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

CHAPTER - 1 : HUMAN RESOURCE MANAGEMENT

MULTIPLE CHOICE QUESTIONS

1. HRM ensures the availability of competent _____.
   (customers, public, manpower)

2. _____ is the process of estimating future manpower needs of the organisation.
   (Promotion of employees, Human resource planning, Placement of employees)

3. Human Resource Managers need to align HRM policies with _____ strategy.
   (Competitors', Government, Corporate)

4. _____ analysis is the process of studying and collecting information relating to operations and responsibilities of a specific job.
   (Job, Role, Cost-Benefit)

5. _____ is a process of searching and attracting capable candidates to apply for the jobs.
   (Selection, Recruitment, Induction)

6. _____ is a standard format of the company to obtain information about every candidate applying for the job.
   (Application Form, Appointment Format, Application Blank)

7. _____ test is conducted to judge specific talent or skill to handle a particular type of job.
   (Aptitude, Interest, Intelligence)

8. In _____ interviews are conducted as per the rules and practices.
   (Stress, Formal, Informal)

9. In _____ interview, a list of questions to be asked to the candidates is prepared well in advance.
   (Structured, Unstructured, Informal)

10. _____ refers to horizontal movement of employees in respect of job position.
    (Training, Promotion, Transfer)
11. Employees' welfare includes _____.
    (counselling, crèche facility, promotion)
12. _____ refers to fitting the right person at the right place of work.
    (Recruitment, Selection, Placement)
13. _____ is a process of choosing the right person for the right job.
    (Selection, Recruitment, Placement)
14. _____ test measures the skills and knowledge required for a job.
    (Performance, GK, Interest)
15. _____ test helps to identify specific talent to handle particular type of job. (Perception, Aptitude, GK)
16. Interview is a _____ communication between candidate and interviewer.
    (one-way, three-way, two-way)
17. _____ is a specific format to obtain information about candidates applying for the job.
    (Application Blank, Invitation Letter, Interview Letter)
18. _____ is handled by a junior executive in respect of selection of employees. (Medical check, Initial screening, Final interview)
19. Human resource _____ involves human resource requirements forecast. planning, development, management)
20. _____ manager plays an important role in counselling and stress management. (HR, Finance, Marketing)

Ans: (1) manpower (2) Human resource planning (3) Corporate (4) Job (5) Recruitment (6) Application Blank (7) Aptitude (8) Formal (9) Structured (10) Transfer (11) crèche facility (12) Placement (13) Selection (14) Performance (15) Aptitude (16) two-way (17) Application Blank (18) Initial screening (19) planning (20) HR

CHAPTER - 2 : HUMAN RESOURCE DEVELOPMENT (HRD)

MULTIPLE CHOICE QUESTIONS

1. Human resource development is one of the important areas of ———. (Human resource management, human resource planning, human resource research)

2. ——— consists of planned programs undertaken to improve employee knowledge, attitudes, skill and social behaviour. (Performance appraisal, Training, Recruitment)

3. ——— is a method of training wherein trainees are trained in an environment that closely resembles actual work place. (Environment scanning, Simulation, Work place training)

4. ——— is a systematic description of employee's job relevant strengths and weaknesses. (Placement, Induction, Performance appraisal)

5. ——— is a traditional method of performance appraisal, whereby the performance appraisal report is normally not disclosed to the employees. (Confidential report, check list, ranking)

6. ——— appraisal is conducted by various parties. (Management by objective, 360 degree, Role analysis)

7. Generally, higher employee turnover rate takes place among ——— achievers. (high, medium, low)

8. ——— generates equity in pay. (Performance related pay, Monthly pay, Bonus)

9. ——— is a ratio of returns to cost. (Efficiency, Morale, Productivity)

10. ——— helps to introduce newly appointed employee to the existing employees. (Placement, Selection, Induction)

11. In ——— method of training, the subordinate is trained to perform the duties and responsibilities of the superior. (Junior Boards, Understudy Position, Business Games)

12. ——— means that the performance appraisal is influenced by past performance. (horn effect, halo effect, Spillover effect)

13. ——— effect influences the rater's consideration of one positive factor to rate the employee. (horn, halo, spillover)

14. _____ is a learning process required by managers for enhancing general administrative abilities.
    (Placement, Performance appraisal, Development)
15. _____ is a method of training wherein employees are transferred from one job to another. (Coaching, Counselling, Job rotation)
16. _____ is a sequence of positions occupied by a person during the course of his life time. (Performance, Career, Job Rotation)
17. _____ planning is a process of making arrangements to fill up key organisational positions in an organisation.
    (Succession, Career, Human Resource)

Ans: (1) Human resource management (2) Training (3) Simulation (4) Performance appraisal (5) Confidential report (6) 360 degree (7) high (8) Performance related pay (9) Efficiency (10) Induction (11) Understudy Position (12) Spillover effect (13) Halo (14) Development (15) Job rotation (16) Career (17) Succession

