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
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

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

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

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

Human resource planning focuses on ______ requirements of an organisation

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

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

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
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

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

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

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

Affection, sense of belonging, acceptance are _______ needs of human beings

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

Arrange in correct sequence these steps in performance appraisal. a]

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

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
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

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

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

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

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

1 Maximum
2 Minimum
3 Optimum
4 None of the above

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

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