Solved and Composed
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MGT501 HRM Mcqs Mega File

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1: Which of the following is the main focus of Organizational behavior?

- **Society**
- **Stockholders**
- **People at work**
- **Union**

page #17
This is the focus of organizational behavior (OB), the study of the actions of people at work.

2: The group of tasks performed within an organization is known as:

- **Duty**
- **Responsibility**
- **Job**
- **Position**

Job: A group of tasks that must be performed in an organization to achieve its goals. page #66

3: Which of the following is an obligation to perform certain tasks/activities?

- **Element**
- **Responsibility**
- **Position**
- **Work**

Responsibility: An obligation to perform certain tasks and duties. page #66

4: The specific means used to attract potential candidates is referred to as:

- **Selection**
- **Recruitment**
- **HR Planning**
- **Staffing**

Recruitment is the process of attracting such individuals in sufficient numbers and encouraging them to apply for jobs with the organization. page #45

5: Who is responsible for creating a link between outsiders and the people inside the organization?

- **Entrepreneur**

- **Spokesperson**
- **Figurehead**
- **Liaison**

Liaison Contact outsiders who provide the manager with information. These may be individuals or groups inside or outside the organization. page #11

6: Authority is classified among _____ levels of categories

- **Two**
- **Four**
- **Six**
- **three**

a. Line Authority
b. Staff Authority
c. Functional Authority page # 50

7: Which of the following involves channeling the behavior of all personnel to accomplish the organization's mission and objectives while simultaneously helping them accomplish their own career objectives?

- **Planning**
- **Organizing**
- **Leading**
- **Controlling**

c. Leading
Leading is stimulating people to be high performers. It is directing, motivating, and communicating with employees, individually and in groups. Leading involves close day-to-day contact with people, helping to guide and inspire them toward achieving team and organizational goals. Leading takes place in teams, departments, divisions, and at the tops of entire organization. The outcome of leading is a high level of motivation and commitment. page #8

8: Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

- **Vocational interest test**
- **Cognitive aptitude test**
- **Personality test**
- **Psychomotor abilities**

Vocational Interest Tests
It indicates the occupation in which a person is most interested and is most likely to receive satisfaction.

9: In order to make recruitment process more efficient, organizations shift this responsibility to outside expertise in the recruitment services. Which of the given term represents this shifting of responsibility by an organization?

- **Outsources hiring**
- **Employee referrals**
- **Employee leasing**
- **Job Advertising**

Outsourcing: Outsourcing is the process of transferring responsibility for an area of service and its objectives

to an external service provider instead of internal employee. Page #79

10: The cognitive component of aptitude signifies a person's:

- **Emotions**
- **Knowledge**
- **Sentiment**
- **Feelings**

The cognitive component consists of a person's beliefs, opinions, knowledge, and information held by a person page#20.

11: Which of the following represents a situation in which employment decisions are NOT affected by illegal discrimination?

- **Fair Employment**
- **Legal Compliance**
- **Litigation process**
- **Affirmative action**

Fair employment

A situation in which employment decisions are not affected by discrimination is termed as Fair employment. page #54

12: Many decades ago, what were the duties of a personnel manager in an organization?

- **Deal with employee's recruitment, selection, training and development**
- **Deal with employee's training, development and performance management**
- **Deal with employee's wages, minor medical problems and leaves record**
- **Deal with employee's hiring, performance and compensation**

13: The recruitment process is influenced by Labor market conditions. When the economy is growing rapidly and unemployment levels are very low then;

- **Recruiting is extremely difficult**
- **Recruiting is quite easy**
- **Recruiting process becomes fast**
- **Recruiting has no effect**

Labor Market Influence:

The recruitment process is influenced by labor market conditions. When the economy is growing rapidly and unemployment levels are very low, recruiting is extremely difficult. page #73

14: Unilever is serving all over the world with its diversified products, it is said to be practicing:

- **Technological advancements**
- **Rapid changes**
- **Stakeholder's management**
- **Business globalization**

Globalization

Managers are faced with a myriad of challenges due to an array of environmental factors when doing business

abroad. These managers must effectively plan, organize, lead, control, and manage cultural differences to be

successful globally.

15: The central office of DFA Courier service transfers responsibility and decision making power to the regional offices regarding appointment of staff and giving them budgets and authority to make important decisions. What this process is called?

- **Empowerment**
- **Outsourcing**
- **Enlargement**
- **Restructuring**

The process of transferring responsibility for an area of service and its objectives to an external provider. page #39

16: A person is known by the company he/she keeps; is well described by which of the following term?

- **Prejudice**
- **Stereotype**
- **Introversion**
- **Extroversion**

Stereotypes are qualities assigned to groups of people related to their race, nationality and sexual orientation, to name a few. Because they generalize groups of people in manners that lead to discrimination and ignore the diversity within groups, stereotypes should be avoided.
http://racerelations.about.com/od/understandingrac1/g/WhatIsaStereotype.htm
http://racerelations.about.com/od/understandingrac1/a/WhatIsaStereotype.htm
http://en.wikipedia.org/wiki/Stereotype#Stereotypes

Question No: 1 (Marks: 1) - Please choose one
Which of the following term is used to identify, "what the job holder does"? "how it is done"? & "why it is done"?

- Job specification
- Job evaluation
- **Job description**
- Job title

Job Description:
A job description is a written statement of what the jobholder actually does, how he or she does it, and under what conditions the job is performed page #69

Question No: 2 (Marks: 1) - Please choose one
Which of the following is an obligation to perform certain tasks/activities?

