them.
Select correct option:
Job evaluation
Job analysis
Job specification
Job description

29. The process of discovering potential candidates for actual or anticipated organizational vacancies is known as:
Select correct option:
HR planning
Job analysis
Recruitment
Selection
Which of the following term is said to be a part of Organizational Structure?

Select correct option:

- Goal attainment
- Hierarchy level
- Performance standards
- Supporting staff

Question # 6 of 15 ( Start time: 08:10:43 PM ) Total Marks: 1

Atif’s job is to recognize problem areas and implementing solutions. He is also responsible to select critical information from masses of data to direct the organization in the world of overflowing information. Which of the following skills are required to perform his job effectively?

Select correct option:

- Conceptual skills
- Human skills
- Technical skills
- Interpersonal skills

30. Organization Behavior deals with:

Select correct option:

- Budget of the Organization
- Structure of the Organization
- Individual Behavior
- None of the above

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.

Select correct option:

Performance

Gaps

Effectiveness

Discrepancies

Which of the following constraints does not affect the recruiting efforts?

Select correct option:

Attractiveness of the job

Image of the organization

Internal organizational policies

None of the given options

__________________ is an obligation to perform certain tasks/activities.

Select correct option:

Duty

Responsibility

Position

Work

Question # 14 of 15 (Start time: 08:16:49 PM) Total Marks: 1

Personnel Management and Human Resource Management are:

Select correct option:

Different things
One and the same things

Question # 15 of 15 (Start time: 08:18:18 PM) Total Marks: 1

Which one of the following is a common drawback of conducting interviews?

Select correct option:

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

Which of the following is mandatory for the formation of an organization?

Select correct option:

An individual

Two or more individuals

A proprietor

An employee

me: b

31. All the activities performed within an organization are:

Select correct option:

Independent

Arbitrary

Random

Interdependent

32. All of the following are sources of workforce diversity, EXCEPT:

Select correct option:
Age
Gender
Education

Resentment

33. Which one is not the component of the staffing function?
Select correct option:
Recruitment
Strategic human resource planning
Staffing
Training and development

34. The managers create staff authority functions to support, assist, advice, and generally reduce some of the informational burdens they are known as
Select correct option:
line manager
personnel manager
Top executive
none of given option

35. 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
1. **Methods of Collecting Job Analysis Information include**

Select correct option:

- Interview
- Questionnaire
- Logs
- **all of given option**

36. **System used to collect, record, store, analyze, & retrieve data related to an organization**, is termed as:

Select correct option:

- IS (Information System)
- MIS (Management Information System)
- **HRIS (Human Resource Information System)**
- DBMS (Data Base Management System)

37. **Which term focus on the differences and similarities among the workforce?**

Select correct option:

- Variety
- **Diversity**
- Uniformity
- Harmony

38. **The basic unit of an organization is _______**

Select correct option:

- Individual
- **Group**
Team
All of the above

2. A larger work segment composed of several tasks that are performed by an individual.
Select correct option:
Responsibility
Duty
Job
Liability

39. Within an Organizations people work:
Select correct option:
Individually
In hierarchy
Separately
Independently

40. For an organization to survive and prosper, There ____ harmony between the HRM and organizations corporate strategy.
Select correct option:
Must be
Must NOT be

41. _______________ assists organizations, its managers, and organizational staff.
Select correct option:
Marketing department
Finance department
HR department
Production department

42. **Brain Drain is term that refers to:**

Select correct option:

- The lose of intellectual capital from the organization
- The decline in the mental capacity of the work force
- The decline in the skills of the work force
- None of the above

43. **Which one of the following is Not included in 'Training and Development'?**

Select correct option:

- Employee orientation
- Career development
- Employee education
- HRIS maintenance

44. **Due to the increase in the importance and role of HRM, HR manager needs to be**

a ________

Select correct option:

- Dynamic person, Quick and responsive to new trends
- A good labor union leader
- A good communicator with the top management
- None of the above
45. The process of ensuring that a qualified person is available to assume a managerial position once the position is vacant.

