

T.Y.B.COM. - COMMERCE-VI

CHAPTER - 1: HUMAN RESOURCE MANAGEMENT

MULTIPLE CHOICE QUESTIONS

1. _____ refers to the manpower /employees working in an organisation at different levels.
(Dealers, clients, personnel, rival)
2. Human Resource Planning refers to the process of estimating_____manpower needs.
(Past, current, obsolete, future)
3. HRM is concerned with the_____dimension in organisation.
(Competitors, government, people, international)
4. _____, development, motivation & maintenance are the four basic functions in the HRM process
(Advertising, acquiring, retiring, transferring)
5. HRM is_____ i.e. applicable to business as well as non-business organisation.
(Profit motive, sustainable, pervasive, and redundant)
6. _____leads to development of employees to higher position.
(Recruitment, career planning, attrition, exit)
7. _____is paid to employees for the services rendered.
(Notice, compensation, warning, deed)
8. Strategic HRM refers to the_____of HRM with company strategy to achieve organisational goals.
(Elimination, integration, resistance, none)
9. Under_____HRM organisational people are not treated as strategic resource.
(Traditional, futuristic, Strategic, futile,)
10. Human Resource Planning is a strategy for Procurement, development, allocation &_____of human resources.
(Marketing, technological, exit, utilisation)
11. Job Specification & Job Description are the components of _____
(Job Search, Job Design, Job skill, Job Analysis)
12. A statement of minimum acceptable human qualities necessary to perform a job is referred as _____
(job design, recruitment, selection, job specification)
13. Job Design is_____of Job analysis.
(Not a part, includes, component, none)
14. _____is the process of increasing the scope of the job by adding two or more jobs into a single one.
(Attrition, job enlargement, job enrichment, selection)
15. Internal source of recruitment includes promotion, transfers,_____& former employees
(Campus placement, Walk-ins, recalls, press advertisement)
16. _____represents the first contact that company makes with potential employees.
(Training, selection, appraisals, recruitment)
17. Selection is also termed as _____
(Head hunting, marketing, expansion, none)
18. _____references help to cross check the information provided by the candidate
(Psychological test, key word search, reference check, job analysis)

19. _____ is a positive function
(Recruitment, Selection, Exit formality, choosing candidates)
20. E – selection is _____ & time saving
(Lengthy, complicated, economical, traditional)
21. Strategic HRM refers to the _____ of HRM with company strategy to achieve organisational goals.
Elimination, integration, resistance, Opposition
22. Human Resource Planning refers to the process of estimating _____ manpower needs
Past, Current, Obsolete, Future
23. HRM is concerned with the _____ dimension in organisation.
Competitors, Government, People, International
24. _____, development, motivation & maintenance are the four basic functions in the HRM process
Transferring, Retiring, Acquiring, Advertising
25. HRM is _____ i.e. applicable to business as well as non-business organisation.
Profit motive, sustainable, pervasive, and redundant

CHAPTER - 2: HUMAN RESOURCE DEVELOPMENT
MULTIPLE CHOICE QUESTIONS

- 1) _____ may be defined as a process of increasing knowledge, skills & capabilities of people at work
(Performance appraisal, selection, human resource development, human resource planning)
- 2) Off the job training methods include special study, role playing, simulation & _____
(Job rotation, internships, vestibule, and apprenticeship)
- 3) _____ Training is also called T-group training or laboratory training.
(Off shore, on the job, sensitivity, induction)
- 4) _____ is the systematic & critical evaluation of quality, worth or merit.
(Recruitment, Appraisal, Selection, Retirement)
- 5) Traditional methods of performance appraisal excludes
(Ranking, Assessment Centre, Grading, checklist)
- 6) _____ includes systematic collection & feedback of performance data on an individual derived from no. of stakeholders.
(Critical incident, Management by Objective, 360 Degree, Checklist)
- 7) _____ aims at developing attributes of promising employees in the future period.
(Voluntary retirement, Recruitment, Potential Appraisal, None)
- 8) The demerit of 360 Degree appraisal is found to be _____
(Quick, easy to collate, time consuming, none)
- 9) _____ stands for the forward looking employment policies of the organisation.
(Layoff, Career planning, Attrition, None)
- 10) Career planning, manpower planning & succession planning are _____
(Substitutes, contradictory, complementary, none)

- 11) _____ is a process by which individuals are scanned to pass on the leadership role within a company
(Career planning, manpower planning, succession planning, none)
- 12) _____ is a process of helping, guiding & coaching a mentee for improving their performance
(Supervision, Warning, Mentoring, Retiring)
- 13) _____ is not a type of counselling
(Directive, Participative, Submissive, Non-Directive)
- 14) Directive counselling is mainly _____ oriented technique.
(Employee, employer, counsellor, supervisor)
- 15) Training & Development is a _____
(One time, short term, periodic, ongoing)
- 16) Self-assessment, Rating Committees & top management help conduct _____ appraisal.
(Critical Incident, Grade Rating, 360 degree,)
- 17) _____ is also referred to as goal setting approach
(Selection, attrition, management by objective, none)

- 18) The act of increasing the knowledge & skill of an employee for doing a particular job is referred to as _____
(Succession, Layoff, Training, Appraisal)
- 19) Job rotation is a method of training wherein employees are _____ from one job to another
(Demoted, included, transferred, none)
- 20) Spill over effect means that the performance appraisal is influenced by _____ performance
(Current, future, past, none)
- 21) _____ leads to development of employees to higher position
Recruitment, career planning, attrition, exit
- 22) _____ is paid to employees for the services rendered
Notice, compensation, warning, deed
- 23) Under _____ HRM organisational people are not treated as strategic resource.
Traditional, futuristic, Strategic, Futile
- 24) Human Resource Planning is a strategy for Procurement, development, allocation & _____ of human resources.
Marketing, technology, utilisation, Assembly
- 25) Job Specification & Job Description are the components of _____
Job Search, Job Design, Job skill, Job Analysis