- Element
- **Responsibility**
- Position
- Work

Responsibility:
An obligation to perform certain tasks and duties. page #66

Question No: 3 (Marks: 1) - Please choose one
Job specification is a statement that represents:

- Required skills
- Specific qualification

► Personality traits
► **All of the given options**
Job specification
A job specification is a document containing the minimum acceptable qualifications that a person should possess in order to perform a particular job. Items typically included in the job specification are educational requirements, experience, personality traits, and physical abilities. page #68

Question No: 4 (Marks: 1) - Please choose one
The thorough & detailed study regarding jobs within an organization is termed as:
► **Job analysis**
► **Job description**
► **Job specification**
► **Job evaluation**
Job Analysis
Job Analysis is the SYSTEMATIC process of collecting and making judgments about all the important information related to a job. Job analysis is the procedure through which you determine the duties and nature of the jobs and the kinds of people who should be hired for them. page 66

Question No: 5 (Marks: 1) - Please choose one
Job analysis is performed to define:
► **Job description & job specification**
► Job specification & job position
► Organizational rules & policies
► Job description & job duties
Job descriptions and job specifications are formed from the information gathered from a job analysis, page # 67

Question No: 6 (Marks: 1) - Please choose one
Organizations started to think about the welfare of their employees during:
► 1900-10
► 1910-20
► 1920-30
► **1930-40**
1924-1932 Hawthorne Studies were conducted. and after the completion of that studies the organizations wer started thinking about this concept
REF: Page No. 14

Question No: 7 (Marks: 1) - Please choose one
HR department became the main force behind all changes during:
► Mechanistic period
► **Catalytic period not confirm :(**
► Organist period
► **Strategic period** not confirm

Question No: 8 (Marks: 1) - Please choose one
Part-time workers, temporaries, independent contractors; all fall under which of the given category?
► Conditional workers
► Transitory workers
► Interim workers
► **Contingent workers**
Contingent Workers
It is also known as part-timers, temporaries, and independent contractors, comprise the fastest-growing segment of our economy page #79.

Question No: 9 (Marks: 1) - Please choose one
Resources are allocated & assigned while:
► **Planning & Organizing**
► Leading & Controlling
► Organizing & Controlling
► Controlling & Planning
Organizing
Organizing is assembling and coordinating the human, financial, physical, informational, and other resources needed to achieve goals.
Planning is specifying the goals to be achieved and deciding in advance the appropriate actions taken to achieve those goals. Planning activities include analyzing current situations, anticipating the future, determining objectives, deciding what types of activities the company will engage in, choosing corporate and business strategies, and determining the resources needed to achieve the organization's goals. page#7

Question No: 10 (Marks: 1) - Please choose one
Conceptual skills are required mostly by:
► First-line managers
► **Top-level managers**
► Middle-level managers
► Functional-level managers
Conceptual Skills
Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top mangers/CEO needs this type of skill the most. page #9

Question No: 11 (Marks: 1) - Please choose one
Which one of the following is NOT the benefit of making teams?
► Every member is mutually accountable within a team
► **Teams enable organizations to better utilize employees' talents**
► Teams create trust and a collaborative culture
► Teams always perform better than individuals in all situations

Question No: 12 (Marks: 1) - Please choose one
_____ is an attribute of work teams which results in a level of

performance that is greater than the sum of the individual inputs.

► **Synergy**
► Enthusiasm
► Energy
► Initiative

Synergy
Systems theory also popularized the concept of synergy, which states that the whole is greater than the sum of its parts page #13.

Question No: 13 (Marks: 1) - Please choose one
ABC Company is currently hiring employees from different provinces of a country. ABC Company is said to be implementing _____.

► Decentralization
► Downsizing
► **Diversity**
► Retrenchment

Diversity simply refers to human characteristics that make people different page #40

Question No: 14 (Marks: 1) - Please choose one
HR managers are generally considered as

► Middle Manager
► Functional Manager
► **Staff Manager**
► Line Manager

Staff Manager
Authorized to assist and advise line managers in accomplishing these basic goals. **HR managers are generally staff managers. page # 10**

Question No: 15 (Marks: 1) - Please choose one
'Career counseling' is part of which of the following functions of HRM?

► Compensation & benefits
► Planning & selection
► **Training & development**
► Maintainence of HRIS

Human Resource Development: A major HRM function that consists not only of T&D but also individual career planning and development activities and performance appraisal page #104

Question No: 16 (Marks: 1) - Please choose one
Which of the following managers are referred as service providers?

► Line
► **Staff**
► Functional
► Operational

As organizations get larger and more complex, line managers find that they do not have the time, expertise, or resources to get their jobs done effectively. They create staff

authority functions to support, assist, advice, and generally reduce some of the informational burdens they have page #50

Question No: 17 (Marks: 1) - Please choose one
Which of the following defines the process of 'Recruitment'?
► Forecasting the demand of human resources
► Forecasting the supply of human resources
► Discovering potential job candidates for a particular position
► Making a "hire" or "no hire" decisions
Recruitment
It is the process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications, and encouraging them to apply for jobs with an organization. page #73
Question No: 18 (Marks: 1) - Please choose one
Which of the following refers to the management's perception of degree to which the prospective employee will fit in with the firm's culture or value system?
► Work proficiency
► Personal inclination
► Organizational fit
► Academic achievement
Organizational fit:
A hiring criterion that is not prominently mentioned in the literature is organizational fit. Organizational fit is ill-defined but refers to management's perception of the degree to which the prospective employee will fit in with, for example, the firm's culture or value system.
Question No: 19 (Marks: 1) - Please choose one
Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?
► Vocational interest test
► Cognitive aptitude test
► Personality test
► Psychomotor abilities test
Vocational Interest Tests
It indicates the occupation in which a person is most interested and is most likely to receive satisfaction. page # 84
Question No: 20 (Marks: 1) - Please choose one
Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to this restriction, McDonalds made local hiring for its subsidiaries in these regions. Which hiring approach they have adopted in response to this limitation?
► Parent-country national
► Host-country national
► Third-country national
► Headquarter national
Parent-Country Nationals
Parent country nationals are residents of home country page # 89.
Question No: 21 (Marks: 1) - Please choose one
HRM is said to be effective when _____ is achieved.

► Minimization of wastage
► **Cohesive work environment**
► Customer satisfaction
► Large market share

Question No: 22 (Marks: 1) - Please choose one

The mental process to interpret environment as per one's own understanding is known as:

► **Perception**
► Personality
► Attitude
► Ability

Perceptions:

We use the mental process of perception to pay attention selectively to some stimuli and cues in our environment. page # 19

Question No: 23 (Marks: 1) - Please choose one

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

► Rightsizing
► Affirmative action
► **Downsizing**
► Discrimination

Downsizing – Periodic reductions in a company's work force to improve its bottom line-often called downsizing-are becoming standard business practice, even among firms that were once legendary for their "no layoff' policies, such as AT&T, IBM, Kodak, and Xerox. In addition to fostering a lack of emotional commitment, transient employment relationships create a new set of challenges for firms and people competing in the labor market, as well as for government agencies that must deal with the social problems associated with employment insecurity (including loss of health insurance and mental illness) page #35

Question No: 24 (Marks: 1) - Please choose one

'Job description' provides which of the following information?

