

MGT503 Human Resource Management) Quizz

- Please choose one Sociology can be defined as:

◆ **The study of people in relation to their fellow human beings (page no 14 on handouts)**

- ◆ The study of societies which help to learn about human and their activities
- ◆ It is the study of behavior of the individuals or groups within the political environment
- ◆ The science that seeks to measure and explains human behavior

Question No: 2 (Marks: 1) - Please choose one

The Great China Wall has been built in almost:

- ◆ 900 years
- ◆ **956 years (page no 2 on handouts)**

- ◆ 856 years
- ◆ 1000 years

Question No: 3 (Marks: 1) - Please choose one

To motivate the employees a manager should give them:

- ◆ Monetary Incentives
- ◆ Promotion
- ◆ Appreciation certificates
- ◆ **All of the given options (page no 88 on handouts)**

Question No: 4 (Marks: 1) - Please choose one

Which of the following is most important characteristic of an entrepreneur?

- ◆ Planning
- ◆ Communication
- ◆ **Rapid decision making**
- ◆ Goal setting

Question No: 5 (Marks: 1) - Please choose one

A manager transmits the information outside the organization. He is performing which of the following role?

- ◆ **Spokesperson (page no 08 on handouts)**
- ◆ Representative
- ◆ Disseminator
- ◆ Agent

Question No: 6 (Marks: 1) - Please choose one

All of the following are managerial roles identified in Mintzberg's Model EXCEPT:

- ◆ Informational
- ◆ Interpersonal
- ◆ **Functional (page no 08 on handouts)**
- ◆ Decisional

Question No: 7 (Marks: 1) - Please choose one

The concern of which of the following was to improve the performance of the overall functions of the organization?

- ◆ Quantitative Management
- ◆ **Administrative Management (page no 19 on handouts)**
- ◆ Scientific Management
- ◆ Bureaucratic Management

Question No: 8 (Marks: 1) - Please choose one

Henri Fayol was a successful industrialist of :

- ◆ **France (page no 19 on handouts)**

- ◆ Germany
- ◆ America
- ◆ Canada

Question No: 09 (Marks: 1) - Please choose one

Chester Barnard saw organizations as a _____system that required human assistance.

- ◆ Moral
- ◆ Ethical

◆ Social(page no 20 on handouts)

- ◆ Technical

Question No: 10 (Marks: 1) - Please choose one

A company commitment to develop a process that achieves high quality product and customer satisfaction is called:

❖ Knowledge management

❖ **Total quality management(page no 24 on handouts)**

❖ Marketing management

❖ System management

Question No: 11 (Marks: 1) - Please choose one

Two major characteristics of open system are :

❖ **Negative entropy and synergy(page no 25 on handouts)**

❖ Positive entropy and synergy

❖ Entropy and synergy

❖ Anthropology and synergy

Question No: 12 (Marks: 1) - Please choose one

Environment reacts to the output of organization and provides:

❖ Feed forward

❖ Input

❖ Output

❖ **Feedback(page no 25 on handouts)**

Question No: 13 (Marks: 1) - Please choose one

All of the following are major elements of the mega environment EXCEPT:

❖ Technological

❖ Economic

❖ Socio-cultural

❖ **Competitors(page no 30 on handouts)**

Question No: 14 (Marks: 1) - Please choose one

In a capitalistic economy, economic activity is governed by:

❖ Political forces

❖ **Market forces(page no 30 on handouts)**

❖ Economic forces

❖ Cultural forces

Question No: 15 (Marks: 1) - Please choose one

All of the following are elements of Task environment EXCEPT :

❖ Suppliers

❖ Culture(page no 30 on handouts)

❖ Customers

❖ Competitors

Question No: 16 (Marks: 1) - Please choose one

All of the following are Dimensions of organizational culture EXCEPT:

❖ Innovation

❖ Aggressiveness

❖ Stability

❖ Customer orientation(page no 31 on handouts)

Question No: 17 (Marks: 1) - Please choose one

The principle reason for formation of the regional trading alliance in Europe was to reduce the power of the United States and:

❖ Canada

❖ Mexico

❖ Russia

❖ Japan(page no 37 on handouts)

Question No: 18 (Marks: 1) - Please choose one

Most of the time lower level management of organizations have to deal with problems which are:

❖ Satisficing

❖ Well-structured(page no 43 on handouts)

❖ Non-programmed

❖ Ill-structured

Question No: 19 (Marks: 1) - Please choose one

Which of the following is the basic rule of brainstorming?

