

## **Unit 1.Overview of human Resource planning (HRP)**

**1. \_\_\_\_\_ is the process of forecasting an organisations future demand for, and supply of, the right type of people in the right number.**

- a. Human Resource Planning**
- b. Recruitments
- c. Human Resource Management
- d. Human Capital Management

**2. Which of the following factors state the importance of the Human Resource Planning?**

- a. Creating highly talented personnel
- b. International strategies
- c. Resistance to change and move
- d. All of the above**

**3. A process that is used for identifying and developing internal people with the potential to fill key business leadership positions in the company is called \_\_\_\_\_.**

- a. Highly talented personnel creation
- b. investing in human resources
- c. Succession planning**
- d. None of the above

**4. State true or false**

i. Human Resource Planning facilitates international expansion strategies.

- a. True**
- b. False

**5. Which of the following option is not the factor that hinders with the human resource planning process?**

- a. Type and quality of forecasting information
- b. Time horizons
- c. Environmental uncertainties
- d. Unite the perspectives of line and staff managers**

**6. What is the major issue faced while doing personal planning?**

**a. Type of information which should be used in making forecasts**

- b. Types of people to be hired
- c. Multiple positions to be filled
- d. All of the above

**7. Rearrange the following steps involved in the Human resource planning process in proper order.**

- A. HR Programming
- B. HR Demand Forecast
- C. Environmental Scanning
- D. Control and evaluation of programme
- E. Surplus - restricted hiring
- F. HRP implementation
- G. HR supply forecast
- H. Organisational objectives and Policies
- I. Shortage - Recruitments and Selection

- a. ABCDEFGHI
- b. CHBGAFDEI**
- c. IHDEBCAFG
- d. IHGFEDCBA

**8. Which of these factors is not included in environmental scanning?**

- a. Political and legislative issues
- b. Economic factors
- c. Technological changes
- d. None of the above**

**9. \_\_\_\_\_ is the process of estimating the quantity and quality of people required to meet future needs of the organization.**

- a. Demand forecasting**
- b. Supply forecasting
- c. Environmental forecasting
- d. None of the above

**10. Which of the below given options are the forecasting techniques used?**

- A. Ration Trend Analysis

- B. Delphi Technique
- C. Staffing projections

- a. A & C
- b. B & C
- c. A, B & C
- d. A & B**

**11. Human resource management emphasis**

- a. Development of people**
- b. Punishment of people
- c. Adoption of people
- d. None of these

**12. Human resource management is amalgam of**

- a. Job analysis, recruitment and selection
- b. Social behaviour and business ethics
- c. Organisational behaviour, personal management and industrial relation**
- d. Employer and employees

**13. Planning, organizing and controlling of procurement, development, compensation, integration of human resources to the end that objectives of individual, organisation and society are achieved given by**

- a. Storey
- b. Flippo**
- c. Vetter
- d. F.W. Taylor

**14. Operative functions of HRM includes**

- a. Procurement, development, compensation & motivation
- b. Maintenance
- c. Integration and emerging trends
- d. All of these**

**15. Basic managerial functions of HRM are**

- a. Planning, organising, staffing
- b. Planning, organising and co-ordinating
- c. Planning, organising, directing and controlling**
- d. None of these

**16. Which of the following statement is/are correct?**

- a. HRM is a strategic management functions

**b. Under HRM employee is treated as resource**

- c. HRM is the management of skills, talent and abilities
- d. HRM lacks the organisation to achieve its goals

**17. Following are the characteristics of HRM except**

- a. Pervasive function
- b. Interdisciplinary function
- c. Integrating mechanism
- d. Job oriented**

**18. Challenges faced by Human resource management includes**

- a. Technological changes, workforce diversity, globalisation**
- b. Productivity, career planning
- c. Compensation management
- d. Downsizing and voluntary retirement scheme

**19. The process of familiarizing the new employees to the organisation rules and regulations is known as**

- a. Placement
- b. Induction**
- c. Recruitment
- d. Selection

**20. Human resource management means**

- a. A method which an organisation collects, maintains and reports information on people and jobs
- b. The process of integrating the employees' needs and aspirations with organizational needs
- c. The process of bringing people and organisation together so that the goals of each are achieved**
- d. The efforts to make life worth living for workers

