1   The modern manager has to bring employees into contact with the organization, in
     such a way, that the objectives of _____ are achieved

     1 Employees
     2 Organisation
     3 **Both groups**
     4 None of the above

2   P F Drucker remarked that ' man, of all resources available to man , can

     1 Prosper
     2 **Grow and develop**
     3 Destroy
     4 All of the above

3   Majority of people work, just to support themselves and their families

     1 False
     2 **True**

4   HRM is present in all enterprises and at all levels of management in an
     organisation. Hence it is said to have

     1 Integrating mechanism
     2 **Pervasive force**
     3 Comprehensive function
     4 None of the above

5   HRM is a multi disciplinary activity , utilizing knowledge and inputs drawn from
     Psychology, Sociology , Economics and

     1 Anthropology
     2 **Philosophy**
     3 Mathematics
     4 None of the above

6   Money, material, machinery and men are important resources of an organisation,
     but all activities are initiated and determined by

     1 Money
     2 Machinery
     3 Material
     4 **Men**

7   Personnel management covers all activities starting from planning, organizing,
     controlling procurement, development right up to

     1 Compensation
     2 Separation
     3 Transfer
     4 **None of the above**

8   Personnel Manager plays a role of _____, when he reminds management of its moral and ethical obligations to employees

     1 Counselor
     2 **Mediator**
     3 Humanitarian
     4 None of the above

9   This is a part of manpower planning

     1 **Identification of number of people and the quality needed over a period of time**
     2 Induction and orientation of employees
     3 Maintain complete data about employees
     4 None of the above

10   Personnel Manager has to carry out attitude surveys as a part of his function of

     1 Work Environment
     2 Employee satisfaction and motivation
     3 **Performance management**
     4 None of the above

11   Reduction in labour turnover, low absenteeism, lesser overtime are all signs of

     1 **Positive human resource planning**
     2 Deficient human resource planning
     3 Absence of human resource management
     4 None of the above

12   Human resource planning focuses on _____ requirements of an organisation

     1 **Future**
     2 Current
     3 Historical
     4 None of the above

13   The main purpose of human resource planning is to match or fit employee abilities to enterprise requirements, with an emphasis on _____ instead of present arrangements

     1 **Future**
     2 Past
     3 Standard
     4 None of the above

14   Management can ensure control of labour costs by avoiding both shortages & surplus of manpower through

     1 **Manpower planning**
     2 Job Descriptions
     3 Scientific recruitment
     4 None of the above

15   Manpower planning suffers from following disadvantage

1 **Changes in values, aptitude and attitude of human resources are foreseen**
2 Improvement in human resource contribution in the form of increased productivity, sales, profits etc
3 Number of vacancies required to be filled is determined without specific vacancy details
4 None of the above

16   Individuals of lesser ability can, and do, outperform their more gifted counterparts as they are

1 Well paid
2 Healthy
3 **Motivated**
4 All of the above

17   These are Safety needs of human beings

1 **Security and protection from physical or emotional harm**
2 Hunger, thirst, shelter, sex
3 Affection, sense of belonging, acceptance
4 All of the above

18   These are Self-actualisation needs of human beings

1 Security and protection from physical or emotional harm
2 **Growth, achieving one's potential and fulfillment**
3 Affection, sense of belonging, acceptance
4 None of the above

19   Affection, sense of belonging, acceptance are _____ needs of human beings

1 **Social**
2 Safety
3 Psychological
4 All of the above

20   Arrange in correct sequence these steps in performance appraisal. a] Measurement of performance, b] Establish performance standards, c] Comparison of actual performance with standards, d] Corrective action

1 a-b-c-d
2 b-c-d-a
3 **b-a-c-d**
4 None of the above

21   Most traditional methods of performance appraisal emphasise either on the task or the
1 **worker's personality**
2 Objectives
3 Relationships
4 None of the above

22   Individual goals under MBO need to be set by manager and subordinate together, while Organisational goals need to be set by

1 **Top Management**
2 Manager
3 Subordinate
4 None of the above

23   A number of pitfalls in MBO methodology are observed as

1 MBO has intrinsic deficiencies
2 **It is implemented hastily and unscientifically**
3 There is no proof about its efficacy
4 None of the above

24   Training is the responsibility of following four main groups. Responsibility for the training policy , however, rests with