CHAPTER - 3 : HUMAN RELATIONS, LEADERSHIP & MOTIVATION

MULTIPLE CHOICE QUESTIONS

1. _____ is a process of an effective motivation of individuals in a given situation to achieve a balance of objectives.
(Training, Human relations, Performance appraisal)
2. _____ is the activity of influencing people to strive willingly for group objectives. (Motivation, Leadership, Communication)
3. _____ is pattern of behaviour of a leader to get the work done from subordinates. (Decentralization, Leadership style, Motivation pattern)
4. Under _____ leadership style, the leader makes all decisions by himself without consulting the subordinates.
(autocratic, participative, laissez-faire)
5. Under _____ leadership style, subordinates make decisions.
(Laissez-faire, participative, consultative)
6. According to Abraham Maslow's Need Hierarchy Theory, _____ level needs to be satisfied before other needs. (lower, middle, higher)
7. ERG Theory stands for _____ relatedness and growth.
(existence, empathy, energy)
8. Theory X assumes _____ approach of the managers towards employees. (traditional, professional, general)
9. _____ is a general term used to describe overall group satisfaction.
(Job Satisfaction, Morale, General Satisfaction)
10. _____ type of leadership style is mostly followed in Government organisations. (Autocratic, Bureaucratic, Democratic)
11. _____ leadership style is mostly adopted in Japanese organisations.
(Sociocratic, Neurocratic, Paternalistic)
12. According to Need Hierarchy Theory _____ needs are the basic needs of human beings. (Physiological, Psychological, Social)
13. Theory Z blends Japanese and _____ management practices.
(US, Indian, Chinese)
14. Theory X is based on _____ assumptions of human nature.
(Positive, Negative, General)
15. Human relations is the study and practice of utilizing _____ resources in an organisation. (physical, financial, human)

16. Knowledge of human behaviour helps to find out _____ people behave in certain situations.
    (How and Why, How and Where, Why and Where)

17. Human relations approach has _____ application.
    (Universal, Special, General)

18. _____ influences people to work willingly towards group objectives.
    (Motivation, Communication, Leadership)

19. _____ is a combination of mental, physical and social qualities.
    (Ability, Personality, Mentality)

20. Knowledge of _____ skills is required by a leader as he constantly interacts with his people. (human, market, technical)

21. _____ is a feeling of injustice at the workplace.
    (Grievance, Motivation, Direction)

Ans: (1) Human relations (2) Leadership (3) Leadership style (4) autocratic (5) Laissez-faire (6) lower (7) existence (8) traditional (9) Morale (10) Bureaucratic (11) Paternalistic (12) Physiological (13) US (14) Negative (15) human (16) How and Why (17) Universal (18) Leadership (19) Personality (20) human (21) Grievance

CHAPTER - 4 : TRENDS IN HUMAN RESOURCE MANAGEMENT

MULTIPLE CHOICE QUESTIONS

1. Competence refers to a combination of knowledge, attributes and _____ which are required to improve work performance. (skills, feelings, opinions)
2. Problem solving requires weighing _____ before a final decision is made. (alternatives, suggestions, opinions)
3. _____ refers to the general competencies, which are specific to an organisation. (Core, Technical, Behavioural)
4. _____ popularized the concept of learning organisation through his book 'The Fifth Discipline. (Peter Senge, Peter Drucker, Tom Peters)
5. _____ organisation provides autonomy to the employees. (Innovative, Line, Matrix)
6. Innovative culture is the work _____ that managers encourage to nurture and develop to generate innovative ideas. (environment, rules, ethics)
7. Employee _____ is the extent to which employees feel passionate about their jobs and are committed to their work. (Engagement, recognition, satisfaction)
8. _____ employees perform what is expected of them and nothing more. (Not engaged, Actively engaged, Actively disengaged)
10. _____ is an integrated system used to gather, store and analyse information regarding employees. (HRIS, MIS, HRP)
11. _____ employment is a system of working for a fixed number of hours with the starting and finishing timings within the agreed limits. (Flexitime, Temporary, Part-time)
12. _____ refers to planned elimination of positions or jobs. (Downsizing, Upsizing, Termination)
13. _____ guidelines are in respect of prevention of sexual harassment at work place. (Vishakha, Apsara, Mehrotra)
14. Employee _____ refers to a gradual reduction in workforce without firing employees, which takes place as and when workers resign or retire and are not replaced. (Attrition, Turnover, Downsizing)

15. Employee _____ involves giving employees the autonomy to take right decisions. (Empowerment, Engagement, Education)
16. Generation _____ includes persons born between 1979 and 1999. (Y, X, Z)
17. Competency _____ is a process of identifying key competencies required for undertaking organisational tasks. (Mapping, Scaling, Tasking)

Hint: The first option is the correct option.