

**MAHARSHI DAYANAND COLLEGE OF ARTS, SCIENCE AND COMMERCE, PAREL**

**Practice test**

**Subject: HUMAN RESOURCE MANAGEMNT (COMMERCE VI)**

**NOTE: EACH QUESTION CARRIES 2 MARKS**

- Q1. HRM IS \_\_\_\_\_
- A) A Staff function
  - B) A Line function
  - C) A Staff, Line and Accounting function
  - D) All the above
- Q 2. Human Resource planning is compulsory for \_\_\_\_\_
- A. Effective Employee Development programmme.
  - B. Base for Recruitment
  - C. Base for selection policy
  - D. All of these.
- Q 3.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
- Q 4. The actual achievement compared with the objectives of the job is \_\_\_\_\_
- A. Job performance
  - B. Job evaluation
  - C. Job description
  - D. None of the above.
- Q 5. Management in HRM refers to
- A. Labour
  - B. Proper and maximum utilization of resources
  - C. Top management
  - D. Operations management
- Q 6. Employees welfare includes \_\_\_\_\_
- A. Counselling
  - B. Crèche Facility
  - C. Promotion
  - D. Transfer
- Q 7. \_\_\_\_\_ HRM involves manpower policies and practices relating to selection, employee training, employee compensation, appraisal technique and discipline.
- A. Conditional
  - B. Strategic
  - C. Traditional
  - D. Magnetic
- Q 8.The following type of recruitment process is said to be a costly affairs.
- A. Internal Recruitment
  - B. External Recruitment
  - C. Cost remain same for both types.
  - D. None of the above.
- Q. 9. \_\_\_\_\_ is a specific format to obtain information about candidates applying for the job

- A. Interview letter
  - B. Invitation letter
  - C. Application blank
  - D. Promotion letter
- Q. 10 \_\_\_\_\_ can be promoted for the future for the top level job
- A. Potential employees
  - B. Legal employees
  - C. Skilled employees
  - D. Trained employees
- Q 11. \_\_\_\_\_ implies systematic movement of employees from one job to the other.
- A. Job Enlargement
  - B. Job Enrichment
  - C. Job Design
  - D. Job Rotation
- Q 12. \_\_\_\_\_ is the first step in selection process of the job.
- A. Interview
  - B. Job Analysis
  - C. Advertising the job
  - D. Medical Check
- Q 13. \_\_\_\_\_ is a process of finding and attracting capable people for the job
- A. Recruitment
  - B. Selection
  - C. Job Analysis
  - D. Job Design
- Q. 14. Campus Recruitment is an example of \_\_\_\_\_ Recruitment.
- A. Internal source
  - B. External source
  - C. Both (A) and (B)
  - D. None of the above
- Q 15. Strategic thinking is \_\_\_\_\_ Process.
- A. Short term
  - B. Long term
  - C. Continuous
  - D. All of the above
- Q 16. Online Interviews is an Example of \_\_\_\_\_
- A. O- selection
  - B. MIS
  - C. Perception test
  - D. E-selection
- Q 17. \_\_\_\_\_ Interviews are also called standardized interviews
- A. Structured
  - B. Group
  - C. Individual
  - D. Unstructured
- Q 18. Recruitment is less expensive as compared with Selection process, the statement is \_\_\_\_\_
- A. False
  - B. True
  - C. Both (A) and (B)
  - D. None of the above