► **Defined job activities & responsibilities**
► Set of KSA required to perform a job
► Level of experience mandatory for a particular job
► Individual’s general attitude that affects the job performance

Job Description

A job description is a written statement of what the jobholder actually does, how he or she does it, and under what conditions the job is performed. page #68

Question No: 25 (Marks: 1) - Please choose one

Which of the following management function is being performed by the HR manager when he/she reports on successful cost control with a new health care package?

► **Planning**
► Organizing
► Leading

► Controlling

Planning is specifying the goals to be achieved and deciding in advance the appropriate actions taken to achieve those goals. Planning activities include analyzing current situations, anticipating the future, determining objectives, deciding what types of activities the company will engage in, choosing corporate and business strategies, and determining the resources needed to achieve the organization's goals page #7

Question No: 26 (Marks: 1) - Please choose one

What attributes employers need to develop for effectively managing diverse workforce?

► Acceptance
► Open mindedness
► Cultural awareness
► **All of the given options**

Question No: 27 (Marks: 1) - Please choose one

Which of the following is considered as a negative attribute of globalization for employees in the developed country?

► Reduction in job security
► Promotion of free trade
► **Increase in competition**
► Increase in information flow

Question No: 28 (Marks: 1) - Please choose one

Which of the following statement is true regarding employee involvement concept in todays organizations?

► Managers should set targets and spelled out to each employees
► Employees feel more secure when they know the boss is incharge
► Employee involvement enhances productivity but decreases innovative ideas
► **Participative management gives employees more control over day to day job activities**

Question No: 29 (Marks: 1) - Please choose one

Which job analysis method is recommended for jobs like janitors, assembly line workers
and accounting clerks?

► Observation
► Log/diary
► **Structured questionnaire**
► Technical conference

Structured or unstructured questionnaires may be used to obtain job analysis information page #69

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

Which of the following selection technique would require the applicant for the position of cashier at South Leasing Corporation to make computation on calculator?

► **Work sampling**
► In basket simulation
► Business game
► Aptitude test

Question No: 31 (Marks: 1) - Please choose one
In practice, organizations use interviews to
► **Determine applicant-organization fit**
► Assess only an applicant's confidence level
► Manipulate an applicant's image of the company
► Assess a candidate's credit history
Question No: 32 (Marks: 1) - Please choose one
All of the following are disadvantages of hiring host country nationals. EXCEPT
► There might be delay in control and coordination of headquarters
► It limits opportunities for parent country nationals to gain overseas experience
► **Not required to fulfill requirements such as visa and work permit**
► None of the given option
Host-Country Nationals PAGE 89
Host country national are residents of the host country.
Disadvantages
Control and Coordination of headquarters may be impeded.
Hiring HCN's limits opportunities for PCN's to gain overseas experience.
Question No: 33 (Marks: 1) - Please choose one
Who is responsible for orienting the new employees in large organizations?
► Board of governers share the disciplinary actions
► **Human resource department explain overall organizational policies and employee benefits**
► Entry-level employees are responsible to introduce with the organizational vision, mission, rules and regulations
► New employee is on his own responsible to familiarize with office environment
Question No: 34 (Marks: 1) - Please choose one
Mostly the content of employee handbooks include(s):
► Welcome note
► Introduction of organization
► Rules and procedures
► **All of the given option**
Question No: 1 (Marks: 1) - Please choose one
HRIS helps managers to perform which of the following functions more effectively & systematically?
► Controlling functions
► Planning functions
► **Human resource functions** PAGE 66
► Management functions
Human Resource Information System:
HRISs are systems used to collect, record, and store, analyze, and retrieve data concerning an organization's human resources. Page #65
Question No: 2 (Marks: 1) - Please choose one
Technically HRIS is a/an:
► **System software**
► System hardware
► Database system

► Operating system

HRIS Applications

A computerized HRIS contains **hardware and software applications** that work together to help managers make HR decisions page 64

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

HRIS is used to facilitate the decisions related to:

► Overall organization

► **Employment planning**

► Sales forecasting

► Resource allocation

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

The major concern of the organizations during 1990s was:

► **Productivity**

► Efficiency

► Quality

► All of the given options

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

Which of the following is NOT a method of an external recruitment?

► Job advertisements

► **Job postings**

► Internship programs

► Job fairs

EXTERNAL RECRUITMENT METHODS PAGE 78

a. **A.Advertising**

b. **b. Employment Agencies**

c. **c. Recruiters**

d. **d. Special Events**

e. **e. Internships**

f. **f. Executive Search Firms**

g. **g. Professional Associations**

h. **h. Unsolicited Walk-In Applicants**

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

Controlling involves all EXCEPT:

► Goal attainment

► Corrective measures

► Standards achievement

► **Employees motivation**

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

Controlling is mandatory to:

► Small & medium enterprises

► Private organizations

► **All of the given options**

► Large organizations

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

Effectiveness is the degree to which organizations' products/services respond to:

► All of the given options
► Customer satisfaction
► **Environmental needs**
► Quality standard

Effectiveness
is the degree to which the organizations output correspond to the need and wants of the external environment that include customers' suppliers' competitors and regulatory agencies page #8.

