1. The meaning of the acronym HRM is __
   (a) Human Relations Management
   (b) Humanistic Resource Management
   (c) Human Resource Management
   (d) Human Resourceful Management

2. The term used before the language of modern HRM was _______
   (a) Labour Relations
   (b) Personnel Management
   (c) Industrial Management
   (d) All of the above

3. Which of the following is not a function normally performed by HR department?
   (a) Accounting
   (b) Recruitment and Selection
   (c) Pay and Reward
   (d) Employee Relations

4. Which of the following statements is false?
   (a) Organizations are now less hierarchical in nature
   (b) Organizations are now generally focusing upon domestic rather than international matters
   (c) Organizations have adopted more flexible norms
   (d) Organizations have been subject to a raft of organizational change programs

5. HRM is__________
   (a) employee oriented
   (b) employer oriented
   (c) legally oriented
   (d) none of the above

6. scope of the HRM includes __
   (a) retirement and separation of employees
   (b) HR training and development
   (c) industrial relations
   (d) all of the above

7. HRM is__________
   (a) a staff function
   (b) a line function
   (c) a staff function, line function and accounting function
   (d) all of the above

8. The objectives of HRM are categorized as __
   (a) personal objectives
   (b) functional objectives
   (c) organisational and social objectives
   (d) all of the above

9. The scope of HRM does not include __
   (a) retirement of employees
   (b) manpower planning
   (c) training of employees
   (d) maintenance of accounts

10. The meaning of the acronym 'SHRM' is __
    (a) Short-term Human Resource Management
    (b) Strategic Human Resource Management
    (c) Strategestic Human Resource Management
11. Recruitment is widely viewed as a __
   (a) positive process
   (b) negative process
   (c) positive as well as negative process
   (d) none of the above processes

12. Recruitment policy usually highlights need for establishing __
   (a) job specification
   (b) job analysis
   (c) job description
   (d) none of the above

13. The process of developing the applicant's pool for job openings in an organization is called __
   (a) Hiring
   (b) Recruitment
   (c) Selection
   (d) Retention

14. A brief write-up of what the job is all about is __
   (a) job finding
   (b) job summary
   (c) job analysis
   (d) job specification

15. A job specification is one of the areas of __
   (a) job analysis
   (b) job design
   (c) job description
   (d) job summary

16. The division of the total task to be performed into a manageable and efficient unit is
   (a) a job design
   (b) a job specification
   (c) a job analysis
   (d) a job description

17. Which of the following is the area from which applicants can be recruited?
   (a) Employment Lines
   (b) Employees' Association
   (c) Labour Market
   (d) Labour Schemes

18. For forecasting the demand for manpower, the important techniques used are
   (a) Delphi Techniques
   (b) Statistical Techniques
   (c) Work Study Techniques
   (d) All of the above

19. Selection of the candidates is done out of
   (a) target population
   (b) internal sources
20. HRM is considered as
   (a) a reactive function
   (b) a proactive function
   (c) an auxiliary function
   (d) an auxo-reactive function

21. A job design is __
   (a) the design involving maximum acceptable job design qualities to perform a job
   (b) the division of total task to be performed into manageable and efficient units
   (c) a systematic way of designing and determination of the worth of a job
   (d) none of the above

22. According to Edwin Flippo, the first and immediate product of job analysis is____
   (a) the job description
   (b) the job design
   (c) the job production
   (d) the job specification

23. One of the important organizational factors affecting 'Job Design' is __
   (a) Workflow
   (b) Autonomy
   (c) Feedback
   (d) Diversity

24. Behavioral factors affecting job design are __
   (a) Autonomy
   (b) Diversity
   (c) Feedback
   (d) All of the above

25. Factors affecting job design are __
   (a) behavioral factors
   (b) environmental factors
   (c) organizational factors
   (d) all of the above

26. Organisational factors affecting job design are __
   (a) (a) workforce and cultural factors
   (b) employee availability and abilities
   (c) ergonomics and cultural factors
   (d) feedback and diversity factors

27. The procedure for determining the duties and skill requirements of a job and the kind of person who should be hired for it is __
   (a) job analysis
   (b) job design
   (c) job recruitment
   (d) job description

28. A list of the duties, responsibilities, reporting relationship, working conditions and supervisory responsibilities of a job as a product of a job analysis is __
   (a) job enlargement
   (b) job design
   (c) job description
   (d) job enlistment
29. Job Characteristics Model is proposed by __
   (a) Hockman and Coldham
   (b) Hockman and Oldham
   (c) Hackman and Oldham
   (d) Horkman and Olatham

30. The Integrated System Model of Strategic Human Resource Management acknowledges the existence within the organisation of __
   (a) multiple cultural and strategic environment
   (b) multiple stakeholders
   (c) multiple recruitment integrated system
   (d) multiple structural organisations

31. One of the dimensions included in the Harvard Model is __
   (a) HR outcomes interest
   (b) Behavioral interest
   (c) Stakeholders interest
   (d) Performance interest