- Q 19. \_\_\_\_\_ refers to vertical Expansion of the job, as it is a direct outcome of Fredrick Herzberg's two factor Theory.
- A. Job Enlargement
  - B. Job design
  - C Job Simplification
  - D. Job Enrichment
- Q 20. Time study in Job Design was developed by\_\_\_\_\_
- A. Frank Gillbirth
  - B. Peter Drucker
  - C. Henri Fayol
  - D. F.W. Taylor
- Q 21. \_\_\_\_\_ Appraisal is nothing but appraisal done by everyone.
- A. 390 degree
  - B. 360 degree
  - C. Periodical
  - D. Expert
- Q22. Career planning and Career Development move\_\_\_\_\_
- A. Together
  - B. Opposite
  - C. Parallel
  - D. In the same speed
- Q 23. \_\_\_\_\_ is the ratio of return to cost.
- A. Efficiency
  - B. Morale
  - C. Productivity
  - D. Performance
- Q 24.. \_\_\_\_\_ is the act or process of teaching or learning skill, while \_\_\_\_\_ is a stage of growth or advancement.
- A. Training, Development
  - B. Induction, Placement
  - C. Orientation, Refresher
  - D. Development, Induction
- Q 25. \_\_\_\_\_ is provided to factory workers to handle machines and tools in a simulated environment
- A. In-basket training
  - B. Vestibule training
  - C. Case Study method
  - D. Role playing
- Q 26 In \_\_\_\_\_, trainees presents their papers on work related development, and are viewed by experts.
- A. Conference
  - B. Evaluation
  - C. Seminars
  - D. Workshop
- Q. 27 \_\_\_\_\_ is also known as laboratory or T-group training.
- A. Seminar and Workshop
  - B. Sensitive training
  - C. Conference
  - D. Brain storming secession
- Q. 28 Q 21. Kirkpatrick's four level model is related to \_\_\_\_\_
- A. Interview
  - B. Selection

- C. Performance appraisal
  - D. Training
- Q 29. A \_\_\_\_\_ represents a set of question about the employees and his Behaviour.
- A. Wish list
  - B. Check-list
  - C. Hit –list
  - D. Black-list
- Q 30. \_\_\_\_\_ are recruited to perform a specific time-bound job or project during their education.
- A. Interns
  - B. Counselors
  - C. Understudy
  - D. Apprenticeship
- Q 31. The purpose of \_\_\_\_\_ is to study critically the performance of an employee and to guide him to improve his/ her performance.
- A. Potential appraisal
  - B. Performance Appraisal
  - C. Planning Appraisal
  - D. Programme Appraisal
- Q 32. Conference and Seminars are \_\_\_\_\_ method of management development
- A. On the Job
  - B. Effective
  - C. Off the job
  - D. Interactive
- Q. 33. \_\_\_\_\_ is a method of job training by which a person learns and craft, trade or job under another persons who has already mastered that craft or job.
- A. Mentoring
  - B. Coaching and Counselling
  - C. Planned progression
  - D. Apprenticeship training
- Q 34. \_\_\_\_\_ Enables the participant to learn from the views or ideas expressed by other members of the group.
- A. Reading and References
  - B. Brainstorming secession
  - C. Assessment Center
  - D. Role Playing
- Q 35. \_\_\_\_\_ is a traditional method of performance appraisal.
- A. MBO
  - B. Critical Incident Method
  - C. 360 degree appraisal
  - D. Assessment Centre
- Q 36. \_\_\_\_\_ is the systematic process by which a person selects career goals and the means to achieve them.
- A. Economic planning
  - B. Individual Planning
  - C. Career planning
  - D. Manpower planning
- Q 37. \_\_\_\_\_ is a process of deciding in advance to fill up key position in the organization that are likely to fall vacant in the near future.
- A. Mentoring
  - B. Succession Planning
  - C. Manpower Development

- D. Observation method
- Q 38. Employee training requires to meet \_\_\_\_\_
- A. Job requirement
  - B. Job enhancement
  - C. Job Analysis
  - D. Job Enrichment
- Q 39. \_\_\_\_\_ deals with cost and contribution of human resources to the organisation.
- A. CRS
  - B. MRA
  - C. HRA
  - D. HRM
- Q 40. Under \_\_\_\_\_ counsellor controls the direction of the conversation and does most of the talking.
- A. Participative counselling
  - B. Sub- technique
  - C. Non-Directive counselling
  - D. Directive counselling
- Q 41. \_\_\_\_\_ is the activity of influencing people to strive willingly for group objectives.
- A. Motivation
  - B. Leadership
  - C. Experience
  - D. Morale
- Q 42. Transformational leadership style was introduced by \_\_\_\_\_
- A. Peter Drucker
  - B. Max weber
  - C. J. M. Burns
  - D. Adam Smith
- Q 43. Transactional Leadership is \_\_\_\_\_ in nature.
- A. Reactive
  - B. Proactive
  - C. Neutral
  - D. Balance
- Q 46. \_\_\_\_\_ refers to ego needs.
- A. Physiological need
  - B. Esteem Need
  - C. Social Need
  - D. Self- actualisation
- Q 48. \_\_\_\_\_ is a combination of mental, physical and social qualities.
- A. Ability
  - B. Personality
  - C. Mentality
  - D. Stability
- Q 49. Theory Z blends Japanese and \_\_\_\_\_ management practice.
- A. US
  - B. Indians
  - C. European
  - D. Chinese
- Q 50. Theory X is based on \_\_\_\_\_ assumption of human nature.
- A. Positive
  - B. Negative
  - C. General
  - D. Universal