Select correct option:
- Succession Planning
- Succession Development
- Creative Recruiting
- none of given option

46. According to which of the following term jobs that have similar demands in terms of skills, knowledge & abilities should be placed in common compensation groups?

Select correct option:
- Job evaluation
- Job analysis
- Job description
- Job specification

47. Which aspect of human resource management is concerned with the collective bargaining of labor union?

Select correct option:
- Stockholder relations
- Industrial relations
- Personnel relations
- Employee relations

48. Which of the following act represents a situation in which employment decisions
are NOT effected by illegal discrimination?
Select correct option:

Fair employment
Legal compliance
Litigation process
Affirmative action

49. Which of the following recruitment method provides a platform to multiple employers to attract large number of applicants?
Select correct option:
Job offer
Job fair
Job festival
Job listing

50. The relationship among organizational people, required for a particular job is identified by which of the given term?
Select correct option:
Job title
Job evaluation
Job analysis
Job worth

51. Impact of individuals' behavior in an organization is studied under:
Select correct option:
Organizational culture
Organizational norms

Organizational behavior

Organizational rules

52. Authority is a/an ____________ force to control others’ behavior.

Select correct option:

- Legal
- Illegal
- Implied
- Applied

53. The authority exerted by a personnel manager is

Select correct option:

- Line Authority
- Staff Authority
- **Functional Authority**

Authority given by Organization

54. A manager’s function is classified as line or staff based on the organization’s

Select correct option:

- Vision
- Flow of authority
- objectives
- **none of given option**

55. Set organizational goals, should be:

Select correct option:
56. Which one method mostly provide an opportunity to reach the large pool of applicant

Select correct option:

- Visiting colleges
- Word of mouth
- Job posting on internet
- All of given options

57. Ratio of outputs to inputs is known as:

Select correct option:

- Performance
- Effectiveness
- Motivation
- Efficiency

58. standardized method for rating, classifying, and comparing virtually every kind of job based on data, people, and things is known as

Select correct option:

- Department of Labor Procedure
- Position Analysis Questionnaire
- Functional job analysis
59. Most line managers are responsible for

Select correct option:

- staff functions
- not for staff functions
- for some staff functions

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

Select correct option:

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

61. 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?

Select correct option:

- Selection
- Recruitment
- Staffing
- Enrollment

62. Which of the following skill/s is/are required for an effective team?

Select correct option:
Problem-solving skills
Technical skills
Interpersonal skills
All of the given options

63. The members of a group interact with each other to achieve a _____ objective
Select correct option:
Particular/Shared
Different

64. The document which is used to assess whether someone has the right qualities and Experience for the job is known as
Select correct option:
Job description
Job specification
Job profile
None of given option

65. The relationship among organizational people, required for a particular job is identified by which of the given term?
Select correct option:
Job title
Job evaluation

66. Which one statement is true about internal equity in compensation system?
Select correct option:
This means that as job rates are set, they are determined on such dimensions As
67. **Which one is not the type of contingent workers?**

Select correct option:

Part time workers  
Core workers  
Contract workers  
Temporary workers

68. **Opportunities & Threats are _________________ to an organization.**

Select correct option:

Important  
Internal  
Central  
External

69. **Which one of the following is Not included in 'Training and Development'?**

Select correct option:

Employee orientation  
Career development  
Employee education  
**HRIS maintenance**
70. Which of the following best defines recruitment in an organization?

Select correct option:

Forecast the supply of outside candidates
Develop an appropriate applicant pool
Determine the importance of job applicants

All of the given options

71. Human resource management is not an end in itself;

Select correct option:

It is a self-disciplinary and explanatory in nature
It is only a means to assist the organization with its primary objectives
It provides direction to the corporate-level business policy
It is a mean to keep an eye on production and distribution operations

72. In which of the following area organizations are legally bound to maintain consistency in HR policies?

Select correct option:

Compensation system
Training & development
Safety measures
None of the given options

73. Most line managers are responsible

Select correct option:

line functions
coordinative functions
74. Which of the given term represents the liability of an employer, created due to appointing an incapable applicant for a particular position as a result of an improper background investigation of that applicant?