32. Manpower inventory involves __
   (a) the classification of the inventory of workers in an organisation in addition to the qualities
   (b) the classification of characteristics of personnel in an organisation, in addition to counting their number
   (c) the classification of characteristics of managers’ qualities in addition to their number
   (d) the classification of characteristic features of functions for inventory in addition to the total number of functions

33. One of the external sources of recruitment is __
   (a) retired managers and employees
   (b) dependents of deceased employees
   (c) gate hiring
   (d) none of the above

34. Selection is______
   (a) Subjective
   (b) Objective
   (c) Normative
   (d) Positive

35. Recruitment
   (a) follows selection
   (b) precedes selection
   (c) matches selection
   (d) none of the above

36. Manpower inventory is __
   (a) to find out how manpower is to be utilized
   (b) to prepare inventory for scheduling manpower
   (c) the data collected about the present employees of an organization
   (d) the data as calculated by demand forecast and compared with inventory in respect of manpower

37. E-recruiting methods include
   (a) internet job boards
   (b) career websites
   (c) employer websites
   (d) all of the above
38. The Job Characteristics Model is one of the most influential attempts to_____
   (a) design jobs with increased motivational properties
   (b) assign jobs with proper motivational properties
   (c) analyse jobs with increase and proper motivation
   (d) describe jobs with increase motivation for proper jobs
39. High job satisfaction is the outcome of which of the following core dimensions described by the
    Job Characteristics Model?
   (a) Task identity
   (b) Task significance
   (c) Feedback
   (d) Autonomy
40. Low absenteeism and turnover is the outcome of which of the following core dimensions
    described by the Job Characteristics Model?
   (a) Autonomy
   (b) Feedback
   (c) Task Identity
   (d) Task Significance
41. Which of the following factors is one of the environmental factors affecting job description:
   (a) Workflow and culture
   (b) Autonomy and feedback
   (c) Employee availability and abilities
   (d) Culture and diversity
42. A broad, general and written statement of a specific job based on the findings of an analysis is
    called as __
   (a) Specific Job Design
   (b) Job Identification
   (c) Specific Particular Analysis
   (d) Job Description
43. The Michigan Model emphasis the following functions and their interrelates.
   (a) selection, recruitment, induction and promotions
   (b) appraisal, rewards, promotions and retention
   (c) selection, recruitment, rewards and promotion
   (d) selection, appraisal, rewards and human resource development
44. The Integrated system model is also known as __
   (a) Harvard Model
   (b) Michigan Model
   (c) Integrated Model
   (d) Warwick System Model
45. A general statement or understanding which provides guidelines for decision-making to H.R.
    managers in respect of various H.R. functions and activities is known as __
   (a) H.R. Vision statement
   (b) H.R. Philosophy
   (c) H.R. Mission statement
   (d) H.R. Policy
46. When an interviewer prepares a list of questions in advance and asks those question to the
    candidate to obtain the information from him; it is called __
   (a) a structured interview
   (b) a well-organized interview
   (c) a systematic type interview
47. When an interviewer asks the questions to the candidate according to the response received from him and the questions asked are not pre-determined in such an interview, it is called __
   (a) unprepared type of interview
   (b) unstructured interview
   (c) unconditional interview
   (d) none of the above

48. Job identification is one of the components of __
   (a) job specification
   (b) job design
   (c) job description
   (d) job evaluation

49. systematic and orderly process of determining the worth of a job in relation to other jobs is __
   (a) worth job specification
   (b) job description
   (c) job evaluation
   (d) job identification

50. A broad statement of the purpose, scope, duties and responsibilities of a particular job is __
   (a) job specification
   (b) job description
   (c) job analysis
   (d) job design

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51. What are the ideas underpinning 'soft, commitment' or high-road HRM practices?

(a) Labour needs to be treated as assets to be invested in.
(b) Employees are a cost which should be minimized.
(c) A lack of mutuality existing between employee and employer
(d) A disregard for unlocking discretionary effort
Ans: (a)

52. Which of the following would likely be the least effective method of recruiting internal job candidates?
   a) Posting information on Organisational bulletin boards
   b) Examining HR records of current employees
   c) Advertise in national newspapers and journals
   d) Internal Sources
   Ans: e)

53. The interview is used as a method for determining .... : ..
   (a) The personality of the candidate.
   (b) The degree of fit between the applicant and the demands of the job.
   (c) His/her age.
   (d) Physical attributes
   Ans (b)

54. The area from which applicants can be recruited is _______
   (a) Job agencies
   (b) Labour markets
   (c) Employment lines
   (d) Labour unions
   Ans (b)

55. Which of the following department is responsible for handling safety & health issues of employees?
   (a) HR department
   (b) Procurement department
   (c) Finance department
   (d) Marketing department
   Ans : (a)

56. The thorough & detailed study regarding jobs within an Organisation is represented by:
   (a) Job analysis
   (b) Job description
   (c) Job specification
   (d) Job evaluation
   Ans: (a)