❖ Criticism is not allowed(page no 39 on handouts)

❖ Ideas should be radical

❖ Improvement of ideas is encouraged

❖ Quantity of idea production is stressed

Question No: 20 (Marks: 1) - Please choose one

Which one of the following plans has clearly defined objectives?

❖ Directional

❖ Flexible

❖ **Specific (page no 59 on handouts)**

❖ Standing

Question No: 21 (Marks: 1) - Please choose one

Suppose as a manager of a Company you are performing an activity that involves budgeting and programming of your subordinates' work. In this situation you are working as:

❖ Entrepreneur

❖ **Resource allocator (page no 8 on handouts)**

❖ Figurehead

❖ Monitor

22.----- maintains self developed network of outside contacts and informers who provide favors and information.

❖ Entrepreneur

❖ Monitor

❖ **Liaison (page no 8 on handout)**

❖ Figurehead

23.----- is the planning and implementing of organizational systems and practices that maximize the potential of employees to contribute to organizational goals and develop their capabilities unhindered by group identities such as race, gender, age, or ethnic group.

❖ **Managing Diversity (page no 13 on handout)**

❖ Anthropology

❖ Bureaucracy

❖ Remuneration

Question no.24. Seema desires for friendship, love, and a sense of

belonging, we can say that she fulfils the _____

- ❖ Physical need
- ❖ Self Actualization
- ❖ **Social need (page no 90 on handout)**
- ❖ Esteem

25. A manager in a manufacturing company attempts to establish a culture of quality affecting the attitudes and actions of every employee and relies on a workforce that wants to improve quality. He focuses on establishing -----

- ❖ **Total Quality Management (page no 24 on handout)**
- ❖ Knowledge management
- ❖ Operations Management
- ❖ Management of Information System

26. ----- is a condition in which the decision maker chooses a course of action without complete knowledge of the consequences that will follow implementation.

- ❖ Risk
- ❖ Ambiguity
- ❖ Accuracy
- ❖ **Uncertainty (page no 40 on handout)**

27. Which of the following is the constituency in the environment that is affected by an organization's decisions and policies and that can influence the

organization.

- ❖ Stockholders
- ❖ Shareholders
- ❖ Competitor
- ❖ Stakeholders(page no 31 on handout)

28.NAFTA stands for :

- ❖ North American Free Trade Agreement(page no 36on handout)
- ❖ North Asian Free Trade Agreement
- ❖ North American Free Trade Association
- ❖ None of the given options

29.Which one of the following is not the characteristic of Weber's ideal bureaucracy?

- ❖ Specialization of labor
- ❖ Formalization of rules
- ❖ Division of labor(page no 18 on handout)
- ❖ Formalization of links authority into a hierarchical structure

Question No: 30 (Marks: 1) - Please choose one

Which of the following is NOT one of Fredrick Taylor's four principles of management?

- ❖ Avoid cooperation with workers(page no .16 on handout)
- ❖ Scientifically select and then train workers
- ❖ Divide work and responsibility
- ❖ Study tasks scientifically and develop best method to perform it

Question No: 31 (Marks: 1) - Please choose one

The managerial functions according to Fayol were :

- ❖ Organizing, staffing, commanding, coordinating and controlling
- ❖ Commanding, organizing, planning, coordinating and staffing
- ❖ Controlling, commanding, organizing, planning and leading
- ❖ Planning, organizing, commanding, coordinating and controlling(page no .19 on handout)

32.....According to Maslow's hierarchy of need, a healthy work environment is an example of which of the following need?

- ◆ Physiological
- ◆ Esteem
- ◆ **Safety(page no .90 on handout)**
- ◆ Social

Question No: 33 (Marks: 1) - Please choose one

Which of the following management perspective focuses on decision making, economic effectiveness, mathematical models and use of computers?

- ◆ Knowledge management
- ◆ Total quality management
- ◆ Marketing management
- ◆ **Quantitative management(page no .23 on handout)**

Question No: 34 (Marks: 1) - Please choose one

Mega environment is also called:

- ◆ Open environment
- ◆ Close environment
- ◆ Flexible environment
- ◆ **General environment(page no .29 on handout)**

Question No: 35 (Marks: 1) - Please choose one

Environment made up of specific outside elements within which an organization interfaces in the course of conducting its business is called:

- ◆ Internal environment
- ◆ External environment
- ◆ **The task environment(page no .30 on handout)**
- ◆ The mega environment

Question No: 36 (Marks: 1) - Please choose one

Mega environment, that includes the attitudes, values, norms, beliefs, behaviors and associated demographic trends that are characteristics of a

given geographic area, is called

◆ **The socio-cultural element(page no .30 on handout)**

- ◆ The international element
- ◆ The economic element
- ◆ The legal-political element