**21. Human resource planning system includes**

- A.Human resource supply forecast
- B.Human resource inventory
- C.Corporate plan
- D.All of the above**

**22. Which one of the following does not include under the functions of human resource management?**

- A.Planning
- B.Profitability**
- C.Organising
- D.Recruitment

**23. The concept of Human relations was developed by**

- A. Robert Owen
- B. V.V. Giri
- C. Elton Mayo**
- D. Edwin B. Filippo

**Q.24. HRM is concerned with**

- A. Worker
- B. Industrial relation
- C. Field Staff
- D. All employees**

**25. What is type of test?**

- A. Aptitude Test
- B. Personality Test
- C. Achievement Test
- D. All of the above**

## **Unit 2. Job Analysis, Recruitment and selection**

1. \_\_\_\_\_ is the process of collecting job related information.

- a. Job analysis**
- b. Job design
- c. Methods of collecting job data
- d. None of the above

2. Which two broad aspects of work are mentioned in the HRM book by Ashwathappa?

- a. Political and Environmental
- b. Psychological and sociological**
- c. Behavioural and Sociological
- d. None of the above

3. State true or false

i. Job description and job specification are the two sets of data in the job analysis process.

- a. True**
- b. False

4. Which of the following details is mentioned in job specification?

- a. Materials and forms used
- b. Location
- c. Hazards
- d. Physical skills**

5. Which of the following is a benefit of job analysis?

- a. Laying the foundation for performance appraisal
- b. Laying the foundation for safety and health
- c. Laying the foundation for employee hiring
- d. All of the above**

6. Arrange the following steps in the job analysis process in a chronological order.

- A. Gather information
- B. Job specification
- C. Strategic choices
- D. Process information
- E. Job description

- a. ABCDE
- b. CADEB**
- c. CBADE
- d. EDCBA

7. State true or false

i. The focus of job analysis is on the individual and not on the job.

- a. True
- b. False**

8. Match the following categories of work with the type of information mentioned in job analysis.

1. Job context ----- A. Physical characteristics

2. Work activities ----- B. List of machines and tools used

3. Machines, tools and equipments used ----- C. Behaviours required on the jobs

4. Personal requirements ----- D. Social Context

**a. 1-D,2-C,3-B,4-A**

b. 1-C,2-D,3-A,4-B

c. 1-A,2-D,3-C,4-B

d. 1-B,2-C,3-D,4-A

9. **Match the following persons responsible for data collection with the advantages attached to them.**

1.Trained Analyst ----- A. Objectivity is maximised

2. Supervisor ----- B. Fast data collection

3. Job holder ----- C. Less expensive

**a. 1-A, 2-B,3-C**

b. 1-B, 2-A, 3-C

c. 1-C, 2-B,3-A

10. **Which of the following is not a method of collecting job data?**

a. Checklists

b. Interviews

**c. Case study**

d. All of the above

11. **Which of these is the purpose of recruitment?**

a. Make sure that there is match between cost and benefit

**b. Help increase the success rate of the selection process by reducing the number of visibly underqualified or over qualified job applicants.**

c. Help the firm create more culturally diverse work - force

d. None of the above

12. **The poor quality of selection will mean extra cost on \_\_\_\_\_ and supervision.**

**a. Training**

- b. Recruitment
- c. Work quality
- d. None of the above

13. Which of these is the most important external factor governing recruitments?

- a. Sons of soil
- b. Labour market
- c. Unemployment rate
- d. Supply and demand**

14. While recruiting for non - managerial, supervisory and middle - management positions which external factor is of prime importance?

- a. Political - Legal
- b. Unemployment rate
- c. Labour market**
- d. Growth and Expansion

15. Which of the following act deals with recruitment and selection?

- a. Child labour act
- b. The apprentices act
- c. Mines act
- d. All of the above**

16. A major internal factor that can determine the success of the recruiting programme is whether or not the company engages in \_\_\_\_\_.

- a. HRP**
- b. Selection
- c. Induction
- d. None of the above

17. \_\_\_\_\_ refers to the process of identifying and attracting job seekers so as to build a pool of qualified job applicants.