- Q51. \_\_\_\_\_ is concerned with evaluating safety measures adopted by the organisation.
- A. Safety Audit
  - B. Financial Audit
  - C. Employee Audit
  - D. Organization Audit
- Q 52. Who among the following has the responsibility for employee welfare?
- A. Employers
  - B. Central Government
  - C. State Government
  - D. All of the above
- Q 53. Salary and bonus payment are \_\_\_\_\_ factors of motivation.
- A. Non-monetary
  - B. Monetary
  - C. General
  - D. Unimportant
- Q54. Knowledge of human behavior helps to find out \_\_\_\_\_ people behave in certain situation.
- A. How and Why
  - B. How and Where
  - C. Why and Where
  - D. What and Where
- Q 55. Daniel Pink states four main elements of autonomy (4 Ts)
- A. Time, Test, Training, Transfer
  - B. Trainee, Technology, Time, Transfer
  - C. Total effort, Turnover, Time, Tough work
  - D. Time, Technology, Team, Task
- Q 56. \_\_\_\_\_ refers to the effort-performance relationship.
- A. Hierarchy
  - B. Valence
  - C. Expectancy
  - D. Probability
- Q 57. As per \_\_\_\_\_ theory people are ready to accept new ideas, they prefer to change with the changing situations.
- A. Theory X
  - B. Ricardian Theory
  - C. Classical Theory
  - D. Theory Y
- Q 58. Humility is an example of \_\_\_\_\_ Quotient.
- A. EQ
  - B. SQ
  - C. IQ
  - D. PQ
- Q 59. The government of India established the National Safety Council in \_\_\_\_\_.
- A. 1965
  - B. 1966
  - C. 1967
  - D. 1968
- Q. 60. Under \_\_\_\_\_ leadership, employees achieve objectives with a sense of commitment and dedication.
- A. Transformational
  - B. Proactive
  - C. Parental

- D. Transactional
- Q 61. \_\_\_\_\_ indicate a combination of practical and theoretical knowledge, skill attributes which is required to improve performance.
- A. Competencies
  - B. Communication
  - C. Co-ordination
  - D. CO-operation
- Q 62. Depression is one of the leading causes of \_\_\_\_\_ in western countries, as well as in developing countries.
- A. Work- life balance
  - B. HR practice
  - C. Absenteeism
  - D. Diversity
- Q 63. Generation Y, also called as \_\_\_\_\_
- A) Millennial
  - B) Superman
  - C) Strongman
  - D) Energetic man
- Q 64. Flexible work Options (FWO) is good measure of \_\_\_\_\_
- A. Faulty placement
  - B. Work life balance
  - C. Workforce diversity
  - D. Telecommute
- Q 65. Leave for higher education is an example of \_\_\_\_\_
- A. Commission
  - B. Grant
  - C. Sabbatical for career break
  - D. Health and Wellness programme
- Q 66. The \_\_\_\_\_ module in HRIS automates the pay process by gathering data on employee time and attendance, calculating various deductions and taxes, and generating periodic pay cheques and employees tax reports.
- A. Selection module
  - B. Safety module
  - C. Payroll module
  - D. Reporting module
- Q 67. \_\_\_\_\_ Guidelines are in respect of prevention of sexual harassment at work place.
- A. Asha
  - B. Apeksha
  - C. Shalkha
  - D. Vishakha
- Q 68. \_\_\_\_\_ Refers to management of human resources at the international level to achieve organizational objectives
- A. MMR
  - B. MIS
  - C. IHRM
  - D. DHRM
- Q 69. \_\_\_\_\_ is a voluntary work arrangement in which two people share responsibility for one full – time position.
- A. Compressed work
  - B. Part time employment