57. The process of choosing individuals who have relevant qualifications to fill existing or projected job openings is ______
   (a) Screening process
   (b) Selection process
   (c) Interview process
   (d) Pre-screening process
   Ans: (b)
58. Why are employers interested in employee engagement?
   (a) To encourage employees to trust their manager
   (b) To make a quick profit
   (c) To make employees work harder for less
   (d) Because engaged employees are more motivated and prepared to give their best to make the firm succeed
   Ans: (d)

59. Firing the non-performing employees, HR manager is said to perform the
   (a) Interpersonal role
   (b) Informational role
   (c) Supportive role
   (d) Decisional role
   Ans: (d)

60. Which of the following component of attitude represents a person's opinions knowledge, and information?
   (a) Affective component
   (b) Cognitive component
   (c) Behavioral component
   (d) Objective component
   Ans: (b)

61. What is meant by the term 'management by objectives'?
   (a) A system of giving the authority to carry out certain jobs by those lower down the management hierarchy
   (b) The system of management that is based on bringing together experts into a team
   (c) The setting of objectives to bring about the achievement of the corporate goals
   (d) The control of the Organisation by those in the 'head office'
   Ans: (c)

62. Which of the following is not a function normally performed by the HR department?
   (a) Employee relation
   (b) Training and Development
   (c) Accounting
   (d) Recruitment and Selection
   Ans: (c)

63. Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?
   (a) Vocational interest test
   (b) Cognitive aptitude test
   (c) Personality test
   (d) Psychomotor abilities test
   Ans: (a)

64. Successful managers are
   (a) Efficient & effective
   (b) Strict to employees
   (c) Wrong Policy makers
   (d) Wrong decision makers
   Ans: (a)

65. In comparing internal selection with external selection, an advantage of internal selection is that
   (a) Internal selection requires few procedures to locate and screen viable job candidate
   (b) Internal selection presents fewer dangers of incurring legal liability than external selection
   (c) There is less need to use multiple predictors in assessing internal candidates than with external candidates
   (d) Information about internal candidates tends to be more verifiable than information about external candidates
   Ans: (d)
66. The advantage of external recruiting is that______
   (a) They ensure consistency from opening to closing
   (b) They are useful for companies too small to have dedicated recruiters
   (c) They are very inexpensive
   (d) Time Consuming
   Ans: (b)

67. Which of the following statements most accurately defines human resource management?
   (a) Human resource management contributes to business strategy and plays an important role in the implementation of business strategy
   (b) Human resource management is an approach to managing people
   (c) Human resource management seeks to achieve competitive advantage through the strategic deployment of a highly committed and capable workforce, using an integrated array of cultural, structural and personnel techniques
   (d) Human resource management focuses on people as the source of competitive advantage
   Ans: (c)

68. Which of the following is a key HR role
   (a) Personnel administrator
   (b) Business ally
   (c) Payroll advisor
   (d) Organisational geographer
   Ans: (b)

69. Executive recruiters are also called_______
   (a) head hunters
   (b) staffers
   (c) alternative staffing companies
   (d) contract technical recruiters
   Ans: (a)

70. Which of the following is a disadvantage of using an executive recruiter?
   (a) many contacts in field
   (b) adept at contacting candidates who are not on the job market
   (c) unfamiliar with company perceptions of ideal candidate
   (d) ability to keep identity of firm confidential
   Ans: (c)

71. Which of the following is not true of the activity known as job analysis?
   (a) The rate of pay for the job is fixed.
   (b) The job elements are rated in terms such as frequency, of use or amount of time involved
   (c) It aims to describe the purpose of a job and the conditions under which it is performed
   (d) Jobs are broken into elements such as information required or relations with other people
   Ans: (a)

72. In strategic human resource management, HR strategies are generally aligned with
   (a) Business Strategy
   (b) Marketing Strategies
   (c) Finance strategy
   (d) Economic strategy
   Ans: (a)

73. Which of the following is closely associated with strategic human resource management?
   (a) Infficient utilisation of human resources
   (b) Not attracting the best human resources
   (c) Providing Superficial training
   (d) Providing Best training methods
   Ans: (d)
74. The focus of Human Resource Management revolves around
(a) Machine
(b) Motivation
(c) Money
(d) Men
Ans: (d)

75. Human Resource Management aims to maximize employees as well as Organizational
(a) Effectiveness
(b) Economy
(c) Efficiency
(d) Performativity
Ans: (a)

76. The number of people hired for a particular job compared to the number of individuals in the
applicant pool is often expressed as
(a) Application ratio
(b) Recruitment ratio
(c) Selection ratio
(d) Employment ratio
Ans: (c)

77. The extent to which an employment selection test provides consistent results is known as:
(a) Reliability
(b) Dependability
(c) Consistency
(d) Trustworthiness
Ans: (a)

78. Strategic human resource management aims to achieve competitive advantage in the market
through
(a) Price
(b) Product
(c) People
(d) Process
Ans: (c)

79. Strategic management process usually consists of steps.
(a) Four
(b) Five
(c) Six
(d) Seven
Ans: (b)

80. Treating employees as precious human resources is the basis of the………..approach
(a) Hard HRM
(b) Soft HRM
(c) Medium HRM
(d) Utilitarian approach
Ans: (b)