Question No: 37 (Marks: 1) - Please choose one

The belief that a firm's obligation goes beyond that required by law and economics, and includes a pursuit of long-term goals that are good for society is known as:

- ◆ Ethical responsibility
- ◆ **Social responsibility(page no .32 on handout)**
- ◆ Social obligation
- ◆ Social responsiveness

Question No: 38 (Marks: 1) - Please choose one

A choice made from two or more alternatives is called:

- ◆ Support
- ◆ System
- ◆ Network
- ◆ **Decision(page no .39 on handout)**

Question No: 39 (Marks: 1) - Please choose one

Most of the time lower level management of organizations have to deal with problems which are:

- ◆ Satisficing
- ◆ **Well-structured(page no .43 on handout)**
- ◆ Non-programmed
- ◆ Ill-structured

Question No: 40 (Marks: 1) - Please choose one

When an organization encounters a serious problem which needs to be

solved immediately, it is called:

- ❖ **Crisis problem (page no .41 on handout)**
- ❖ Non- Crisis problem
- ❖ Opportunity problem
- ❖ Financial Problem

Question No: 41 (Marks: 1) - Please choose one

Which of the following refers to the concentration of decision authority at the top levels of the organizational hierarchy?

- ❖ Decentralization
- ❖ Departmentalization
- ❖ **Centralization (page no .83 on handout)**
- ❖ Formalization

Question No: 42 (Marks: 1) - Please choose one

'Break-even Analysis' is a means of earning profitable operations of the business through concrete calculations. Therefore, it falls under:

- ❖ Scientific management
- ❖ Behavioral management
- ❖ **Management science**
- ❖ Operation management

Question No: 43 (Marks: 1) - Please choose one

Which of the resource allocation technique gives more emphasis to allotment of time?

- ❖ Budgeting
- ❖ **Scheduling (page no .53 on handout)**
- ❖ Break even analysis
- ❖ Linear programming

Question No: 44 (Marks: 1) - Please choose one

All of the following are the parts of organization's external environment, EXCEPT:

◆ **Organizational cultures(page no .31 on handout)**

- ◆ Target customers
- ◆ Company competitors
- ◆ Performance regulators

Quiz:

(45) In general, entrepreneurs are better able than managers in a traditional hierarchical organization to

lead.

organize.

respond to a changing environment. (page no 7 on handout)

respond to a static environment

46. Which of the following statements about middle managers is not true?

Middle managers coordinate the work of supervisors.

Middle managers implement the objectives and plans of top management.

The number of middle managers in the most organizations is increasing . (page no 11 on handout)

Operatives can report directly to middle managers.

47. ----- involves cultivating a learning culture where organizational members systematically gather knowledge and share it with others to achieve better performance.

Knowledge management . (page no 24 on handout)

Learning Organization

Entrepreneurship

None of the given options

48. Mr. A. is a manager in a manufacturing company, he attempts to establish a culture of quality affecting the attitudes and actions of every

employee and relies on a workforce that wants to improve quality. He focuses on establishing:

Total Quality Management . (page no 24 on handout) objective of tqm

Knowledge management

Operations Management

Management of Information System

49. Ali is working in XYZ Company, he desires to get himself secure from crimes, company lay offs and other adverse impacts. We can say that he fulfils the ----- need.

Self Actualization

Social need

Esteem

Safety . (page no 90 on handout)saftey needs pertain to the desire to be safe,secure.....

50. In ----- theory management assumes that employees may be ambitious, self-motivated, and anxious to accept greater responsibility, and exercise self-control, self-direction, autonomy and empowerment.

Theory Y manager . (page no 91 on handout)

Theory X manager

Theory Z manager

All of the above

51. ----- involves the products, services, and other outcomes produced by the organization.

Inputs

Transformation process

Outputs . (page no 25 on handout)

Feed Back

52. ----- is known as the father of scientific management.

Fredrick Winslow Taylor . (page no 16 on handout)

Max Weber

Peter Drucker

None of the given options

53. ----- searches organization and its environment for opportunities and initiates "improvement projects" to bring about changes.

Disturbance handler

Liaison

Leader

Entrepreneur . (page no 8 on handout)

54. Mr. A is a manager in Xyz Company. He gets his work done with and through other people. He leads the employees motivates them and have a good interaction with his employees, which of the following skills he has:

Technical Skills

Human Skills

Conceptual Skills

Decisional Skills

55. ----- is the final step in the decision-making process.

