SAMPLE QUESTION BANK

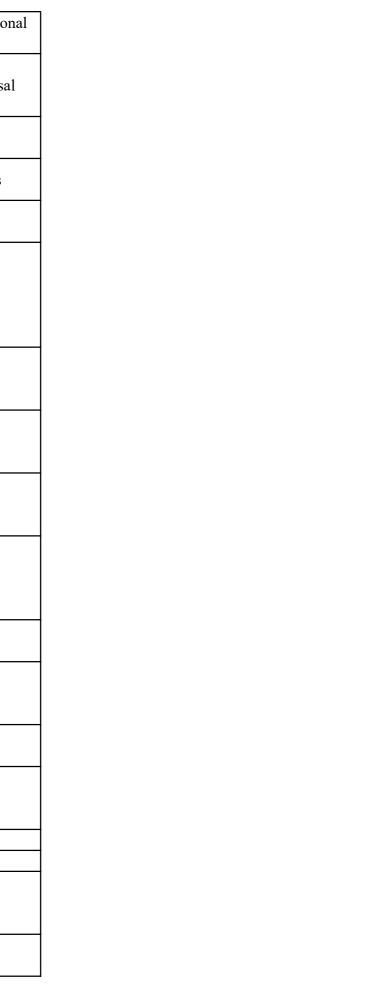**Class / Sem: - TYBCOM SEM-VI**   **Subject: - COMMERCE - VI (Human Resource Management)**

Q. No.	Question	A	B	C	D	Answer
Module - I HUMAN RESOURCE MANAGEMENT						
1	The process of forecasting, developing and controlling human resource in an organisation is called as _____.	Human Resource planning	Human Resource Development	Human Resource Management	Strategic Human Resource Management	Human Resource planning
2	_____ is a process of searching and attracting capable candidates to apply for the jobs.	Selection	Recruitment	Transfer	Separation	Recruitment
3	Human Resource Planning is a process of identifying human resource requirements in terms of _____ and _____.	Quality and Quantity	induction and Separation	training and development	good and bad	Quality & Quantity
4	When there are surplus employees in an organisation,the organisation should undertake_____.	Recruitment & Selection	Training &Development	Retrenchment & Layoff	Performance Appraisal	Retrenchment & layoff
5	_____ is a standard format of the company to obtain information about every candidate applying for the job.	Application Blank	Interview	employment test	Admission Form	Application Blank
6	Job _____ is a process of collecting information about the job.	Recruitment	Selection	Analysis	Retrenchment	Analysis
7	_____ provides information on the human attributes in terms of education, skills, aptitudes and experience necessary to perform a job effectively.	Job description	Job specification	Job analysis	Job evaluation	Job specification
8	_____ is a process of choosing the right person for the right job.	Transfer	Selection	Placement	Recruitment	Seclection
9	Job _____ is the structure the job in terms of content, functions & relationships..	Design	Deal	Opportunity	Perfirmance	Design
10	_____ refers to horizontal movement of employees in respect of job position.	Promotion	Transfer	Selection	Induction	Transfer
11	External source of recruitment includes _____.	transfer	former employees	advertisements	present employees	advertisements
12	_____ interviews are conducted as per the rules and practices.	Informal	Stress	Formal	Questionnaire	Formal
13	A carefuly designed job will make it more _____ and satisfying.	interesting	mundane	demanding	boring	interesting
14	_____ leads to horizontal expansion in the job.	Job simplification	Job rotation	Job enlargement	Job analysis	Job enlargement
15	_____ test is conducted to judge specific talent or skill to handle a particular type of job	Interest	Intelligence	Aptitude	Excellence	Aptitude