Select correct option:

- Negligent hiring
- Inattentive hiring

75. How many levels of management are in a traditional organization?

Select correct option:

- 5
- 3
- 84

76. According to which of the following theory we can learn through observations and through our personal experiences?

Select correct option:

- Operant conditioning
- Social learning
- Personality development
- None of the given options

77. 'Human Relation Approach' was emerged during:

Select correct option:

- 1930-40
78. **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**

79. **Following are all included in 'Statistical Approach' of forecasting EXCEPT:**

Select correct option:

Trend analysis

**Sensitivity analysis**

Ratio analysis

Regression analysis

80. **Currently one of the major characteristics of HRM is the importance of**

**adopting a/an ____________ approach.**

Select correct option:

Organistic

**Strategic**

Catalytic

None of the given options

**DATE : 1-11-2010**
A note of appreciation for an employee is an example of ____.

Select correct option:

Pay
Benefits
Non-Financial Rewards
None of the above

81. Manufacturing was the main concern of personnel department during:

Select correct option:

Mechanistic period
Catalytic period
Organistic period
Strategic period

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

Select correct option:

Information collector roles
Task oriented roles
Relationship oriented roles
Individual roles

83. Career counseling is included in which of the functions of HRM?

Select correct option:
84. Which of the following is not a function of management

Select correct option:

- planning
- organizing
- controlling
- politics

85. Which one of the following is Not a benefit of workforce diversity?

Select correct option:

- More innovation
- Better Problem solving
- Diversity Training
- Greater system flexibility

86. In which of the following area organizations are legally bound to maintain consistency in HR policies?

Select correct option:

- Compensation system
- Training & development
- Safety measures
- None of the given options
87. Which of the following statement describes human resource management in an organizational setting?

Select correct option:

- It includes management of machines, materials, money and credit
- It consists of a process of promoting, selling, and distributing products or services
- It tries to match an organization’s needs to the skills and abilities of its employees
- It includes interlocking functions of formulating corporate-policy and its implementation

88. Which of the following role a manager performs as a Resource allocator?

Select correct option:

- Interpersonal role
- Decisional role
- Informational role
- Supportive role

89. Authority is a/an ______________ force to control others’ behavior.

Select correct option:

- Legal
- Illegal
- Implied
- Applied

90. The employees belonging to same gender or color or any other common attribute are usually found to communicate with other employees from the same gender or color. This refers to:

Select correct option:
91. The members of a group interact with each other to achieve a ______ objective
Select correct option:

- Particular/Shared
- Different

92. Main source of creating difference among organizations is:
Select correct option:

- Human resource
- Physical resources
- Modern technology
- Heavy budgets

93. Human resource management is not an end in itself;
Select correct option:

- It is a self disciplinary and explanatory in nature
- It is only a means to assist the organization with its primary objectives
- It provides direction to the corporate-level business policy
- It is a mean to keep an eye on production and distribution operations

94. HRM has a ______ link with the corporate strategy of the organization.
Select correct option:

Direct

Indirect

95. How do companies facilitate workforce diversity?

Select correct option:

By relying on external support systems for minority workers
By encouraging employees to challenge beliefs and values of other employees
By organizing social activities
By reinforcing traditional values

96. According to which of the following theory we can learn through observations and through our personal experiences?

Select correct option:

Operant conditioning

Social learning

Personality development

None of the given options

97. 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

98. Which of these functions is affected by external influences?

Select correct option:

- Staffing
- Development
- Maintenance

All of given options

99. The Corporate Culture of an organization is its ________ factor.

Select correct option:

- Internal
- External

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

Select correct option:

- Redesigning
- Restructuring
- Organizational designing
- Reengineering

101. Which of the following is MOST important to manage workforce diversity?

Select correct option:

- Lower cohesiveness
Support group

Top-level commitment

Resistance to change

102. Groups and Teams are ________

Select correct option:

One and the same things

Different things

Quiz 1

103. Organizational basic components are:

Select correct option:

Machinery, people, office building

People, purpose, structure

People, structure, finances

People, strategies, resources

104. 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:

Select correct option:

Management of uniformity

Variety management

Managing stereotypes

Diversity management

105. The term “People” is one of the components of an organization which
106. The Government for the first time has reserved a specific number of seats in the National Assembly for females. This practice of the Government is an example of:

Select correct option:
- Affirmative Action
- Equal Employment Opportunity
- Social Responsibility
- None of the above

107. Values are important to organizational behavior because they:

Select correct option:
- Are considered as an integral part of culture
- Help to understand the attitudes and motivation
- Form the supporting foundation for the study of ethics
- Allow the study of alignment of organizational policies

108. An organization that carries out welfare projects in the locality where its business exists other than its core business activity is:
109. **hazeleyezgirl**: An Affirmative action is:

Select correct option:

- An attempt to eliminate the effects of past discrimination
- An attempt to sort out those who violate the code of conduct

110. **hazeleyezgirl**: People can be more productive while working in:

Select correct option:

- Isolation
- Groups
- Crowd
- None of the given options

111. **hazeleyezgirl**: Who is said to be responsible for task allocation in order to fulfill the organizational goals?

Select correct option:

- Stockholders
- Stakeholders
- Managers
- Investors

112. **hazeleyezgirl**: Which of the following involves holding beliefs about people that place them in categories for recognizing and accepting differences?

Select correct option:
113. hazeleyezgirl: Value statements, either favorable or unfavorable, concerning people, events, or objects are known as
Select correct option:
- Behavior
- Perception
- **Attitudes**
- Norms

114. hazeleyezgirl: The basic unit of an organization is _______
Select correct option:
- Individual
- **Group**
- Team
- All of the above

1. hazeleyezgirl: The Corporate Culture of an organization is its ____________
Select correct option:
- **Internal**
- External

115. Supervisors fall into the:
116. The business of the organization is going smooth. It starts a training program for its employees to improve their command over English language and the latest version of Windows Operating system.

This is an

Select correct option:

- Employee Training
- Employee Development
- Safety and Health
- None of the above

117. An attempt to solve a problem once it happens is termed as ________.

Select correct option:

- Proactive Response
- Reactive Response

118. Which of the following statement best defines “Recruitment”?

Select correct option:

- It is a process of attracting a number of suitable app
- It is selecting the best candidate for the vacancy
- It is a process of enhancing employees’ knowledge a
119. A staff handbook is a reference tool for managers and staff. The handbook contains the information about personal conduct, terms and conditions, briefing and induction, and all of the given options.

120. Currently one of the major characteristics of HRM is the importance of adopting a/an approach.

121. HR responsibilities of staff managers include assistance in hiring, rewarding, counseling, assistance in promotion, and all given options.

122. In which function the manager distributes authority among the workers?
Select correct option:

Planning
Leading
Controlling

None of given option

123. Which of the following is true?
Select correct option:

All the Teams are Groups but every group is not a Te
All the Teams are not Groups but every group is a Te

124. The primary reason for implementing affirmative action plans is
Select correct option:

White male made up majority of workers in our comp
U.S. Companies were still growing and could accomm
Legal and social coercion were necessary to bring ab
All of given options

125. Which one statement is true about internal equity in compensation system?
Select correct option:

This means that as job rates are set, they are determ
As skills, job responsibilities, effort and accountability
Internal equity not shows the fairness of pay structu
Internal equity means comparing employees with eac
None of given options
126. **Anyone, regardless of race, color, sex, religion, national origin, or age, has an equal chance for a job**