- a. Selection
- b. Training
- c. Recruitments**
- d. Induction



18. **How many stages does the recruitment process comprise of?**

- a. 2
- b. 6
- c. 9
- d. 5**

19. **Rearrange the following steps of recruitment.**

- I. Searching
- II. Evaluation and control
- III. Planning
- IV. Screening
- V. Strategy development

- a. III, II, I, V, IV
- b. III, V, I, IV, II**
- c. IV, V, III, I, II
- d. II, I, IV, V, III

20. \_\_\_\_\_ **express the relationship of applicant inputs to outputs at various decision points.**

- a. Number of contacts
- b. Yield Ratios**
- c. Type of contacts
- d. Technological sophistication

21. **Which of the following are the decisions to be made while devising the strategies to hire?**

- a. Geographic distribution of labour markets comprising job seekers
- b. Make or buy employees
- c. Sequencing the activities in the recruitment process
- d. All of the above**

22. **Which decision in strategy development relates to the methods used in recruitment and selection?**

- a. Sources of recruitment
- b. Technological sophistication**
- c. Sequencing the activities in the recruitment process
- d. to make or buy employees

23. **Choose the odd man out.**

- a. Acquisitions and mergers
- b. Radio and television
- c. Former employees**
- d. Advertisements

24. **What is the natural perception of people on the process of recruitment and selection?**

- a. Positive**
- b. Negative
- c. Both positive and negative
- d. None of the above

25. **What is the main objective of the recruitment and selection process?**

- a. Recruit the right candidates
- b. Meet the high labour turnover**
- c. To reduce the costs of recruiting
- d. None of the above

### **Unit 3. HRP Practitioner Aspects of HRP and evaluation**

**1. Human Resource departments are \_\_\_\_\_**

- a. line departments
- (b) authority department
- (c) service department**
- (d) functional department

**2. What is human factor?**

- (a) Micro and macro issues of socioeconomic factor.
- (b) Interrelated Physiological, Psychological and Socio-ethical aspects of human being.**
- (c) The entire concept of human behaviour
- (d) None of the above.

**3. What are the factors responsible for the growth of HRM?**

- (a) Development of scientific management and awakened sense of social responsibility.
- (b) The problem of how the available human resource could effectively minimise the cost and maximise the production.
- (c) Technical factors, awakening amongst workers, attitude of the government, cultural and social system.**

(d) All the above.

**4. Who has defined personnel management as a field of management which has to do with planning and controlling various operative functions of procuring, developing, maintaining and utilising labour force?**

- (a) Harold Koontz
- (b) Glueck
- (c) Michael Jucius
- d) Flippo

**5. Resources and capabilities that serve as a source of competitive advantage for a firm over its rivals are called \_\_\_\_\_.**

- (a) core competency**
- (b) core competence
- (c) competitive advantage
- (d) competency

**6. Human Resource planning is compulsory for \_\_\_\_\_.**

- (a) effective employee development programme
- (b) base for recruitment
- (c) base for selection policy
- (d) all of these**

**7. Directing is one of the important functions of HRM which comes under \_\_\_\_\_.**

- (a) managerial function**
- (b) operative function
- (c) technical function
- (d) behavioral function

**8. Whom does Human relation approach refer to?**

- (a) Worker, who should be given humanly treatment at work.
- (b) Mutual cooperation between employer and employee in solving the common problems.
- (c) Integration of people into a work situation that motivates them to work together to achieve productivity and also economic, psychological and social satisfaction.**
- (d) None of the above

**9. Which of the following is a method of collection of information for job analysis?**

- (a) Questionnaire method**
- (b) Ratio analysis
- (c) Optimisation models
- (d) Trend analysis

10. \_\_\_\_\_ provides information on the human attributes in terms of education, skills, aptitudes, and experience necessary to perform a job effectively.

- (a) job description
- (b) job specification**
- (c) job analysis
- (d) job evaluation

11. Who laid the foundation of HRM practice?

- (a) Elton Mayo
- (b) Roethlisberger and Dickinson
- (c) Peter Drucker and Douglas McGregor**
- (d) David C. McClelland.

12. How HRM has become a highly specialised job?

- (a) It is concerned with obtaining and maintaining a satisfied work force.
- (b) It maximises the output and satisfaction of the employees.**
- (c) Promote group satisfaction and individual development.
- (d) Optimum utilisation of man-power by motivation and improving the efficiency.

13. job specification includes \_\_\_\_\_.