Question No: 9 (Marks: 1) - Please choose one
Unofficial part of an organization formed on the basis of common interests is known as:
► Formal organization
► **Informal organization**
► Bureaucratic organization
► Virtual organization

Question No: 10 (Marks: 1) - Please choose one
According to Hawthorne Studies, which of the following work group influenced productivity & employees' behavior?
► Formal
► **Informal**
► Reserved
► Ceremonial

Question No: 11 (Marks: 1) - Please choose one
Which of the following is categorized as the authority to give orders to subordinates?
► Functional
► Staff
► Operational
► **Line** **PAGE 51**

Line Authority
Line authority entitles a manager to direct the work of an employee. It is the employer employee authority relationship that extends from top to bottom. A line manager directs the work of employees and makes certain decisions without consulting anyone. page 50

Question No: 12 (Marks: 1) - Please choose one
Which one of the following is NOT the benefit of making teams?
► **Every member is mutually accountable within a team**
► Teams enable organizations to better utilize employees' talents
► Teams create trust and a collaborative culture
► Teams always perform better than individuals in all situations

Question No: 13 (Marks: 1) - Please choose one
The process of pursuing an inclusive culture where newcomers feel welcomed by existing employees and everyone sees the value of his or her job, is termed as:
► Management of uniformity
► Variety management
► Managing stereotypes
► **Diversity management**

Diversity Management
: We can define the workforce diversity management as set of activities involved in integrating diverse employees into the work force and using their diversity to the firm's competitive advantage

Question No: 14 (Marks: 1) - Please choose one
How often HR planning process is implemented within an organization?
► **Continuously**
► Annually
► Bi-annually
► Quarterly

Question No: 15 (Marks: 1) - Please choose one
As an HR manager you are going to conduct job analysis, which one of the following factor you should consider for its effectiveness?
► Ensure top management support
► Use a single source of information
► Conduct analysis for multiple jobs at once
► **Review existing job documents**

Question No: 16 (Marks: 1) - Please choose one
Which of the following skills are required most by the Top-level managers?
► Technical skills
► Interpersonal skills
► **Conceptual skills**
► All of the given options

Conceptual Skills
Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top mangers/CEO needs this type of skill the most. page 9

Question No: 17 (Marks: 1) - Please choose one
Individual's behavior comprises of:
► Heritage
► Perception
► Emotions
► **All of the given options**

Question No: 18 (Marks: 1) - Please choose one
Organizations started giving more focus on the quality of work life (QWL) during:
► 1960-70
► 1970-80
► 1980-90
► **1990-2000**

http://en.wikipedia.org/wiki/Quality_of_working_life

Question No: 19 (Marks: 1) - Please choose one
Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?
► Power
► Influence
► **Authority**
► Command

Authority
Authority is the right to make decisions, to direct the work of others, and to give orders. Authority refers to the rights inherent in a managerial position to give orders and expect the orders to be obeyed. page 50

Question No: 20 (Marks: 1) - Please choose one
Which of the following information is NOT collected through observation method while conducting job analysis?

► **Who is monitoring the task?**
► What task has done?
► How task has done?
► How long a task has taken to complete?

Questions Job Analysis
What physical and mental tasks does the worker accomplish?
• When does the job have to be completed?
• Where is the job to be accomplished?
• How does the worker do the job?
• Why is the job done?
• What qualifications are needed to perform the job? **page67**

Question No: 21 (Marks: 1) - Please choose one
Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?

► **Curriculum vitae**
► Educational record
► Career goal
► Interview questioning

http://en.wikipedia.org/wiki/Curriculum_vitae

Question No: 22 (Marks: 1) - Please choose one
Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?

► Cognitive aptitude test
► Job knowledge test
► Vocational interest test
► **Psychomotor abilities test**

Psychomotor Abilities Tests
This type of test is used to measure strength, coordination, and dexterity. It is feasible to measure many abilities that are involved in many routine production jobs and some office jobs.

Question No: 23 (Marks: 1) - Please choose one
_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.

► **Synergy**
► Enthusiasm
► Energy
► Initiative

Synergy

Systems theory also popularized the concept of synergy, which states that the whole is greater
than the sum of its parts. page 13

A horizontal extension of the object to increase task variety is called:

►Job evaluation

. ►Job enrichment

►Job enlargement

. ►Job rotation

Job enlargement

Job enlargement assigns workers to additional same-level tasks to increase
the number of tasks they have to perform

Question No: 25 (Marks: 1) - Please choose one

Which of the following is the main focus of Organizational Behavior?

► Society

► Stockholders

► People at work

► Union

Organizational Behavior:

OB is concerned specifically with the actions of people at work page 20

Question No: 26 (Marks: 1) - Please choose one

Decentralization offers several benefits to the organizations. Which one of the following is/are considered benefit(s) of decentralization?

► Increased work schedule flexibility

► Increased pool of skilled workers

► Increased employees participation

► All of the given options

Question No: 27 (Marks: 1) - Please choose one

Entrepreneurs are said to perform the:

► Interpersonal role

► Informational role

► Supportive role

► Decisional role

Decisional roles

• **Entrepreneur**—managers initiate and oversee new projects that will improve their organization's performance

• **Disturbance handlers**—take corrective action in response to unforeseen problems

• **Resource allocators**—responsible for allocating human, physical, and monetary resources

• **Negotiator role**—discuss issues and bargain with other units to gain advantages for their own unit

Question No: 28 (Marks: 1) - Please choose one

Which of the following department is responsible for handling safety & health issues of employees?

Which of the following department is responsible for handling safety & health issues of employees?

► HR department

► Procurement department
► Finance department
► Marketing department

Question No: 29 (Marks: 1) - Please choose one
Impact of individuals' behavior within an organization is studied under:
tional culture
Organizational behavior
Organizational Behavior
Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively. page 16

Question No: 30 (Marks: 1) - Please choose one
Read carefully the following section of job advertisement.
ü "Management, both technical & administrative affairs.
ü Promotion of marine R&D activities for the purpose of protection/preservation of marine environment.
ü Exploration & management of marine research & development within the marine zone of Pakistan".
This section of job advertisement represents which of the following term?
► **Job analysis**
► **Job description**
► **Job specification**
► **Job summary**
Job Summary
Describe the general nature of the job, and includes only its major functions or activities.