1 **Top Management**
2 Personnel Department
3 Supervisors
4 Employees

25   Primary responsibility for bulk of the teaching load in the technical & professional aspects of business rests with

1 Training department
2 **Line supervisors and employees**
3 Top line executives
4 None of the above

26   Training should be conducted in the actual job environment to the _____ possible extent

1 **Maximum**
2 Minimum
3 Optimum
4 None of the above

27   Training programs can be set, based on requests from managers / supervisors. But such training has a pitfall as

1 It does not increase productivity
2 **It may have been built on faulty assumptions**
3 It may not be complete
4 None of the above

28   If the learner hasn't learnt, the teacher hasn't taught

1 True
2 **False**

29   Organisation Development is based on certain values like

      1 **Openness, trust, confrontation**
      2 Authenticity, proactivity
      3 Autonomy, collaboration
      4 All of the above

30   Organisation Development focuses on individuals to a) develop skills & knowledge, b) integrate into the organisation and c) motivate by setting goals. The correct sequence is

      1 a-b-c
      2 c-b-a
      3 **b-c-a**
      4 None of the above

31   Linkpins in Organisation Development mean

      1 Departments carrying various critical activities
      2 **Roles which connect various levels and various parts of the organisation**
      3 Managers at various levels of seniority in an organisation
      4 None of the above

32   Four phases in Organisation Development are a] culture building, b] entry, c] intervention and d] diagnosis. Their correct sequence is

      1 a-b-d-c
      2 **b-d-c-a**
      3 a-d-c-b
      4 None of the above

33   OD consultant supplements data collected through general survey, available material, etc by

      1 **Interviewing key people in the company**
      2 Questionnaires to customers
      3 Visits to statutory auditors
      4 None of the above

34   The stage, of vocalisation of need in the process of organizational change, is known as

1 Motivation
2 Diagnosis
3 **Beginning**
4 None of the above

35   The stage of framing a proposal in relation to the problems identified, in the
        process of organizational change, is known as

        1 **Action proposal**
        2 Diagnosis
        3 Deliberation
        4 None of the above

36   The stage of internalizing the change, making it a part of the organisation's normal
        life, in the process of organizational change, is known as

        1 **Stabilisation**
        2 Implementation
        3 Deliberation
        4 None of the above

37   A] Motivation, B] Deliberation, C] Implementation and D] Stabilisation are stages
        in the process of organizational change. Their correct sequence is

        1 C-A-D-B
        2 A-D-C-B
        3 **A-B-C-D**
        4 D-B-C-A

38   The role of the consultant in the process of organizational change covers _____
        function

        1 Facilitating
        2 Shock absorbing
        3 Resource sharing
        4 **All of the above**

39   This human resource issue must be considered by HRM manager, while
        formulating employment strategy.

        1 Competency building training
        2 Long term incentives
        3 **Outsourcing certain functions like canteen, office maintenance etc**
        4 None of the above

40   In current dynamic business world the most important tool for survival available
        to organisation is

        1 **Training & development**
        2 Competitive edge
        3 Compensation package
        4 None of the above

41   Adequate performance parameters and measurements are available for Human Resource Management function

        1 False
        2 **True**

42   In Benchmarking it is necessary for an organisation to compare its _____ processes, performance with others

        1 External
        2 **Internal**
        3 Customer related
        4 None of the above

43   An organisation embarking on Benchmarking can expect

        1 To be on a continuous improvement mode
        2 To build a competitive edge
        3 Breakthroughs
        4 **All of the above**

44   Identifying goal, methods, resources needed to carry out methods, responsibility and dates for completion of tasks are a few activities under

        1 **Planning**
        2 Leading
        3 Controlling or coordinating
        4 None of the above

45   Set direction for the organisation, groups and also influence people to follow that direction are a few activities under

        1 Planning
        2 **Leading**
        3 Controlling or coordinating
        4 None of the above

46   The first step in attacking a problem is to

        1 React to it
        2 Avoid it
        3 **Define it**
        4 None of the above

47   All urgent problems are important

        1 True
        2 **False**

48   SWOT is an acronym for

    1 Solve without tension
    2 Solution with over time
    3 **Strengths, weaknesses, opportunities, threats**
    4 None of the above

49   During performance appraisals, it is quite common to update employee's job description

    1 **True**
    2 False

50   Performance appraisals are important. Before they are scheduled, employees should have received

    1 **Job Description**
    2 Goals for the year
    3 Procedure for appraisal
    4 All of the above