

SUB: SHRM  
TYBMS

1. Finding ways to reduce \_\_\_\_\_ is a key responsibility of management.

(A) Dissatisfaction

(B) Uncertainty

(C) Stress

(D) None of the above

2-The \_\_\_\_\_ and control systems should be altered to support the strategic human resource function.

(A) Appointment

(B) Reward

(C) Job allotment

(D) None of the above

3-All aspects of the merger need \_\_\_\_\_.

(A) Controlling

(B) Delegating

(C) Staffing

(D) Managing

4-Commitment strategy is inherently \_\_\_\_\_.

(A) Short term

(B) Long term

(C) Continuous

(D) None of the above

5-HR professionals has to be skilled in the art of \_\_\_\_\_.

(A) Clarifying

(B) Handling people

(C) Both (A) and (B)

(D) None of the above

6-Finding ways to reduce \_\_\_\_\_ is a key responsibility of management.

- (A) Uncertainty
- (B) Costs
- (C) Absenteeism
- (D) None of the above

7- \_\_\_\_\_ of management is likely to be another key agenda item.

- (A) Performance
- (B) Quality
- (C) Expansion
- (D) Decision

8-Strategic thinking is a \_\_\_\_\_ process.

- (A) Short term
- (B) Long term
- (C) Continuous
- (D) All of the above

9- \_\_\_\_\_ is considered as a strategic activity.

- (A) Recruitment
- (B) Planning
- (C) Productivity
- (D) All of the above

10-Competitive edge comes from the \_\_\_\_\_ of people.

- (A) Competency
- (B) Efforts
- (C) Quality
- (D) Hard work

ANSWERS:

1-(B), 2-(B), 3-(D), 4-(B), 5-(A), 6-(B), 7-(B), 8-(C), 9-(A), 10-(C)

11-The business side of the process begins with the strategic \_\_\_\_\_ as the guiding framework.

- A) HR
- (B) Plan
- (C) Policy
- (D) None of the above

12-The organization's \_\_\_\_\_ must be conducive to productivity and quality improvement.

- (A) Culture
- (B) Development
- (C) Policy
- (D) Environment

13-Individual level where people are usually motivated to close the gap between their current and desired \_\_\_\_\_.

- (A) Capabilities
- (B) Skills
- (C) Expectations
- (D) Performance

14-HR professional should apply risk management techniques to the different aspects of \_\_\_\_\_.

- (A) HR Strategies
- (B) HR Competencies
- (C) Both (A) and (B)
- (D) None of the above

15-Developing characteristics of people needed to run business in \_\_\_\_\_.

- (A) Short term

- (B) Medium term
- (C) Long term
- (D) Any of the above

16-\_\_\_\_\_ issues tend to be well disguised.

- (A) Political
- (B) Territorial
- (C) Social
- (D) Economical

17-\_\_\_\_\_ suggests Human Resource Strategy in itself may not be effective.

- (A) Peter Drucker
- (B) Tony Groundy
- (C) John Zimmerman
- (D) Anonymous

18-Pettigrew & Whipp identified \_\_\_\_\_ central factors for managing change successfully.

- (A) Three
- (B) Four
- (C) Five
- (D) Six

19-\_\_\_\_\_ executives take a full part in the strategic planning process.

- (A) Training & Development
- (B) Human Resource
- (C) Quality Control
- (D) Production

20-\_\_\_\_\_ aims to put a financial measure on an organisation's intellectual capital.

- (A) Knowledge exchange

- (B) The consortium
- (C) Financial planning
- (D) None of the above

ANSWERS:

11-(B), 12-(A), 13-(A), 14-(A), 15-(C), 16-(B), 17-(B), 18-(C), 19-(A), 20-(A)

21. Identify the managerial function out of the following functions of HR managers.

- a. Procurement
- b. Development
- c. Organizing
- d. performance appraisal

22. Which of the following is an example of operative function of HR managers?

- a. Planning
- b. Organising
- c. Procurement
- d. Controlling

23. Human resource management is normally in nature

- a. Proactive
- b. Reactive
- c. Combative
- d. none of the above

24. The human resource management functions aim at

- a. ensuring that the human resources possess adequate capital, tool, equipment and material to perform the job successfully
- b. helping the organisation deal with its employees in different stages of employment
- c. improving an organisation's creditworthiness among financial institutions
- d. none of the above

25. organisation relies on the following sources of capital

- a. cultural, human and system capital
- b. social, cultural and human capital
- c. cultural, human and source capital
- d. none of the above

26. Strategic human resource management involves:

- a. planning, foresight and analytical decision making
- b. setting employment standards and policies
- c. linking human resources with strategic objectives to improve performance
- d. all of the above

27. The balanced scorecard proposes that organisational success depends on:

- a. a focus on only the internal environment of the organization
- b. a constantly changing external environment
- c. the belief that it is impossible to take a rationalist view of the organisation to make optimal choices
- d. an ability to develop a complete list of cause and effect relationships driving a firm's success