Implementing the decision

Evaluating the decision . (page no 42 on handout)

Recognizing the decision

Evaluating the alternatives

56. A ----- is a series of interrelated sequential steps that can be used to respond to a structural problem.

Policy

Rule

Well structured problems

Procedure . (page no 43 on handout)

57. Mintzberg grouped the ten managerial roles into three primary headings. Which of the following is not one of these headings?

interpersonal relationships

transfer of information

planning. (page no 8 on handout)

decision making

58. Organizations that have a high potential of offering rival products or services are called

Suppliers

Competitors . (page no 30 on handout)

Clients

Customers

59. Mr. Zafar has undertaken a new business of leather bags investing 150,000; usually with some accountability of risk. We may call Mr. Zafar:

Manager

Leader

Competitor

Entrepreneur . (ref)entrepreneur is a risk taker

60. -----is achieved when the cost of producing a given output is as low as possible.

Efficiency. (page no 9 on handout)

Effectiveness

Break even

Both A and B

61. Set of the attitudes, experiences, beliefs and values of an organization is called organization's

Strengths

Environment

Culture . (page no 30 on handout)

Resources

62. Mr. X the HR manager of Star Mini Miners Club recruits labor with different skills for different jobs. This approach is characteristic of

Equity

Impersonality

Division of labor . (page no 78 on handout)

Discipline

63. In ABC Company, all the activities particularly those regarding decision-making, are concentrated within a particular location and/or group. The company observes

Centralization . (page no 83 on handout)

Decentralization

Span of control

Job Rotation

64. Which of the following is not allowed in a brainstorming session?

Clear definition of the problem

Criticism of poor ideas . (page no 39 on handout)

Large number of alternatives

Recording of all alternatives

65. Mr. A is the HR Manager of XYZ Company. He decided to terminate a group of employees because their positions were no longer necessary in the organization. What will you say Mr. A has decided for?

Restructuring

Turnover

Downsizing . (page no 82 on handout)ref...downsizing is the process of significantly reducing the layer of employees.....)

Job Rotation

66. A job has high ----- if workers are given substantial freedom, independence, and discretion in scheduling the work and determining the procedures to be used in carrying it out.

Autonomy . (page no 85 on handout)

Feed back

Skill Variety

Enlargement

67 ----- means that the two merging companies became history and a new firm is established

☒ Acquisition

☒ Merger (page no 70 on handout)

☒ Joint Venture

☒ Both A and B

68 ----- means only one company became history which is the acquired company while the acquiring company remain.

☒ Joint Venture

☒ Merger

☒ Acquisition (page no 70 on handout)

☒ Both A and B

69. Maslow's hierarchy of needs proposes that an individual begins by satisfying ----- needs.

☒ Self-actualization

☒ Esteem

☒ **Physiological (page no 90 on handout)**

☒ Safety

70. Which element of structure refers to the continuous line of authority that extends from the highest organizational levels to the lowest and clarifies who reports to whom?

☒ Work specialization

☒ Span of control

☒ Centralization

☒ **Unity of command (page no 19 on handout)**

71. Organizations that have developed the capacity to continuously adapt and change because their members take an active role in identifying and resolving work-related issues are called _____ organizations.

☒ **Learning (page no 24 on handout)**

☒ Visionary

☒ Community

☒ Interdependent

72. When an organization is in several different businesses, these single businesses that are independent and formulate their own strategies are often called _____.

☒ **Strategic business units (page no 68 on handout)**

☒ Monopolistic advantages

☒ Quality controllers

☒ Stars

73. Organizations using Porter's _____ strategy select a market segment in an industry and attempt to exploit it rather than serve the broad market.

☒ Cost leadership

☒ Differentiation

☒ Stuck in the middle

☒ **Focus (page no 72 on handout)**

74. _____ involves increasing_____.

☒ Job enrichment; job variety

☒ Job enlargement; job depth

☒ **Job enlargement; job scope (page no 85 on handout)**

☒ Job enrichment; job feedback

75. _____ are an organization's objectives, and _____ are the documented ways that organizations intend to meet those objectives.

☒ **Goals; plans (page no 57 on handout)**

☒ Stated goals; real goals

☒ Standing plans; single-use plans

☒ Specific plans; directional plans

76. Which of the following is NOT one of the characteristics of well-designed goals?

☒ **Goals should be written in terms of actions rather than outcomes. (page no 62 on handout)**

☒ Goals should be measurable and quantifiable.

☒ Goals should be challenging but attainable.

☒ Goals should be communicated to all organizational members who need to know about them.

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