16	Job title and Working conditions of a job are included in _____.	job description	job specification	job rotation	job evaluation	job description
17	_____ involves shifting the employees from one job to another	Apprenticeship	Coaching	Understudy	Job rotation	Job rotation
18	Increasing the number and variety of tasks assigned to a job is called_____	job enrichment	job enlargement	job rotation	job turnover	Job enlargement
19	In strategic HRM, decision making is _____.	Proactive	Reactive	Unsynchronised	Delayed	proactive
20	Educational Qualifications and Qualities are components of _____.	Job Description	Job Evaluation	Job Enrichment	Job Specification	Job specification
21	_____is an internal source of recruitment.	Press advertisement	Promotion	Employment exchange	All of these	Promotion
22	_____is an external source of recrutment.	job portals	Promotion	Retired managers	recalls	job portals
23	_____ refers to dividing the job into smaller parts	job analysis	job specification	Job simplification	Job enlargement	job simplification
24	_____ comes before selection.	Placement	Recruitment	Training	Performance Appraisal	Recruitment
25	_____ is a E- selection technique	Test	reference check	key word search	Initial screening	key word search
	Module - II Human Resource Development					
26	_____ is a process of developing skills, competencies and knowledge of employees.	Human Relations Management	Human Resource Development	Human Resource Accounting	Human Resource Planning	Human Resource Development
27	_____ is a method of training wherein employees are transferred from one job to another.	Counseling	Simulation	Job Rotation	case Study	Job Rotation
28	Conferences and Seminars are _____ method of training and development.	On the Job	Off the Job	Personal	Public	Off the Job
29	_____is a planned program undertaken to improve employee's knowledge and skills.	Training	Leadership	Human Resource Planni	Counseling	Training
30	Human resource development is a part of _____	Human Resource Planning	Human resource Ma	Human Resource Accou	Human Resource Downs	Human resource Management
31	Lectures and business games are _____method of training and development.	On the Job	Off the Job	Ranking	Rating	Off the job
32	_____ refers to providing guidance and training by senior to subordinates.	Case study	Counseling	Lectures	Coaching	Coaching
33	_____method of training is a part of educational course.	Performance appraisal	Internship	Junior boards	Job rotation	Internship
34	_____ involves creating atmosphere which is similar to the real work environment.	Coaching	Case study	Internship	Simulation	Simulation
35	_____ is a function of Human Resource Development.	Performance appraisa	Recruitment	Selection	reference check	Performance appraisal
36	_____ is a method of evaluating training effectiveness.	Case study	Simulation	Cost-benefit analysis	Job rotation	Cost-benefit analysis

37	_____ is a step in identifying training needs	Analysing organisatio	Competition analysis	Job designing	Customer analysis	Analysing organisational needs
38	_____ is an evaluation of an employee's job related strengths & weaknesses	Preliminary screening	Recruitment	Employment Tests	Performance Appraisal	Performance Appraisal
39	Fair Performance Appraisal of employees lead to _____	Higher efficiency	Higher morale	Reduced grievance	All of these	All of these
40	_____ is traditional method of performance appraisal	360 degree Appraisal	Confidential Reports	Management by Objectives	Human Resource Accounting	Confidential Reports
41	In Human Resource Management, HRA stands for _____	Human Resource Auditing	Human Resource Allowance	Human Resource Assessment	Human Resource Accounting	Human Resource Accounting
42	_____ refers to the identification of the hidden talents and skills of employees to take up higher positions and responsibilities in the organizational hierarchy	Grievances	Potential Appraisal	Compensation	Employee Welfare	Potential Appraisal
43	_____ involves deciding on the career goals of the employees and the path to achieve those career goals	Training	Promotion	Performance Appraisal	Career Planning	Career Planning
44	_____ is a process of identifying and developing new leaders to replace old leaders when they leave or retire	Leadership planning	Succession Deed	Succession Planning	Career Planning	Succession Planning
45	In the process of mentoring, the experienced and senior person is known as _____	Trainee	Trainer	Mentor	Mentee	Mentor
46	_____ is discussion with an employee of a problem that usually has emotional content in order to help the employee cope with it better	Morale	Motivation	Leadership	Counseling	Counseling
47	For effective counseling, _____ is required on the part of counselor	Listen Patiently	Be inflexible	Be Judgemental	All of these	Listen Patiently
48	In _____ technique of counseling, the Counsellor and counselee both are jointly responsible for solving the problem	Directive	Non-Directive	Participative	None of these	Participative
49	_____ is the process of coaching or guiding the subordinate	Mentoring	Appraising	Selection	Recrutiment	Mentoring
50	_____ occurs when the rater evaluates the employee on the basis of one negative quality	Employment Test	Succession Planning	Horn Effect	Innovation	Horn Effect
Module - III HUMAN RELATIONS						
51	_____ is a mental condition or attitude of individuals & groups which determines their willingness to cooperate.	Grievance	Leadership	Morale	Mentoring	Morale
52	_____ consists of honesty, integrity, & ethical values of employees.	Intelligence Quotient	Emotional Quotient	Passion Quotient	Spiritual Quotient	Spiritual quotient