28. Kochan and Barocci's (1985) model of HRM has three elements. These elements are:

- a. the external environment, the internal environment and human resource management
- b. HRM/IR system effectiveness, the external environment and the internal environment
- c. human resource management, the internal environment and HRM/IR system effectiveness.
- d. the external environment, human resource management and HRM/IR system effectiveness

29. The critical role of the SHRM Application Tool is to:

- a. develop a better strategic management process to deal with the dynamic changing environment today's organisations face
- b. identify if the organisation has enough staff, if the staff need training, if the compensation practices are appropriate, and if jobs are designed correctly

- c. identify and assess a narrow group of actions and plan how the organisation can overcome resistance to change
- d. outline techniques, frameworks, and six steps that must be followed to effectively implement

30. In which decade did HRM originate?

- a. 1950s
- b. 1970s
- c. 1980s
- d. 1990s

ANSWERS:

21-(c), 22-(c), 23-(a), 24-(b), 25-(b), 26-(d), 27-(d), 28-(d), 29-(a), 30-(a)

31. Which consulting company is associated with the concept of talent management?

- a. Price Waterhouse Coopers
- b. Boston Consulting Group
- c. Deloitte
- d. McKinsey

32. Why are employers interested in employee engagement?

- a. To encourage employees to trust their managers
- b. To make a quick profit
- c. Because engaged employees are more motivated and prepared to give of their best to make the firm succeed
- d. To make employees work harder for less

33. The term 'emotional labour' is associated with which author?

- a. Arlie Hochschild
- b. Stephen Fineman
- c. David Sims
- d. Yiannis Gabriel

34. Which of the following is not a limitation of SWOT (Strengths, Weaknesses, Opportunity, Threats) analysis?

- a. Organisational strengths may not lead to competitive advantage
- b. SWOT gives a one-shot view of a moving target
- c. SWOT's focus on the external environment is too broad and integrative
- d. SWOT overemphasises a single dimension of strategy

35. In strategic human resource management, HR strategies are generally aligned with:

- a. business strategy
- b. marketing strategies
- c. finance strategy
- d. economic strategy

36. Which of the following is closely associated with strategic human resource management?

- a. Efficient utilisation of human resources
- b. Attracting the best human resources
- c. Providing the best possible training
- d. All of the above

37. Treating employees as precious human resources is the basis of the approach.

- a. hard HRM
- b. soft HRM
- c. medium HRM
- d. none of the above

38. Strategic human resource management aims to achieve competitive advantage in the market through

- a. price
- b. Product
- c. People
- d. Process

39. Strategic management process usually consists of \_\_\_\_\_ steps

- a. Four



- b. Five
- c. Six
- d. Seven

40. Selection is concerned with:

- a. The activity to select a suitable pool of candidates.
- b. Always being stimulated by the departure of an employee.
- c. Always ascertaining a candidate's personality to ensure a suitable fit.
- d. Applying appropriate techniques and methods to select a candidate.

ANSWERS:

31-(d), 32-(c), 33-(a), 34-(c), 35-(a), 36-(c), 37-(b), 38-(c), 39-(b), 40-(a)

41. SHRM is concerned with the relationship between \_\_\_\_\_ resource and strategic management in an organization.

- a. Mechanical
- b. Electrical
- c. Human
- d. Animal

42. For India, June \_\_\_\_\_ marked the beginning of economic Liberalization.

- a. 1991
- b. 1992
- c. 1994
- d. 1996

43. \_\_\_\_\_ are designed to promote communication and understanding between managers and their subordinates, and to give employees an overview of the company's programs.

- a. HR policies
- b. Job description
- c. Job data.
- d. Job Analysis

44. \_\_\_\_\_ is a natural way of employees leaving the organisation.
- Retirement
  - Retrenchment
  - Layoff
  - Compensation
45. \_\_\_\_\_ facilitates these relationships by allowing secure and safe communication without the constraints of time or geography.
- E- Mentor
  - E- service
  - E- Deliver
  - E- Acceptance
46. Trends in Talent Management include:
- An increase in post-high school training and education in the future
  - Management and leadership skills are seen as most valuable to modern and competitive organisations
  - Teaching jobs are very difficult to fill
  - all of the above
47. The main challenge for modern organisations is:
- To remain ahead of the talent developments in the market
  - To retain the talent they have to realise that talented people are the real wealth of the organisation
  - To find ways to poach talent wherever they can find it
  - none of the above
48. Human resource management helps improve
- Profits
  - Production
  - Productivity
  - Power
49. Identify which one is an added specific goal of human resource management:
- Retraining

- b. Learning
- c. Unlearning
- d. Separating

50. A trade union is a collective body formed by the \_\_\_\_\_.

- a. Labours
- b. Investors
- c. Customer
- d. Shareholders

ANSWERS:

41-(c), 42-(a), 43-(a), 44-(a), 45-(a), 46-(d), 47-(b), 48-(c), 49-(a), 50-(a)