Question No: 31 (Marks: 1) - Please choose one
Which of the following component of attitude represents a person's opinions, knowledge, and information?
► **Affective component**
► **Cognitive component**
► **Behavioral component**
► **Objective component**
Cognitive component:
The cognitive component consists of a person's beliefs, opinions, knowledge, and information held by a person. page 20

Question No: 32 (Marks: 1) - Please choose one
The three most important job-related attitudes are:
► Job involvement, organizational commitment and job enrichment
► **Job satisfaction, job orientation and organizational commitment**
► Job satisfaction, job involvement and organizational commitment
► Job satisfaction, job enlargement and organizational behavior

Question No: 33 (Marks: 1) - Please choose one
The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:
► Application ratio
► Recruitment ratio
► **Selection ratio PAGE 81**
► Employment ratio
Applicant Pool
The number of people hired for a particular job compared to the individuals in the applicant pool is often expressed as a selection ratio page 80

Question No: 34 (Marks: 1) - Please choose one
Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?
► **Vocational interest test**
► Cognitive aptitude test
► Personality test
► Psychomotor abilities test
Vocational Interest Tests
It indicates the occupation in which a person is most interested and is most likely to receive satisfaction. page 84

Question No: 1 (Marks: 1) - Please choose one
Organizational Behavior is a study of investigating the impact of:
► **Employees' behavior in an organization**
► Societal behavior on an organization
► Country's culture on an organization
► Country's economy on an organization
Organizational Behavior
Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively page 16.
Question No: 2 (Marks: 1) - Please choose one
With the emergence of Information Technology (IT), organizations are needed to perform which of the following activity in response to this new technological trend?
► Job evaluation
► **Job specification**
► Job description
► Job analysis
Job specification
A job specification is a document containing the minimum acceptable qualifications that a person should possess in order to perform a particular job. Items typically included in the job specification are educational requirements, experience, personality traits, and physical abilities.

Question No: 3 (Marks: 1) - Please choose one
Which of the following is said to be the main focus of Organization Behavior?
► How to become more effective in society
► **How to best utilize human resource**
► How to become environmental friendly
► How to become a market leader
Organizational Behavior
Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.
Question No: 4 (Marks: 1) - Please choose one
'Job specification' is said to be an outcome of which of the given term?
► **Job analysis**
► Job title
► Job evaluation
► Job worth
Job analysis outcomes
a. Job description
b. Job specification
c. Job evaluation page 68
Question No: 5 (Marks: 1) - Please choose one
Jobs are compensated on the basis of:
► **Job analysis**
► Job specification
► Job worth
► Job description
Question No: 6 (Marks: 1) - Please choose one
Technically HRIS is a/an:
► **System software**
► System hardware
► Database system
► Operating system
HRIS Applications
A computerized HRIS contains **hardware and software applications** that work together to help managers make HR decisions
Question No: 7 (Marks: 1) - Please choose one
HRIS is used to facilitate the decisions related to:
► Overall organization
► **Employment planning**
► Sales forecasting
► Resource allocation
Question No: 8 (Marks: 1) - Please choose one
As a result of which of the following activity, HRIS is gaining popularity day by day?
► Generating organizational reports
► Managing resources effectively

► **Retrieving timely information**
► Handling bundles of data
Human Resource Information System:
HRISs are systems used to collect, record, and store, analyze, and **retrieve data concerning a**n organization's human resources
Question No: 9 (Marks: 1) - Please choose one
HR department maintains _____ records.
► **Employee**
► Sales
► Production
► Inventory
The role of HR Department in employee separations and outplacement
Question No: 10 (Marks: 1) - Please choose one
Why organizational goals should be measurable?
► Ensure goal ambiguity
► **Ensure goal attainment**
► Put high effort
► Encourage employee participation
Question No: 11 (Marks: 1) - Please choose one
_____ is the main source of innovations.
► Upgraded technology
► Human mind
► Competitors' pressure
► **Research & Development**
Question No: 12 (Marks: 1) - Please choose one
Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?
► **Trade unions**
► Human relation movement
► Employment legislations
► None of the given options
Question No: 13 (Marks: 1) - Please choose one
Who is responsible to take corrective actions in response to unforeseen problems?
► Liaison
► **Disturbance-handler PAGE 12**
► Figurehead
► Spokesperson
Disturbance handlers
Take corrective action in response to unforeseen problems. Page 11
Question No: 14 (Marks: 1) - Please choose one
Which of the following role a manager performs as a Resource allocator?
► Interpersonal role
► **Decisional role**
► Informational role
► Supportive role

Question No: 15 (Marks: 1) - Please choose one
Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?
► **Negotiator**
► Spokesperson
► Disseminator
► Entrepreneur
Negotiator role
Discuss issues and bargain with other units to gain advantages for their own unit.
Question No: 16 (Marks: 1) - Please choose one
Organization is said to be an open system, because:
► **It operates within an environment**
► It operates in isolation
► Its activities are random
► Its activities are independent
All organizations are open systems, dependent on inputs from the outside world page 13
Question No: 17 (Marks: 1) - Please choose one
Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?
► Scientific approach
► Rational approach
► **Human relations approach**
► Systematic approach
Question No: 18 (Marks: 1) - Please choose one
How often HR planning process is implemented within an organization?
► **Continuously**
► Annually
► Bi-annually
► Quarterly
Question No: 19 (Marks: 1) - Please choose one
The best hiring occurs when the goals of which of the following should consistent to each other?
► HR managers, Finance managers
► Head office, Branch
► **Organization, Individual**
► Lower managers, Top managers
Question No: 20 (Marks: 1) - Please choose one
Why organizations provide attractive salaries, fringe benefits, career development opportunities and respect to their employees?
► **To retain valuable human resource**
► To be the market leader in the future
► To attract more and more people
► To enforce government regulations
Question No: 21 (Marks: 1) - Please choose one
An organization posts advertisement in the news paper as:
"Approximate Gross salary is Rs. 24,000/ per month. In addition to above salary

the candidate on appointment will also be entitled for other attractive benefits/facilities like pick and drop, indoor medical facility, housing subsidy etc". This represents:

► The organization's policy for attracting more potential candidates
► The organization is creating its positive image in the market
► The organization is clearly defining the job position
► **The organization's policy to retain valuable employees**

Question No: 22 (Marks: 1) - Please choose one

A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetese, heart diseases, neurological disorders etc, is termed as:

► Hereditary testing
► **Gene testing**
► Instinct testing
► Genetic testing

Question No: 23 (Marks: 1) - Please choose one

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:

► Planning
► Decentralization
► Restructuring
► **Outsourcing**

Question No: 24 (Marks: 1) - Please choose one

People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

► Information collector roles
► **Task oriented roles**
► Relationship oriented roles
► Individual roles

Task-oriented roles
• Initiator-Contributors
• Information seekers/providers page23

Question No: 25 (Marks: 1) - Please choose one

Organizations started emphasizing on making rules and regulations during:

► Mechanistic period
► Legalistic period
► Catalytic period
► **Strategic period**

Question No: 26 (Marks: 1) - Please choose one

'Career counseling' is part of which of the following functions of HRM?