- (a) Physical characteristics
- (b) Psychological characteristics
- (c) Personal characteristics
- (d) all of these**

14. TQM's major emphasis is on \_\_\_\_\_.

- (a) Product quality**
- (b) Company profitability
- (c) Customer delight
- (d) Employee training

15. Ability to perform exceptionally well and increase the stock of targeted resources within the firm is called \_\_\_\_\_.

- (a) productivity
- (b) efficient
- (c) effective
- (d) competency**

16. What is the scope of HRM?

- (a) Training and development of employees for their growth.
- (b) Maintenance of good industrial relations and workers' high morale for higher productivity

**(c) Further researches in behavioural science, new ideas in man, management and advances in the field of training and development.**

(d) None of the above.

**17. What is the importance of controlling?**

**(a) Ensure that activities are in accordance with the terms of the plan.**

(b) An important mental process on the part of a manager

(c) Power to influence people's behaviour

(d) Process of regulating the activities.

**18. What is a decision in management?**

**(a) Reaching at a proper conclusion after consideration.**

(b) A decision involves choosing of alternatives.

(c) A decision is the outcome of a group of people or an individual.

(d) None of the above.

**19. An employee-working in a unit or plant who is a citizen of the country in which the unit or plant is located but where the unit or plant is operated by an organisation headquartered in another country \_\_\_\_\_.**

(a) Home Country National

**(b) Host Country National**

(c) Third Country National

(d) Host Country

**20. Quantitative Technique refers to-**

(a) Models, simulation, resource allocation technique.

(b) Waiting line problems and the queuing theory

(c) Gaming and Game theory and Probability theory

**(d) All the above.**

**21. Staffing includes \_\_\_\_\_.**

(a) workload estimation

(b) termination

(c) appointments of personnel, placement

**(d) all of these**

**22. To calculate the need for manpower on the basis of the average loss of manpower due to leave, retirement, death, transfer, discharge, etc. is known as \_\_\_\_\_.**

(a) work load analysis

**(b) workforce analysis**

(c) job analysis

(d) forecasting

**23. MPDQ stands for\_\_\_\_\_.**

- (a) Management Position Description Questionnaire**
- (b) Management Process Descriptive Questions
- (c) Methods for Personality Development Questions
- (d) Modern Positions Developed Qualitatively

**24. What should be the strategy of HRM?**

- (a) Making the long-term and short-term planning.
- (b) Planning the optimum level of manpower.
- (c) Introducing training programmes to personnel.
- (d) All the above**

**25. The process of helping unwanted present employees find new jobs with other firms called \_\_\_\_\_.**

- (a) Outplacement**
- (b) Replacement
- (c) Placement
- (d) Employment

**26. What is the 'Laissez fair' view point?**

- (a) A view popularised by Ronssean, Bentham and Hobbes.
- (b) A minimum of public intervention in economic activities.**
- (c) Business enterprise must get opportunity to earn more profits.
- (d) The change in the concept of labour from commodity approach to human concept.

**27. How can we understand the nature of human factor?**

- (a) Through determinants of human behaviour
- (b) According to the behaviour of people at work**
- (c) The way the management influences an individual and a group.
- (d) Through the study of human behaviour in organisation.

**28. The factual statement of the duties and responsibilities of a specific job is known as \_\_\_\_\_.**

- (a) job description**
- (b) job specification
- (c) job analysis
- (d) job evaluation

**29. In Japanese management, employees' career path is non-specialised. Why?**

- (a) In Japanese industries job rotation is carried out for employees to have different skills and also for interdepartmental cooperation.

(b) In an organisation from the time of induction, employees are exposed to various types of jobs and training to enable them to have adaptability to any job.

**(c) Japanese management system prefers to create capable workers to adapt organisational changes, as and when required.**

(d) Rotation of job provides benefit of skills required for top quality executives.

**30. Skills inventory, replacement charts, Markov analysis, regression analysis all are types of \_\_\_\_\_.**

(a) redundancy plan

(b) training plan

(c) retention plan

**(d) forecasting methods**

**31. Trade unions and employee association, Industrial relation, employee participation and empowerment are procurement functions of a manager which comes under\_\_\_\_\_.**

**(a) integration function**

(b) procurement function

(c) development function

(d) behavioural function

**32. Quality improvement is\_\_\_\_\_.**

(a) a team effort

**(b) achieved by quality inspector**

(c) zero things gone wrong

(d) tough job, and not possible

**33. Career development involves**

**(a) conscious determination of career aspirations and potentialities of employees and matching them with the organisation's needs**