81. Which of the following is not a type of information that should be provided by application
forms?
(a) Education
(b) Experience
(c) work stability
(d) Applicant’s age
Ans: (d)

82. HRM typically provides which of these types of training to temporary employees?
(a) Retirement planning
(b) Benefits options
(c) Orientation
(d) Career planning and management
Ans: (c)
83. HR's basic challenges in formulating strategies include(s):
   (a) Need to support corporate productivity and performance improvement efforts.
   (b) Employees not play any role in performance improvement efforts
   (c) Not being involved in designing the company's strategic plan.
   (d) Management agenda's
   Ans: (a)

84. Internal recruitment has the potentiality to increase the __________ of the employees.
   (a) Conflicts
   (b) Misunderstanding
   (c) Income
   (d) Morale
   Ans: (b)

85. Advertisements through newspapers, TV, radio, professional journals and magazines are
   __________ methods of recruitment.
   (a) Direct
   (b) Indirect
   (c) Third-party
   (d) E-recruitment
   Ans: (b)

86. The biggest problem facing e-HR is the
   (a) rarity of HR
   (b) diversity of HR
   (c) security of HR data
   (d) substitutability of HR
   Ans: (c)

87. In which stage of HR intranet site development are multiple sites linked together to
   create a seamless experience for the individual?
   (a) Personalised
   (b) Integrated
   (c) Transactional
   (d) Brochureware
   Ans: (b)

88. Identifying and executing the firm's mission by matching its capabilities with demands of
   its environment is the firm's:
   (a) Strategic Management
   (b) Mission statement
   (c) Vision
   (d) SWOT analysis
   Ans: (a)

89. Formulating and executing HR systems that produce employee competencies and
   behaviors needed to achieve the company's strategic aims is (are):
   (a) Strategic HR Management
   (b) Strategy execution
   (c) HR strategies
   (d) Strategic implementation
   Ans: (a)

90. __________ examination may protect the company against unwarranted claims under
   workers compensation laws
   (a) Written
   (b) Physical
   (c) Mental
   (d) Reference
   Ans (b)
91. The best medium to reach a 'large audience for the process of recruitment is__________
   (a) Casual applicants
   (b) Advertising
   (c) Employee referrals
   (d) Employment agencies
   Ans : b)

92. Creating an environment that facilitates a continuous and two-way exchange of information between the superiors and the subordinates is the core of
   (a) High involvement management model
   (b) Low commitment management model
   (c) High performance management model
   (d) Low performance Management model
   Answer (a)

93. Which approach that seeks the to link strategy, business, performance and HRM policies and practices, assumes that there are a number of HRM practices that are suitable for all Organisations?
   (a) Best Practice
   (b) Best fit
   (c) Resource-based view
   (d) Life cycle models
   Answer: (a)

94. Recruitment is widely viewed as a process
   (a) Positive
   (b) Negative
   (c) Both Positive and Negative
   (d) Unnecessary
   Ans a)

95. The process of developing an applicants' pool for job openings in an Organisation is called
   (a) Hiring
   (b) Recruitment
   (c) Selection
   (d) Retention
   Ans : b)

96. Job analysis produces which of the following, regardless of the technique used?
   (a) Benchmarks
   (b) Individual interview
   (c) Job specifications
   (d) Replacement charts
   Ans : c)

97. Why do companies use external job searches instead of internal searches?
   (a) Legal requirements
   (b) It is less expensive
   (c) Companies can add new talent, new ideas to the organization
   (d) Orientation time is reduced
   Ans : c)

98. Vertical Integration in relation to SHRM can be described as which of the following?
   (a) The relationship or integration between an Organisation's senior managers
   (b) The relationship or integration between HR functional policies, for example employee development, employee reward and employee relations
   (c) The relationship or integration between the internal HR processes, and the Organisation’s business strategy and external market.
   (d) The relationship or integration between operational functions and policies
   Ans: (c)
99. Relationship between HRM & Management?
   (a) Both are same.
   (b) Management is one aspect of HRM
   (c) HRM is one aspect of Management
   (d) No relationship exists
   Ans: (c)

100. Which of the following department of an Organisation performs the managerial function of matching Organisational needs with the skills & abilities of the employees?
    (a) Finance department
    (b) Marketing department
    (c) Production department
    (d) Human Resource department
    Ans: (d)

101. Why might there be some difficulty in identifying and applying the Best-practice approach to HRM in Organisations?
    (a) Because the best-practice approach tends to be resource-intensive
    (b) Because there is much variation in the literature and empirical research as to what constitutes best-practice
    (c) Because the best-practice approach would not fit the cost-reduction driven strategies favoured by many in short-termist economies.
    (d) Because the best-practice approach does not emphasize the individual business context
    Ans: (a)

102. Which of these models is not a rational planning approach
    (a) Corporate-level strategic planning
    (b) Strategic business unit level strategic planning
    (c) Processual approach
    (d) Operational level strategic planning
    Answer: (c)