► Compensation & benefits
► Planning & selection
► **Training & development**
► Maintainence of HRIS

Training & Development:

Training typically focuses on providing employees with specific skills or helping them to correct deficiencies in their performance. In contrast, development is an effort to provide employees with the abilities that the organization will need in the future. page 102

Question No: 27 (Marks: 1) - Please choose one
Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?
► Power
► Influence
► **Authority**
► Command
Authority
Power vested in a particular position.
Question No: 28 (Marks: 1) - Please choose one
SWOT Analysis is a tool for:
► Determining the mission
► Dividing missons into goals
► **Scanning the environment**
► Monitoring frequent performances
Question No: 29 (Marks: 1) - Please choose one
What comes prior to environmental scanning of an organization?
► **Determining organizational mission**
► Monitoring the action plans
► Developing budgets for plans
► None of the given options
Question No: 30 (Marks: 1) - Please choose one
What measure should be needed to ensure effective recruitment?
► **Keep pool of large size to get best out of it**
► Address personnel needs of applicants
► Meet economies of scale for an organization
► Clearly understand organizational goals
Question No: 31 (Marks: 1) - Please choose one
Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?
► Selection
► **Recruitment**
► Staffing
► Enrollment
Recruitment
It is the process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications, and encouraging them to apply for jobs with an organization.
Question No: 32 (Marks: 1) - Please choose one
The extent to which an employment selection test provides consistent results is

known as:

► **Reliability**

► Dependability

► Consistency

► Trustworthiness

Reliability:

The extent to which a selection test provides consistent results. If a test has low reliability, its validity as a predictor will also be low. To validate reliability, a test must be verified.

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

Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?

► Cognitive aptitude test

► Job knowledge test

► Vocational interest test

► **Psychomotor abilities test**

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

Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

► **Vocational interest test PAGE 85**

► Cognitive aptitude test

► Personality test

► Psychomotor abilities test

Vocational Interest Tests

It indicates the occupation in which a person is most interested and is most likely to receive satisfaction.

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

Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

► Reference check

► Criminal record

► **Application form**

► Credit history

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

Background investigations and reference checks are considered to verify candidate's _____ .

► Age

► Marital status

► **Credentials**

► Gender

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

Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to this restriction, McDonalds made local hiring for its subsidiaries in these regions. Which hiring approach they have adopted in response to this limitation?

► **Parent-country national**

► Host-country national

► Third-country national
► Headquarter national

Parent-Country Nationals

Parent country nationals are residents of home country.

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

Decision regarding the delivery medium for training is made prior to which of the following step?

► Evaluating the training program
► Designing the contents of training to be delivered
► Identifying whether the training is required or not
► Conducting need assessment to identify issues

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

HRM is said to be effective when _____ is achieved.

► Minimization of wastage
► Cohesive work environment
► Customer satisfaction
► Large market share

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

"Effectiveness" is represented by:

► Doing things before time
► Doing right things right
► Doing things in minimum time
► Doing things with minimum resources

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

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

► Task analysis
► Organizational analysis
► Person analysis
► Management analysis

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

Decision regarding the delivery medium for training is made prior to which of the following step?

► Evaluating the training program
► Designing the contents of training to be delivered
► Identifying whether the training is required or not
► Conducting need assessment to identify issues

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

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

► Formal
► Informal
► Bureaucratic
► Learning

Learning

Learning is a relatively permanent change in behavior that results from direct or indirect experience.

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

Which of the following statement defines 'Socialization'?

► The formation of an attachment bond between an infant and its career

► The tendency of social theorists to explain everything in terms of social causes

► The process of becoming part of a society by learning its norms and values

► The historical process by which societies change from traditional to modern ones

Socialization:

Teaching the corporate culture and philosophies about how to do business

In order to reduce the anxiety that new employees may experience, attempts should be made to integrate the person into the informal organization.

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

The screening used to reduce absenteeism on the basis of medical problems and to establish a baseline for future health insurance claims, is:

► Physical examination

► Personality test

► Polygraph test

► Substance abuse

Substance Abuse Screening – Because drug abuse is a serious problem for employers, it is common practice for most employers to conduct drug screening just before employees are formally hired.

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

In order to appoint a lecturer for management, the senior faculty asked Mr. Ali to deliver a sample lecture to one of the MBA batch. The evaluation form is provided to students to grade Mr. Ali as a competent teacher in terms of his communication & convincing abilities. What type of test is said to be conducted for the evaluation of Mr. Ali?

► Reliable test

► Content-valid test

► Face-valid test

► Construct-valid test

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

What measure should be needed to ensure effective recruitment?

► Keep pool of large size to get best out of it

► Address personnel needs of applicants

► Meet economies of scale for an organization

► Clearly understand organizational goals

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

Which of the following identifies the minimum acceptable qualification that the incumbent must possess to perform a particular job successfully?

► Job analysis

► Job specification

► Job description

► Job evaluation

Job specification

A job specification is a document containing the minimum acceptable qualifications that a person should possess in order to perform a particular job. Items typically included in the job specification are educational requirements, experience, personality traits, and physical abilities.

Question No: 9 (Marks: 1) - Please choose one

SWOT Analysis is a tool for:

► Determining the mission
► Dividing missions into goals
► **Scanning the environment**
► Monitoring frequent performances

SWOT analysis

through this process organizations identify different opportunities available in the market and the threats that can be faced by the organization, and the weaknesses and strengths possessed by organizations are also measured and identified through this process.

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

People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

► Information collector roles
► **Task oriented roles**
► Relationship oriented roles
► Individual roles

Task-oriented roles

• Initiator-Contributors
• Information seekers/providers page 23

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

Individual's behavior comprises of:

► Heritage
► Perception
► Emotions
► **All of the given options**

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

Which of the following term is used to study the collective behavior of individuals within an organization?

► Organizational culture
► Organizational norms
► **Organizational behavior**
► Organizational rules

Organizational Behavior

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively. page 16

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

Which of the following skills are required most by the Top-level managers?