Select correct option:
- Affirmative Action
- Equal Employment Opportunity
- diversity
- diversity ,Affirmative Action

127. **Controlling the Costs is an ________ Challenge for HRM**

Select correct option:
- Organizational
- Environmental

128. **Which of the following is the major objective of training function of HRM?**

Select correct option:
- To attract qualified applicant to fill the job vacancies
- To give employees the skills and knowledge to perfor
- To help a new employee adjust himself to the new jo
- To monitor employee performance to ensure that it is

129. **Impact of individuals' behavior in an organization is studied under:**

Select correct option:
- Organizational culture
- Organizational norms
- Organizational behavior
Organizational rules

130. ________________ managers develop organizational wide goals.

Select correct option:

Middle-level
First-line level
Low-level
Top-level

131. Two important factors that affect individual productivity

Select correct option:

Ability and situation
Ability and motivation
Motivation and opportunity
Opportunity and resources

132. An organization operates in:

Select correct option:

An isolated system
A closed system
A clogged system
An open system

133. The emigration of trained and talented individuals to other nations due to lack of opportunity or other reasons is known as ____________.

Select correct option:
134. 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

135. Today's team-based organizations rely mainly

Select correct option:

Virtual Teams
process teams
Quality circles
Self-Directed

136. Career counseling is included in which of the functions of HRM?

Select correct option:

Compensation & benefits
Planning and selections
Training & development
137. HR managers are generally

Select correct option:

Staff managers
Line manager
Operational manager
Top executive

Quiz 2

138. Who is responsible to take corrective actions in response to unforeseen problems?

Select correct option:
Liaison
Disturbance-handler
Figurehead
Spokesperson

139. Due to the increase in the importance and role of HRM, HR manager needs to be a __________

Select correct option:

Dynamic person, Quick and responsive to new trends
A good labor union leader
A good communicator with the top management
None of the above

Armaan: a

140. ______________________application of HRIS includes development &
**Modification of HR plans.**

Select correct option:
- Administrative
- Operational
- Strategical
- Functional

141. Question # 6 of 15 (Start time: 10:55:59 AM) Total Marks: 1

**Larger work segment, composed of several tasks that are required to perform by an individual is known as:**

Select correct option:
- Duty
- Responsibility

142. **In which function the manager distributes authority among the workers.**

Select correct option:
- Planning
- Leading
- Controlling
- None of given option

143. **Which of the following is the major objective of training function of HRM?**

Select correct option:
- To attract qualified applicant to fill the job vacancies
- To give employees the skills and knowledge to perform their jobs effectively
To help a new employee adjust himself to the new job and the employer
To monitor employee performance to ensure that it is at acceptable levels

144. **Entrepreneurs are said to perform the:**

Select correct option:
- Interpersonal role
- Informational role
- Supportive role
- **Decisional role**

145. **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

146. **Manager has authorized the worker to make his own schedule. This is the example of**

Select correct option:
- Controlling
- Planning
- **Empowerment**
- Planning and organizing
A manager who assists a senior manager so that he/she may better perform the assigned duties is

Line manager
Staff Manager
General Manager
None of the above

The degree to which the organization's outputs correspond to the needs and wants of the external environment is termed as

Efficiency
Effectiveness

Which of the following areas are affected by the reengineering?

Cost
Quality
Speed
All of the above

Adeel is responsible for representing his organization to outsiders, which of the following role is being played by him?

Monitor
Spokesperson
Disseminator
Disturbance handler

The managers who are responsible for specifying the qualification of employees to fulfill specific position usually belong from:

HR Department
Marketing Department
Finance Department
TQM Department

Which of the following statement best defines “Recruitment”?

It is a process of attracting a number of suitable applicants
It is selecting the best candidate for the vacancy
It is a process of enhancing employees’ knowledge and skills
It is used to determine the best performers in organization