103. The most popular method of recruiting applicants to jobs is______
    (a) Radio and TV advertisement
    (b) Corporate website
    (c) Employee referral schemes
    (d) Commercial job boards
    Ans (b)

104. The unstructured interview________
    (a) Infrequently conducted
    (b) Typically is unbiased
    (c) Typically is related to future
    (d) Typically biased job performance
    Ans: (d)

105. Tests that measure traits, temperament, or disposition are examples of_______
    (a) Manual dexterity tests
    (b) Personality tests
    (c) Intelligence tests
    (d) Work sample tests
    Ans: (b)

106. Using a structured interviewing technique would likely achieve all of the following except_______
    (a) Increased consistency across candidates
    (b) Reduced subjectivity on the part of the interviewer
    (c) Enhanced job relatedness
    (d) More opportunity to explore areas as they arise during the interview
    Ans: (d)
107. Which one of the following is NOT the advantage of Workforce Diversity?
   (a) Increased creativity and flexibility  
   (b) Decreased problem-solving skills  
   (c) Multiple perspectives  
   (d) Greater openness to new ideas  
   Ans: (b)

108. The best hiring occurs when the goals of which of the following should consistent to each other?
   (a) HR managers, Finance managers  
   (b) Head office, Brand  
   (c) Organisation, Individual  
   (d) Lower managers, Top managers  
   Ans: (c)

109. Which personnel association uses the idea of bundles of integral HRM practices?
   (a) European association for personnel management  
   (b) U.S office of personnel management  
   (c) Chartered Institute of personnel & development  
   (d) Association of personnel Service Organisations  
   Ans: (c)

110. Why does the Resource-based view of SHRM represent a paradigm shift in SHRM thinking?
   (a) Because it focuses on the internal human resources of the business as a source of sustainable competitive advantage  
   (b) Because it advocates tight vertical integration between the organisation's business strategy and human resource strategy.  
   (c) Because it relies on a set of high-commitment HR practices to deliver sustainable competitive advantage.  
   (d) Because it focuses on the external context of the business  
   Ans: (a)

111. Which of the following is NOT a goal of HRM?
   (a) Integration of HRM with the corporate strategy of the Organization  
   (b) Producing the desired human behavior that helps to achieve Organisations goals  
   (c) Creation of a flexible environment that can easily adopt change  
   (d) To endure proper delivery of products  
   Ans: (d)

112. HRP stands for__________
   (a) Human resource project  
   (b) Human resource planning  
   (c) Human recruitment planning  
   (d) Human recruitment procedure  
   Ans: (b)

113. Which of the following approach emphasizes the effect of psychological & Social factors on employees' performance?
   (a) Scientific approach  
   (b) Rational approach  
   (c) Human relations approach  
   (d) Systematic approach  
   Ans: (c)

114. Under which of the following authority, an HR manager took the decision to provide training to its employees regarding the operations of newly installed machine?
   (a) Staff  
   (b) Functional  
   (c) Line  
   (d) Implied
115. Recruiting is necessary to__________
   (a) forecast the supply of outside candidates
   (b) developing an applicant pool
   (c) determine whether to use inside or outside candidates
   (d) develop qualifications inventories
   Ans : (b)

116. How can high potential employees be developed for future positions?
   (a) internal training
   (b) Increasing pal skill
   (c) Managing employee
   (d) Allowing them to do further studies
   Ans : (a)

117. Campus Recruiting does not have the advantage of__________
   (a) High Intellectual Capacity
   (b) Higher understanding of organization
   (c) High level of curiosity
   (d) High potential
   Ans: (b)

118. Human resource planning techniques include the use of some or all of the following
   (a) Size of organizational structure
   (b) Infrastructure Plan
   (c) Control and evaluation
   (d) Employee Management
   Ans: (c)

119. Increasing the number and variety of tasks assigned to a job is called_______
   (a) Job rotation
   (b) Job enlargement
   (c) Job enrichment
   (d) (a) and (c)
   Ans: (b)

120. Which of the following aptly describes the role of line managers and staff advisors namely HR professionals?
   (a) Staff advisors focus more on developing HR programmes while line managers are more involved in the implementation of those programmes
   (b) Line managers are concerned more about developing HR programmes whereas staff advisors are more involved in implementing such programmes
   (c) Staff advisors are solely responsible for developing, implementing and evaluating the HR programmes while line managers are not all involved in any matters concerning HR
   (d) Line managers alone are responsible for developing, implementing and evaluating the HR programmes while staff advisors are not all involved in any matters concerning HR.
   Ans: (a)

121. When constructing the ad, it is important to consider how to best __________
   (a) Attract attention to the advertisement
   (b) Get right candidate
   (c) How will be the profit
   (d) The candidate reach in profit
   Ans : (a)

122. Which of the following is not an advantage of using a private employment agency?
   (a) it may be faster than in-house recruiting
   (b) it does not require internal recruitment specialists
   (c) screening may not be as thorough
   (d) it may be better for attracting minority candidates
   Ans: (c)
123. The goal of this stage of HR intranet site development is to provide employees with a truly individualized experience based on their individual profiles
   (a) Brochure ware
   (b) Transactional
   (c) Integrated
   (d) Personalised
   Ans: (d)