(b) providing counselling to students to choose their careers

(c) providing information to students about opportunities of employment

(d) determining the potentialities of students for a suitable career

**34. When an employee expresses organisationally desired emotions during interpersonal transactions, then it is known as\_\_\_\_\_ .**

**(a) emotional labour**

(b) displayed emotions

(c) felt emotions

(d) moods

## Unit .4. Human Resource Information Systems

1. Which of the following is true for CBT?
  - a. It stands for Computer Based Training
  - b. It is a form of E-learning
  - c. Both A &B**
  - d. None of the above
  
2. A talent management plan aims at developing which of the following quality(ies) in employees:
  - a. Knowledge
  - b. Skills
  - c. Abilities
  - d. All the above**
  
3. Who brought in Wage Fund Theory?
  - a. Peter Hutchinson
  - b. Adam Smith**
  - c. Carl Mudrof
  - d. J K Roling
  
4. Wage Structure describes wage and salary relationships within a particular \_\_\_\_\_.
  - a. Department
  - b. Group**
  - c. Organisation
  - d. Industry
  
5. What do you call a central repository of data?
  - a. Data Store
  - b. Data Warehouse**
  - c. Data Mine
  - d. None of the above
  
6. Which of the following is not a focus of Wage and Salary programme?



- a. Conducting easy performance appraisals**
- b. Improvising performance of workers
- c. Controlling pay costs
- d. Establishing individual training requirements

**7. Which of the following is true about Opportunity Cost Method?**

- a. It was developed by Rensis Likert
- b. It is used to value employees with rare skills and short supply
- c. Both the above**
- d. None of the above

**8. Which of the following testing techniques has a relation with disabled people?**

- a. Special Needs testing
- b. Accessibility testing**
- c. Acceptance testing
- d. Ability testing

**9. What is HR Accounting?**

- a. Collecting data on head counts
- b. Recording the vital stats of all the employees
- c. Identifying and measuring data related to Human Resources**
- d. Knowing the exact number of workers in the organization

**10. \_\_\_\_\_ recruitment provides the advantage of autonomy and flexibility to every department.**

- a. Vendor
- b. Predictive analysis
- c. Decentralised**
- d. Employee referrals

**11. A wage committee should be \_\_\_\_\_ by the advise of the technical staff.**

- a. Convinced
- b. Supported**

- c. Identified
- d. Bound**

**12. Which of the following is true about HR Metrics?**

- a. Focuses on the employee relations area
- b. Create proactive plans to prevent the loss of top talent
- c. Measures activities involved in the stages to attract and select top talent
- d. None of the above**

**13. \_\_\_\_\_ testing technique tests the basic components of a software system and ensures that all of them are working well.**

- a. Agile
- b. White-box
- c. Black-box
- d. Smoke**

**14. Which of the following deals further with data security, safety and data validation?**

- a. Data transferring
- b. Data processing
- c. Data managing
- d. Data storage**

**15. What do you call the people who ultimately use the software?**

- a. Final Users
- b. Actual users
- c. End users**
- d. Consumers

**16. As per which of the following methods, the human resource is valued on the basis of the contribution they are likely to make to the organisation till retirement.**

- a. Asset Multiplier Method
- b. Replacement Cost Method
- c. Economic Value Method**
- d. None of the above

**17. What are the parameters to judge the efficiency of HR Process in an organisation?**

**i] HRP**

**ii] Training and development**

**iii] Recruitment**

- a. Only a
- b. Only a and b
- c. Only b and c
- d. All the above**

**18. Trade Union Act was passed in the year\_\_\_\_\_ .**

**(a) 1926**

- (b) 1936
- (c) 1958
- (d) 1916

**19. JMC stands for\_\_\_\_\_ .**

- (a) Junior Management Committee
- (b) Junior Management Council
- (c) Joint Management Committee
- (d) Joint Management Council**

**20. JIT stands for\_\_\_\_\_ .**

- (a) Job Instruction Training**
- (b) Job Information Training
- (c) Job Incentive Technology
- (d) Job Incentive Training

**21. AIOE stands for\_\_\_\_\_ .**

- (a) All India Organisation of Employees
- (b) All India Organisation of Employment
- (c) All India Organisation of Employers**
- (d) All India Organisation of Empowerment