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Chapter 3 – Human Relations MULTIPLE CHOICE QUESTIONS

- 1) Cordial human relations are _____ for the growth of an enterprise.
(Desirable, Undesirable, Dangerous, Not necessary)

- 2) Developing human relations in an organisation is a _____.
Continuous, harmful, periodic, statutory
- 3) Human relations _____ groups morale & job satisfaction of employees
Destroy, improve, support, complimentary
- 4) Maintenance & improving human relations is _____ to employees & organisation. Beneficial. Harmful, troublesome, dangerous
- 5) Leadership involves guiding & _____ employees. motivating, criticism, controlling supervising
- 6) Transactional Leadership is also called _____ leadership. Transformational, democratic, autocratic, managerial
- 7) The basic needs according to Need Hierarchy Theory are _____ needs. Social, psychological, physiological, human.
- 8) Theory X is based on _____ assumptions of human nature. positive, negative, general, natural
- 9) Motivation is the _____ of management process. Conclusion, essence, drawback, unstable.
- 10) Salary & bonus payment are _____ factors of motivation. Monetary, non-monetary, general, capable.
- 11) Every grievance is important & urgent to _____. Company management, concerned employees, superior authority, and co-worker.
- 12) Grievance procedure should be _____. Lengthy, time consuming, prompt, contradicting
- 13) Employee grievance leads to _____. industrial dispute, cordial industrial relations, employee motivation, and cooperation.
- 14) High morale _____ absenteeism & turnover. Raises, reduces, stops, accelerates
- 15) _____ is a feeling of injustice at the workplace. Grievance, motivation, Direction, absenteeism
- 16) Theory _____ assumes a negative approach towards employees. X, Y, A B
- 17) Under _____ leadership style, the leader makes all decisions by himself without consulting the subordinates. Autocratic, participative, laissez-faire, Situational
- 18) According to Abraham Maslow's Need Hierarchy Theory, _____ level needs to be satisfied before other needs. Lower, Middle, higher, Same
- 19) ERG Theory stands for _____ relatedness and growth. Existence, Empathy, Energy, Exit
- 20) Theory X assumes _____ approach of the managers towards employees.
Traditional, professional, general, casual.
- 21) _____ is a general term used to describe overall group satisfaction. Morale, General Satisfaction, Dissatisfaction, Job Satisfaction.
- 22) _____ type of leadership style is mostly followed in Government organisations
Autocratic, Bureaucratic, Democratic, laissez-faire
- 23) According to Need Hierarchy Theory _____ -needs are the basic needs of human beings. Physiological, Psychological, Social, Self Esteem
- 24) Theory X is based on _____ assumptions of human nature.
Positive, Negative, General, Neutral
- 25) Human relations approach has _____ application. Universal, Special, General, Niche

Chapter 4 – Trends in Human Relationship Management
MULTIPLE CHOICE QUESTIONS

- 1) Human resource information system related to the_____of human resources employed in an organisation. Counting, valuation, appraisal, estimation
- 2) The purpose of downsizing is to achieve_____of manpower in the organisation workforce. Right sizing , plus sizing, shortage, wrong sizing
- 3) _____means reducing the size of the organisation. Attrition, downsizing, upsizing, downgrading.
- 4) Trade Unions_____HRA. Opposes, supports, permits, interested.
- 5) Sexual harassment at workplace is_____. Unethical, tolerable, permitted, needs control.
- 6) Workforce Diversity is_____in any industrial society. Desirable undesirable, normal & natural, dangerous.
- 7) Empowerment_____participative management. Discourage, opposes, supports, compliments
- 8) Absenteeism leads to_____ disturbance to normal flow of factory work, cost reduction, reduction in sales. Reduction in customer
- 9) _____Workers can pick & choose clients. Part time, virtual, portfolio, expelled
- 10) Result oriented managers feel_____. Stressed, happy, angry, unhappy
- 11) International HRM undertakes_____management. Human resource, expatriate, rational, deceased
- 12) _____had proved to be more tolerant. Gen X , Gen Y Gen Z Gen A
- 13) Competency mapping facilitates_____of human capital. Rejection, acceptance, measurement, unacceptance.
- 14) _____is a specific format to obtain information about candidates applying for the job
Application Blank, Invitation Letter, Interview Letter, selection letter
- 15) _____manager plays an important role in counselling and stress management.
Human Resource, Finance, Operation, Marketing.
- 16) Competency mapping facilitates_____of human capital.
Rejection, acceptance, measurement, unacceptance
- 17) _____had proved to be more tolerant. Gen X, Gen Y, Gen Z, Gen A
- 18) International HRM undertakes_____management. Customers, expatriate, rational, deceased
- 19) Absenteeism leads to_____. Disturbance to normal flow of factory work, cost reduction, reduction in sales, Reduction in customer
- 20) Empowerment_____participative management. Discourage, opposes, supports, compliments
- 21) Workforce Diversity is_____in any industrial society. Desirable, undesirable, normal & natural, dangerous

22) Sexual harassment at workplace is _____. Unethical, tolerable, permitted, needs control

23) _____ means reducing the size of the organisation. Attrition, downsizing, upsizing, downgrading

24) _____ means reducing the size of the organisation. Attrition, downsizing, upsizing, downgrading

25) The purpose of downsizing is to achieve _____ of manpower in the organisation workforce. Right sizing, plus sizing, shortage, wrong sizing