124. __ is the process of deciding what positions the firm will have to fill
   (a) Recruitment
   (b) Selection
   (c) Personnel planning
   (d) Interviewing
   Ans: (c)

125. Which one of the following responsibilities is specifically associated with the HR function of employee relations?
   (a) Conducting attitude surveys
   (b) Work analysis
   (c) HR information systems
   (d) Job design
   Ans: (a)

126. A number of benefits can be derived from using E-recruiting, these include
   (a) it decreases the effectiveness of the recruitment process by reaching larger numbers of qualified people
   (b) it increases recruitment costs, it decreases and streamlines the administrative process cycle times
   (c) it does not allow the company to evaluate the success of its recruitment strategy
   (d) it increases the effectiveness of the recruitment process by reaching larger numbers of qualified people
   Ans: (d)

127. The characteristics of human resources are ________ in nature
   (a) Homogeneous
   (b) Heterogeneous
   (c) Ductility
   (d) Stable
   Ans: (b)

128. __________ best. defines how well a test or selection procedure measures a person's attributes.
   (a) Reliability
   (b) Testing
   (c) Validity
   (d) Organizational constraint
   Ans: (c)

129. The degree to which interviews, tests, and other selection procedures yield comparable data over time and alternative measures is best defined by
   (a) Job sampling
   (b) Reliability
   (c) Validity
   (d) Organisational culture
   Ans: (b)
130. Job Enrichment involves______
   (a) Increases the amount of money employees are paid for completing an unit of work
   (b) Is a programme through which management seeks greater productivity from workers
   (c) Means that staff is moved periodically from task to task in order to increase variety and interest
   (d) Involves giving employees work with a greater degree of responsibility and autonomy
   Ans: d)

131. The primary aim of recruitment and selection process is to_______
   (a) Meet the high labour turnover
   (b) Hire the best individuals at optimum cost
   (c) Ensure the availability of surplus in the case of sickness and absence
   (d) Hire Excess manpower for the future
   Ans: b)

132. The written statement of the findings of job analysis is called______
   (a) Job design
   (b) Job classification
   (c) Job description
   (d) Job evaluation
   Ans: c)

133. Moving employees from one job to another in a predetermined way is called______
   (a) Job rotation
   (b) Job reengineering
   (c) Work mapping
   (d) Job enrichment
   Ans: a)

134. Which of the following is not an elements of traditional job design?
   (a) Formal Organisation charts
   (b) Clear and precise job descriptions
   (c) Well-defined mobility (promotion and transfer) paths
   (d) Employee number chart
   Ans: d)

135. The first step in the human resource planning process is_______
   (a) Preparing a job analysis
   (b) Forecasting future human resource needs
   (c) Assessing future demand
   (d) Assessing future supply
   Ans: b)

136. The statement which best describes the function of Human Resources Planning is_______
   (a) An integrated set of processes, programs and systems in an Organisation that focuses on maximizing employee contribution in order to achieve organisational success
   (b) The process of ensuring that people required running the company are being used as effectively as possible especially in fulfilling developmental needs in order to accomplish the organisation's goals.
   (c) The formal process of familiarizing new employees with the Organisation, new job, work units and culture values, beliefs and accepted behaviour.
   (d) The process of effectively and efficiently managing your assets.
   Ans: b)

137. The process which best defines the locating and encouraging potential employees to apply for jobs is_______
   (a) Human resource planning
   (b) Selection
   (c) Recruitment
   (d) Job Analysis
   Ans: c)
138. The scope of human resource management includes
   (a) Production
   (b) Marketing
   (c) Inventory management
   (d) Training & Development
   Ans: d)

139. Which of the following is an example of operative function of HR managers?
   (a) Planning
   (b) Organizing
   (c) Procurement
   (d) Controlling
   Ans: c)

140. Identify the managerial function out of the following functions of HR managers
   (a) Procurement
   (b) Development
   (c) Organizing
   (d) performance appraisal
   Ans: (c)

141. The human resource management functions aims at
   (a) ensuring that the human resources possess adequate capital, tool equipment and material to perform the job successful
   (b) helping the Organisation deal with its employees in different stages of employment
   (c) improving an Organisation's creditworthiness among financial institutions
   (d) Ensuring financial & Marketing Stability
   Ans: (b)

142. E-operations cover Web-based initiatives that
   (a) improve the marketing of existing products
   (b) improve the creation of existing products
   (c) improve ways to address an identified set of customer needs
   (d) improve the selling process
   Ans: (c)

143. The following are some of the ways that human resources can benefit through electronic systems, except_______
   (a) online recruiting can eliminate paperwork and speed up the hiring process
   (b) online learning can slash travel costs and make training available anytime anywhere
   (c) workingonline can reduce the resistance sometimes experienced from employees
   (d) online retirement planning can help employees map out their future while reducing questions and paperwork for HR
   Ans: (c)