- C. Flexi time  
D. Job sharing
- Q 70. Addiction of alcohol and drugs are most important cause for employees \_\_\_\_\_.
- A. Promotion  
B. Transfer  
C. Training  
D. Absenteeism
- Q 71. \_\_\_\_\_ provides better quality of customer service, which results in greater customer satisfaction.
- A. International HR  
B. Employee Empowerment  
C. Competency mapping  
D. Disengagement
- Q 72. \_\_\_\_\_ Organization provides autonomy to the employees.
- A. Innovative  
B. Line  
C. Matrix  
D. Line and Staff
- Q 73. The term \_\_\_\_\_ is used indicate reduction of excess manpower by suitable measures.
- A) Departmention  
B) Organization  
C) Downsizing  
D) Attrition
- Q 74. Mentoring develops \_\_\_\_\_ among your employees.
- A. self confidence  
B. fear  
C. anxiety  
D. shy
- Q 75. \_\_\_\_\_ Refers to a person's knowledge, skill and attributes that contribute to effective performance.
- A. Core competencies  
B. Behavioral competencies  
C. Business competencies  
D. Individual competencies
- Q.76 Cordial human relations are \_\_\_\_\_.
- a) Desirable      b) undesirable      c) dangerous      d) not necessary
- Q.77 Managers possessing leadership qualities are called \_\_\_\_\_
- a) Business leaders      b) efficient managers      c) departmental managers      d) professional leader
- Q.78 Leadership involves guiding and \_\_\_\_\_ subordinates.
- a) supervising      b) controlling      c) motivating      d) criticising
- Q. 79 Best leaders is \_\_\_\_\_.
- a) situational      b) accidental      c) autocratic      d) democratic
- Q.80 An autocratic leader takes \_\_\_\_\_ decisions.
- a) quick      b) slow      c) no      d) delicate
- Q.81 \_\_\_\_\_ leader takes all decisions by himself without consulting the subordinates.
- a) Laissez-fair      b) Participative      c) Autocratic      d) Socialistic
- Q.82 Motivation is a \_\_\_\_\_ process.
- a) positive      b) negative      c) psychological      d) physical
- Q. 83 The term motivation is derived from the \_\_\_\_\_ word "Movers"
- a) Latin      b) English      c) German      d) French
- Q.84 Motivation \_\_\_\_\_ clashes and non-cooperation from employees.



- a) encourages      b) avoids      c) permits      d) force
- Q.85 Motivation is the \_\_\_\_\_ of management process.  
a) conclusion    b) essence      c) drawback    d) end
- Q. 86 Salary and bonus payment are \_\_\_\_\_ factors of motivation.  
a) non-monetary    b) monetary    c) general      d) unimportant
- Q.87 \_\_\_\_\_ is a form of financial motivation.  
a) Recognition      b) Appreciation c) Work Environment    d) Bonus
- Q.88 Morale is a \_\_\_\_\_ concept.  
a) physical      b) economic    c) political      d) psychological
- Q.89 The word morale was used first in \_\_\_\_\_ .  
a) Political science    b) social science      c) military science      d) psychology
- Q.90 High morale of employee \_\_\_\_\_ absenteeism and late-coming of workers.  
a) reduces      b) raises      c) leads to      d) regularly
- Q.91 Every grievance is important and urgent to \_\_\_\_\_ .  
a) an organization      b) the manager    c) concerned employees d) co-workers
- Q.92 Grievance procedure should be \_\_\_\_\_ and \_\_\_\_\_ .  
a) fair and prompt      b) lengthy and time consuming  
c) difficult and complicated      d) difficult to understand and follow
- Q.93 High moral \_\_\_\_\_ industrial accidents.  
a) increases    b) reduces      c) stop    d) continues
- Q.94 \_\_\_\_\_ is a feeling of injustice at workplace whether expressed or not.  
a) Morale      b) Grievance    c) Motivation    d) Counselling
- Q.95 Theory X assumes \_\_\_\_\_ approach of the managers towards employees.  
a) traditional    b) professional    c) general      d) modern
- Q.96 According to Need Hirarchy Theory \_\_\_\_\_ needs are the basic needs of human beings.  
a) Physiological b) Psychological      c) Social      d) Geographical
- Q. 97 Theory X based on \_\_\_\_\_ assumptions of human nature.  
a) positive      b) negative      c) general      d) simple
- Q.98 Knowledge of human behavior helps to find out \_\_\_\_\_ people behave in certain situation.  
a) How and Why      b) How and Where      c) Why and Where      d) What and Where
- Q.99 Human relations approach has \_\_\_\_\_ application.  
a) Universal    b) Special      c) General      d) modern
- Q.100 \_\_\_\_\_ is a combination of mental, physical and social qualities.  
a) Ability      b) Personality    c) Mentality    d) Ethics
- Q.101 HRA relates to the \_\_\_\_\_ of human resources employed in an organization.  
a) Counting    b) valuation    c) appraisal    d) estimation
- Q.102 HRA facilitates \_\_\_\_\_  
a) HRP    b) HRD    c) recruitment of HR      d) Selection of suitable candidates
- Q.103 Trade unions \_\_\_\_\_ HRA.  
a) Oppose    b) support      c) permit      d) dispute
- Q.104 EQ suggests \_\_\_\_\_ for success in business.  
a) Qualifications    b) qualities      c) wisdom      d) personality
- Q.105 \_\_\_\_\_ is an elements of emotional quotient.  
a) Self awareness    b) Flexibility and adaptability    c) Holistic approach  
b) d) Wisdom
- Q. 106) Sexual harassment at workplace is \_\_\_\_\_ .  
a) unethical    b) tolerable      c) permitted      d) ethical
- Q.107) Indian Constitution is \_\_\_\_\_ discrimination.  
a) against      b) favorable to    c) for    d) with
- Q.108) Mentoring develops \_\_\_\_\_ among your employees.  
a) self confidence    b) fear    c) anxiety      d) shy