► Technical skills
► Interpersonal skills

► **Conceptual skills**
► All of the given options
Conceptual Skills
Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top mangers/CEO needs this type of skill the most page 9.
Question No: 14 (Marks: 1) - Please choose one
Which of the following department of an organization perform the managerial function of matching organizational needs with the skills & abilities of the employees?
► Finance department
► Marketing department
► Production department
► **Human Resource department**
Question No: 15 (Marks: 1) - Please choose one
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:
► Planning
► Decentralization
► Restructuring
► **Outsourcing**
Outsourcing
Out sourcing is the process of transferring responsibility for an area of service and its objectives to an external service provider instead of internal employee.
Question No: 16 (Marks: 1) - Please choose one
Which of the following aspect should be considered during task analysis, before conducting the training in an organization?
► Individuals who require training
► Shortcomings in existing technology
► Ineffective feedback system of organization
► **Areas where training is required**
Question No: 17 (Marks: 1) - Please choose one
As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?
► Maintaining and updating the jobs
► Identify objectives of job analysis
► Identify the job to be analyzed
► **Draft job description & job specification**
Question No: 18 (Marks: 1) - Please choose one
Which of the following step is MOST important in creating job-fit?
► **An effective selection process**
► Promotion and transfer of existing employees
► Training of employees
► Competitive compensation packages
Question No: 19 (Marks: 1) - Please choose one
Members of an effective team should be more:

► Extrovert
► **Homogeneous**
► Inflexible
► Introvert

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

_____ team allows groups to meet without concern for space or time and enables organizations to link workers together.

► Process
► Self-managed
► **Virtual**
► Cross-functional

Are Virtual Teams a Reality Today?

A virtual team is an extension of the electronic meetings; virtual team allows groups to meet without concern for space or time and enables organizations to link workers together that in the past couldn't have been done. page 24

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

Which one of the following is NOT the characteristic of a Virtual Team?

► Lack of nonverbal signals
► Limited social contact
► **Increased social relationship**
► Ability to overcome time and space constraints

Are Virtual Teams a Reality Today?

A virtual team is an extension of the electronic meetings; virtual team allows groups to meet without concern for space or time and enables organizations to link workers together that in the past couldn't have been done.

Question No: 22 (Marks: 1) - Please choose one

_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.

► **Synergy**
► Enthusiasm
► Energy
► Initiative

Synergy

Systems theory also popularized the concept of synergy, which states that the whole is greater
than the sum of its parts.

Question No: 23 (Marks: 1) - Please choose one

Which is NOT a weakness of group decision-making?

► Group decisions are time-consuming
► **Groups enhance creativity through diverse views**
► Group members suffer from ambiguous responsibilities
► Groups can be dominated by one or a few members

Question No: 24 (Marks: 1) - Please choose one

Managers who are indulged in establishing policies & procedures are fall under which category?

► Staff

► **Line**
► Functional
► Operational
Line Authority
Line authority entitles a manager to direct the work of an employee. It is the employeremployee
authority relationship that extends from top to bottom. A line manager directs the work of employees and makes certain decisions without consulting anyone.
Question No: 25 (Marks: 1) - Please choose one
Which of the following term best represents the individuals who have interests in an organization and influenced by it?
► Workforce
► **Stakeholders**
► Customers
► Stockholders
Stakeholders
All individuals and groups that are directly or indirectly affected by an organization's decisions
Question No: 26 (Marks: 1) - Please choose one
Who collects information from institutions & organizations outside their own, and facilitate the organizational personnels with that gathered information?
► **Monitor**
► Liaison
► Disseminator
► Figurehead
Monitor
Collect information from organizations and institutions outside their own.
Question No: 27 (Marks: 1) - Please choose one
Being a Figurehead, manager has to perform which of the following role?
► Informational roles
► Decisional roles
► **Interpersonal roles**
► Sequential roles
Interpersonal roles
Included figurehead, leadership, and liaison activities.
Question No: 28 (Marks: 1) - Please choose one
How many levels of management are in a traditional organization?
► 5
► **3**
► 8
► 4
Levels of Management
Three level in the organization can classify managers.
First-line managers
Middle managers
Top managers

Question No: 29 (Marks: 1) - Please choose one
The ability to think about abstract & complex situations is refered to as:
► Mechanical skill
► Technical skill
► Interpersonal skill
► Conceptual skill
Conceptual Skills
Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, to see the organization as a whole
Question No: 30 (Marks: 1) - Please choose one
Controlling is mandatory to:
► Large organizations
► Small & medium enterprises
► All of the given options
► Private organizations
Controlling
Specific activities are to set performance standards that indicate progress toward longterm goals.
Question No: 31 (Marks: 1) - Please choose one
"Management" is concerned with the administration of:
► Human resource
► Financial resource
► Physical resource
► All of the given options
Question No: 32 (Marks: 1) - Please choose one
A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:
► Cooperative work
► Student placement
► Internship program
► Student leasing
Internships
A special form of recruiting that involves placing a student in a temporary job. There is no obligation on the part of the company to permanently hire the student and no obligation on the part of the student to accept a permanent position with the firm. Hiring college students to work as student interns is typically viewed as training activity rather than as a recruiting activity.
Question No: 33 (Marks: 1) - Please choose one
Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?
► Affirmative action
► Legal compliance
► Equal employment opportunity
► Stereotype

Question No: 34 (Marks: 1) - Please choose one
If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.
► Performance
► Gaps
► **Effectiveness**
► Discrepancies
Question No: 35 (Marks: 1) - Please choose one
Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?
► **Trade unions PAGE 156**
► Human relation movement
► Employment legislations
► None of the given options
Why Employees Join Unions
Individuals join unions for many different reasons, and these reasons tend to change over time. They may involve dissatisfaction with management, need for a social outlet, and opportunity for leadership, forced unionization, and peer pressure.
Question No: 36 (Marks: 1) - Please choose one
HR department became the main force behind all changes during:
► Mechanistic period
► **Catalytic period**
► Organistic period
► Strategic period
Question No: 37 (Marks: 1) - Please choose one
As a result of which of the following activity, HRIS is gaining popularity day by day?
► Generating organizational reports
► **Managing resources effectively**
► Retrieving timely information
► Handling bundles of data
Question No: 38 (Marks: 1) - Please choose one
Achievable & quality performance standards can be set with the help of accurate:
► **Job analysis**
► Job description
► Job specification
► Job evaluation
Question No: 39 (Marks: 1) - Please choose one
Organizational Behavior is a study of investigating the impact of:
► **Employees' behavior in an organization PAGE 17**
► Societal behavior on an organization
► Country's culture on an organization
► Country's economy on an organization
Organizational Behavior

Organizational behavior (OB) is a field of study that investigates the impact that individuals, groups, and structure have on behavior within an organization, and then applies that knowledge to make organizations work more effectively.