144. The term procurement stands for
   (a) recruitment and selection
   (b) training and development
   (c) pay and benefits
   (d) health and safety
   Ans: (a)
145. To address the challenges and opportunities they face organisations engage in a process of strategic management. Strategic management is:
   (a) short-term focused and composed of organisational strategy, including strategy formulation and implementation
   (b) short-term focused and composed of the organisation's mission, vision and value statements
   (c) long-term focused and composed of organisational strategy, including strategy formulation and implementation
   (d) long-term focused and composed of the organisation's mission, vision and value statements
   Ans: (c)

146. Strategic human resource management involves
   (a) Financing project marketing related programming
   (b) setting employment standards and policies
   (c) linking human resources with strategic objectives to improve performance
   (d) Project planning
   Ans: (c)  

147. __________ tests have proven to be particularly good predictors for jobs that require
   (a) Intelligence
   (b) Integrity
   (c) Work sampling
   (d) Aptitude  
   Ans : (a)

148. The one of the following is the best reason for the reduced use of written tests is
   is ______
   (a) They are hard to construct
   (b) They are difficult to validate
   (c) They are expensive to adminis
   (d) They give very little information  
   Ans : (b)

149. Human resource management is the formal part of an organisation responsible for all of the following aspects of the management of human resources except
   (a) systems, processes, and procedures
   (b) policy making, implementation, and enforcement
   (c) strategy development and analysis
   (d) management of the Organisation's finances
   Ans: (d)

150. The field of HRM was founded on the idea that the competitive advantage of the organisation relies on the following sources of capital:
   (a) cultural, human and system capital
   (b) social, cultural and human capital
   (c) organisation relies on the following sources of capital
   (d) cultural, human and source capital
   Ans: (b)

151. The mental process to interpret environment as per one’s own understanding is known as:
   (a) Perception
   (b) Personality
   (c) Attitude
   (d) Ability
   Ans : (a)
152. Which of the following act represents a situation in which employment decisions are
NOT affected by illegal discrimination?
(a) Fair employment
(b) Legal compliance
(c) Litigation Process
(d) Affirmative action
Ans: (a)

153. The field of HRM was founded on the idea that the competitive advantage of the
organisation relies on the following sources of capital:
(a) cultural, human and system capital
(b) social, cultural and human capital
(c) organization relies on the following sources of capital:
(d) cultural, human and source capital
Ans: (b)

154. A written statement of policies and principles that guides the behaviour of all
employees is called
(a) code of ethics
(b) word of ethics
(c) ethics/ dilemma
(d) Training Manual
Ans: (a)

155. The mental process to interpret environment as per one's own understanding is
known as:
(a) Perception
(b) Attitude
(c) Personality
(d) Ability
Ans: (a)

156. Which of the following act represents a situation in which employment decisions
are NOT affected by illegal discrimination?
(a) Fair employment
(b) Legal compliance
(c) Litigation Process
(d) Affirmative action
Ans: (a)

157. The first step in the e-selection process is
(a) consider how the various new stakeholders and clients will use the system
(b) train the employees that will be responsible for the administration of the process
(c) draw-up a flow chart of the current assessment process
(d) draft the desired flow process that will result from the E-selection process
Ans: (c)

158. If one were to think of HR as a business, which of the following “product lines”
involves developing effective HR systems that help the Organisation meet its goals for
attracting, keeping and developing people with the skills it needs?
(a) Administrative services
(b) Business partner services
(c) Strategic partner
(d) Product quality audit
Ans: (b)

159. The sixth step of the SHRM application tool is to evaluate the plan against
success criteria. During this stage it is important to note:
(a) the positive effects of the actions implemented
(b) the negative effects of the actions implemented
(c) the failures that resulted from the implementation of the plan
(d) the positive & negative effect of the actions implemented
Ans: (d)
160. The process of grouping of similar types of works together is known as________
   (a) Job classification
   (b) Job design
   (c) Job evaluation
   (d) Job description
   Ans : (a)

161. The system of ranking jobs in a firm on the basis of the relevant characteristics, duties, and responsibilities is known as
   (a) Job evaluation
   (b) Job design
   (c) Job specification
   (d) Job description
   Ans : (a)

162. Mr. 'A' must decide what positions the firm should fill in the next six months. What activity is Mr. 'A' working on?
   (a) Recruitment
   (b) Selection
   (c) Personnel planning
   (d) Interviewing
   Ans : (e)

163. When planning for employment requirements, what must be forecasted?
   (a) Sales desired
   (b) Production Scheduled
   (c) Inventory
   (d) Personnel needs
   Ans : (d)

164. In the future, HR managers will have to deal with all of the following workforce changes, except
   (a) a more racially diverse workforce
   (b) a skills shortfall among workers
   (c) an abundance of entry level workers
   (d) an older workforce
   Ans : (e)

165. The HR policy which is based on the philosophy of the utmost good for the greatest number of people is covered under the
   (a) utilitarian approach
   (b) approach based on rights
   (c) approach based on justice
   (d) configurational approach
   Ans : (a)