- Q.109) Workforce diversity is \_\_\_\_\_ in any industrial society.  
 a) industrial society    b) desirable    c) undesirable    d) dangerous
- Q.110) The purpose of downsizing is to achieve \_\_\_\_\_.  
 a) rightsizing    b) wrong sizing    c) plus sizing    d) under sizing
- Q.111) \_\_\_\_\_ means reducing the size of the organization.  
 a) Attribution    b) Downgrading    c) Downsizing    d) wrong sizing
- Q.112) Competency \_\_\_\_\_ is a process of identifying key competencies required for undertaking organizational task.  
 a) Scaling    b) Tasking    c) Mapping    d) measuring
- Q.113) Employee \_\_\_\_\_ involves giving employees the autonomy to take right decisions.  
 a) Empowerment    b) Education    c) Engagement    d) awareness
- Q.114) Competence refers to a combination of knowledge, attributes and \_\_\_\_\_, which are required to improve work performance.  
 a) Skills    b) feelings    c) opinions    d) feedback
- Q.115) \_\_\_\_\_ guidelines are in respect of prevention of sexual harassment at work place.  
 a) Vishakha    b) Apsara    c) Mehrotra    d) Samiksha
- Q.116) Problem solving requires weighing \_\_\_\_\_ before a final decision is made.  
 a) alternative    b) suggestions    c) opinions    d) feelings
- Q.117) \_\_\_\_\_ refers to the general competencies, which are specific to an organization.  
 a) Skill    b) Technical    c) Behavioural    d) **Core**
- Q.118) \_\_\_\_\_ employment is a system of working for a fixed number of hours with the starting and finishing timings within the agreed limits.  
 a) Flexitime    b) Temporary    c) Part time    d) Full time
- Q.119) \_\_\_\_\_ popularized the concept of learning organization through his book 'The Fifth Discipline'  
 a) Peter Drucker    b) Peter Senge    c) Tom Peters    d) Henri Fayol
- Q.120) \_\_\_\_\_ organization provides autonomy to the employees.  
 a) Line    b) Matrix    c) Innovative    d) Line and Staff
- Q.121) Employee \_\_\_\_\_ is the extent to which employees feel passionate about their jobs and are committed to their work.  
 a) recognition    b) satisfaction    c) Engagement    d) approach
- Q.122) \_\_\_\_\_ is an integrated system used to gather, store and analyse information regarding employees.  
 a) MIS    b) HRIS    c) HRP    d) IHRM
- Q.123) Innovative culture is the work \_\_\_\_\_ that managers encourage to nurture and develop to generate innovative idea.  
 a) Environment    b) ethics    c) rules    d) objective
- Q.124) A job may be consider \_\_\_\_\_ if employer and employee agree that the tenure of employment is determined by condition.  
 a) Full time    b) permanent    c) temporary    d) part time
- Q.125) Human Resource Management System (HRMS) is also called as \_\_\_\_\_.  
 a) HRIS    b) MIS    c) HRP    d) HRM