53	Employees health & safety measures consist of _____.	Fire Protection	Protective Clothing	Safety Education	All of these	All of these
54	_____ is the ability to secure desired actions from subordinates to achieve common objectives.	Planning	Leadership	Performance appraisal	Employee welfare	Leadership
55	_____ leaders motivate and empower employees to achieve company's goals.	Transactional	Autocratic	Transformational	Bureaucratic	Transformational
56	_____ is the act of stimulating someone or oneself to get a desired course of action.	Motivation	Organization	Communication	Coordination	Motivation
57	_____ is an element of Vroom's theory of motivation	Hygiene	Valence	ego & esteem	growth	Valence
58	_____ Theory of motivation states that people are basically lazy and dislike work.	Theory T	Theory X	Theory Y	Theory Z	Theory X
59	_____ is an element of Pink's theory of motivation	Autonomy	Purpose	Mastery	All of these	all of these
60	_____ is any work -related complaint expressed in writing by an employee.	Grievance	circular	Notice	Application	Grievance
61	_____ indicates high morale of employees	High employee turnover	high team spirit	low efficiency	conflicts	High team spirit
62	_____ is the basic need in Maslow's Need Hierarchy theory.	Esteem	Social	Physiological	None of these	Physiological
63	Theory Y is based on _____ features of human character.	Positive	Modern	New	Negative	Positive
64	Increments & bonus payments are _____ incentives of motivation.	Financial	Non Financial	Negative	None of these	financial
65	_____ generates negativity and low morale in employees.	Grievence	Training	Counselling	Perks	Grievance
66	Employee welfare measures include _____ facilities.	Canteen	Rest rooms	Transport	All of these	All of these
67	_____ style of leadership gets work done by offering rewards & punishments	Laissez Faire	Paternalistic	Transformational	Transactional	Transactional
68	_____ is the highest need in the Maslow's theory of hierarchy of needs.	Social needs	Safety and security needs	Ego & esteem needs	Self actualization needs	self actualisation needs
69	_____Theory of motivation assumes that people are active and responsible at work	Theory X	Theory Y	Pink theory	Vroom's theory	Theory Y
70	_____ need refers to the need for acceptance, love & care	ego & esteem	social	safety	physiological	social
71	_____ is an element of Emotional Quotient	Self awareness	Self management	relationship management	All of these	All of these
72	_____ quotient is related to the ability to handle feelings & stress	Intelligence	Emotional	Spiritual	style	emotional

73	_____ helps to improve emotional & spiritual quotient	Yoga	meditation	training	all of these	all of these
74	High morale _____absenteesm and turnover.	encourages	Raises	Reduces	Accelerates	reduces
75	Human relations approach has............. application	universal	special	uniform	general	Universal

Module - IV TRENDS IN HUMAN RESOURCE MANAGEMENT						
76	_____ means reducing the size of manpower in the organization.	Degrading	Downsizing	Outsourcing	Recruiting	Downsizing
77	Workforce _____ has created new challenges for human resource management	Uniformity	Diversity	Equality	Regularity	Diversity
78	_____ is the gradual reduction in the workforce through resignation, retirement and death.	Absenteeism	Attrition	Outsourcing	Transfer	Attrition
79	Competence refers to a combination of knowledge, attributes and ……………….which are required to improve work performance.	skill	feeling	opinion	complaint	Skill
80	_____ competencies refer to key areas of expertise.	Organizational	Core	Technical	Formal	Core
81	Characteristics of learning organisation include _____	Shared vision	Centralisation	Time study	Motion study	Shared Vision
82	Generation ………….includes persons born between 1979 and 1999.	W	X	Y	Z	Y
83	Flexible working practices include_____	no job sharing	Fixed hours	Work from home	Work at office only	Work from home
84	Employee ---------- refers to giving employees autonomy and responsibility for decision making	Empowerment	Absenteeism	Engagement	Enthusiasm	Empowerment
85	Absenteeism is caused by _____.	Job satisfaction	high morale	Low morale	Fair Remuneration	Low morale
86	…………………is an integrated system used to gather, store and analyse information regarding employees.	Financial Resource Accounting	Marketing Information System	Human Resource Information System	Human Resource Development	Human Resource Information System
87	_____ helps in reducing absenteeism.	Auditing	Accounting	Workplace wellness programmes	Downsizing	Workplace Wellness Programmes
88	The sexual Harassment of women at workplace (Prevention, prohibition and redressal)Act was passed in ---------	1983	2003	2013	2015	2013
89	……………….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	Full-time	Flexitime
90	Employee………….is the extent to which employees feel passionate about their jobs and are committed to their work.	Frustration	Engagement	recognition	reward	Engagement

91	…………………competencies refer to specific skills related to a job	Technical	Behavioural	functional	human	functional
92	Competency ………………...is a process of identifying key competencies required for undertaking organisational tasks.	Mapping	Scaling	Tasking	Learning	Mapping
93	Employee …………………... refers to a gradual reduction in workforce without firing employees.	Turnover	Attrition	Downsizing	Removal	Attrition
94	……………………guidelines are in respect of prevention of sexual harassment at work place	Apsara	Vishakha	Menaka	Uttara	Vishaka
95	…………………….....popularized the concept of learning organisation through his book 'The Fifth Discipline.	Peter Senge	Peter Drucker	Philip Kotler	F.W. Taylor	Peter Senge
96	Innovative culture is the work……………that managers encourage to nurture and develop to generate innovative ideas.	problem	environment	rules	issues	environment
97	………………..refers to planned elimination of positions or jobs.	Termination	Downsizing	Upsizing	Selection	Downsizing
98	Organising informal get-togethers of employees can help in managing the problem of ………………..	Workforce diversity	promotion	transfer	Staffing	Workforce Diversity
99	_____ organisation provides autonomy to the employees.	Innovative	Line	Matrix	Autocratic	Innovative
100	Sexual harassement at work place is _____.	Ethical	Unethical	Permitted	Tolerable	unethical