166. Career counseling is part of which of the following functions of HRM?
   (a) Compensation & benefits
   (b) Planning & selection
   (c) Training and Development
   (d) Maintenance of HRIS
   Ans : (e)

167. Motivating the employees is classified as
   (a) Informational role
   (b) Interpersonal role
   (c) Decisional role
   (d) Conceptual role
   Ans : (b)

168. The critical role of the SHRM Application Tool is to
   (a) Outline techniques, frameworks, and six steps that must be followed to effectively implement change in an organisation.
   (b) Develop a better strategic management process to deal with the dynamic changing environment today's organisations face.
   (c) Identify and assess a narrow group of actions and plan how the organisation can overcome resistance to change.
   (d) identify if the organisation has enough staff, if the staff heed training, if the compensation practices are appropriate, and if jobs are deslqned correctly
   Ans : (b)
169. Although many authors experience difficulty in distinguishing between personnel management and HRM, it can be argued that HRM is the elevation of personnel management to a more........ level.
(a) Strategic
(b) organisational
(c) operational
(d) centralized
Ans: (b)

170. HR managers are generally the managers:
(a) Line
(b) Middle
(c) Staff
(d) Top
Ans: (c)

171. The last step in the e-selection process is __________
(a) consider how the various new stakeholders and clients will use the system
(b) train the employees that will be responsible for the administration of the process
(c) draw-up a flow chart of the current assessment process
(d) draft the desired flow process that will result from the E-selection process
Ans: (b)

172. Once a firm has a pool of applicants, the first step in pre-screening is the____
(a) in-person interview
(b) on-site visit
(c) application form
(d) telephone interview
Ans: (c)

173. Which of the following functions of HRM deals with 'Collective Bargaining'?
(a) Staffing
(b) Forecasting
(c) Employee-assistance management
(d) Employee relations management
Ans: (d)

174. HR managers play vital role in
(a) Setting production targets
(b) Formulating strategies
(c) Publishing financial statements
(d) Preparing reports to shareholders
Answer: (a)

175. Which of the following term best represents the individuals who have interests in an Organisation and are influenced by it?
(a) Workforce
(b) Stakeholders
(c) Customers
(d) Stockholders
Ans: (b)

176. Which of the following emerged when individuals realised the strength they could gain by joining together to negotiate with employers?
(a) Trade Unions
(b) Human Relation movement
(c) Employment Legislations
(d) Employee relationship Management
Ans: (a)

177. HRM is more_______ whereas Personnel Management is slightly narrow
(a) Complex
(b) Detailed
(c) Mechanical
(d) Growth-oriented
Ans: (d)

178. How often HR planning process is implemented within an Organisation?
(a) Continuously
(b) Annually
(c) Bi-annually
(d) Quarterly
Ans: (a)
179. Which of the following term is used to identify, "what the job holder does"? "how it is done"? & "why it is done"?
   (a) Job specification
   (b) Job evaluation
   (c) Job description
   (d) Job title
   Ans: (c)

180. A Competency consists of
   (a) The specific tasks a person must do
   (b) Skills and behaviours
   (c) A list of tests that will measure cognitive ability
   (d) Communications and behaviour
   Ans: (d)

181. Which statements are incorrect?
   (a) Recruitment and selection are part of the sourcing/attraction process
   (b) Selection creates a pool of talent to consider for future jobs
   (c) Recruitment enables the selection phase
   (d) All of the above statements are incorrect
   Ans: (b)

182. Which of the following statement represents ‘effectiveness’?
   (a) Achieve most output in less time
   (b) Achieve mass production
   (c) Achieve most output with least input
   (d) Achieve Organisational goals
   Ans: (d)

183. HR Department maintains ______ records
   (a) Employee
   (b) Sales
   (c) Production
   (d) Inventory
   Ans: (a)

184. The best hiring occurs when the goals of which of the following should consistent to each other?
   (a) HR Managers, Finance Managers
   (b) Head Office, Branch
   (c) Organisation, individual
   (d) Lower Managers, Top Managers
   Ans: (c)

185. Why Organisations provide attractive salaries, fringe benefits, career development opportunities:
   (a) To retain valuable human resources
   (b) To be the market leader in the future
   (c) To attract more and more people
   (d) To enforce government regulations
   Ans: (a)

186. A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:
   (a) Planning
   (b) Decentralization
   (c) Restructuring
   (d) Outsourcing
   Ans: (d)

187. Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?
   (a) Power
   (b) Influence
   (c) Authority
   (d) Command
   Ans: (c)
188. Which of the following role a manager performs as a Resource allocator?
(a) Interpersonal role
(b) Decisional role
(c) Informational role
(d) Supportive role
Ans: (b)

189. Which of the following approach emphasizes the effect of psychological and social factors on employees’ performance?
(a) Scientific approach
(b) Rational approach
(c) Human relations approach
(d) Systematic approach
Ans: (c)

190. ____________ is the main source of innovations
(a) Upgraded technology
(b) Human mind
(c) Competitors’ pressure
(d) Research & Development
Ans: (b)