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

Which of the following is the main focus of Organizational Behavior?

► Society
► Stockholders
► **People at work**
► Union

Organizational Behavior:

OB is concerned specifically with the actions of people at work

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

Which of the following structure is formed to facilitate the work flow for goals achievement?

► Society
► **Organization**
► Union
► Government

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

In order to promote unbiased management, organizations should develop:

► Powerful union
► **Legal compliance**
► Strategic alliances
► Stakeholder influence

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

Good judgment, creativity, and the ability to see the big picture are the abilities of managers having:

► Technical skills
► Interpersonal skills
► **Conceptual skills** **PAGE 10**
► Practical skills

Conceptual Skills

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, to see the organization as a whole They manifest themselves in things like good judgment, creativity, and the ability to see the big picture

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

How many levels of management are in a traditional organization?

► 4
► 5
► **3**
► 8

Levels of Management

Three level in the organization can classify managers.

First-line managers

Middle managers

Top managers

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

Who is responsible to take corrective actions in response to unforeseen problems?

► Liaison

► **Disturbance-handler** **PAGE 12**

► Figurehead

► Spokesperson

Disturbance handlers

Take corrective action in response to unforeseen problems.

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

Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?

► **Negotiator** **PAGE 11**

► Spokesperson

► Disseminator

► Entrepreneur

Negotiator role

Discuss issues and bargain with other units to gain advantages for their own unit.

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

Unilever is serving all around the world with its diversified products, it is said to be practicing:

► Technological advancements

► Rapid changes

► Stakeholders' management

► **Business globalization** **PAGE 16**

Globalization

Managers are faced with a myriad of challenges due to an array of environmental factors when doing business abroad. These managers must effectively plan, organize, lead, control, and manage cultural differences to be successful globally.

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

Which of the following managers assist the line managers by providing them advices while taking major decisions?

► **Staff**

► Functional

► First-line

► Operational

Staff Mangers and Staff Authority

Staff managers have staff authority. A manager's function is classified as line or staff based on the organization's objectives. As organizations get larger and more complex, line managers find that they do not have the time, expertise, or resources to get their jobs done effectively

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

_____ team has control over its work pace, determination of work assignments and operate without a manager.

► Problem identification

► **Self-managed PAGE 25**
► Virtual
► Cross-functional
Self managed Teams
A self-managed work team is a formal group of employees who operate without a manager and are responsible for a complete work process or segment that delivers a product or service to an external or internal customer.
Question No: 18 (Marks: 1) - Please choose one
A _____ is defined as two or more interacting and interdependent individuals who come together to achieve particular objectives.
► Department
► **Group PAGE 28**
► Organization
► All of the given options
Group:
A group is defined as two or more interacting and interdependent individuals who come together to achieve particular objectives.
Question No: 19 (Marks: 1) - Please choose one
"People working in your organization are more than the actual requirements". Which one of the following strategy you prefer to solve this problem?
► Recruitment
► Training
► **Layoff PAGE 61**
► Merger
Layoffs
At times, the firm has no choice but to actually lay off part of its workforce.
Question No: 20 (Marks: 1) - Please choose one
"People working in your organization are less than the actual requirements". Which of the following strategy you prefer to solve this problem?
► Downsizing
► Transfers
► Demotions
► **Recruiting PAGE 74**
Recruitment:
It is the process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications, and encouraging them to apply for jobs with an organization.
Question No: 21 (Marks: 1) - Please choose one
'There is no need to make any new appointment'; therefore, the organization has transfered Mr. Azam to another branch. This step of the organization is taken to:
► Increase the labor supply than demand
► **Maintain the balance of labor supply and demand**
► Decrease the labor supply than demand
► Devastate the balance of labor supply and demand
Question No: 22 (Marks: 1) - Please choose one

Which of the following represents the basic goal of the recruitment?

► Communicate job opening positions clearly
► Attract maximum number of applicants
► Self select out the candidates to save time and money
► **Attract the qualified candidates & not the unqualified ones**

Question No: 23 (Marks: 1) - Please choose one

The best hiring occurs when the goals of which of the following should consistent to each other?

► HR managers, Finance managers
► Head office, Branch
► **Organization, Individual**
► Lower managers, Top managers

Question No: 24 (Marks: 1) - Please choose one

While recruiting globally, organizations have to:

► View applicants as "commodities"
► **First define the relevant labor market**
► View applicants as "customers"
► Ensure EEO & QWL as per local labor laws

Question No: 25 (Marks: 1) - Please choose one

Previous company records & customer satisfaction surveys may serve as a source for:

► Cultivating learning culture within the organization
► **Determining deficiencies that require training**
► Developing career development plans for employees
► Identifying training outcomes through evaluation

Question No: 26 (Marks: 1) - Please choose one

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:

► Planning
► Decentralization
► Restructuring
► **Outsourcing**

Outsourcing

Out sourcing is the process of transferring responsibility for an area of service and its objectives to an external service provider instead of internal employee.

Question No: 27 (Marks: 1) - Please choose one

To encourage and authorize workers to take initiatives to reduce costs, improve operations, product quality and customer service is known as:

► Authority
► **Decentralization** **PAGE 36**
► Empowerment
► Centralization

Question No: 28 (Marks: 1) - Please choose one

Cost of human resource increases considerably due to which of the following?

► Cost of production
► Rate of absenteeism

► **Complicated technology**
► Outdated equipment
http://en.wikipedia.org/wiki/Human_capital
http://www.referenceforbusiness.com/management/Gr-Int/Human-Resource-Information-Systems.html
Question No: 29 (Marks: 1) - Please choose one
To increase the group cohesiveness managers have to:
► Forcefully apply rules & policies
► Increase competition with other groups
► **Encourage mutual participation**
► Nurture politics within the groups
Question No: 30 (Marks: 1) - Please choose one
Initially the personnel department was only involved in:
► Recruitment & selection
► Compensation & benefits
► Training & development
► **Scheduling vacations** **PAGE 31**
Records and Administration
In first stage the primary activities, which were carried out by personnel department, were, Planning Company picnics Scheduling vacations,
Question No: 31 (Marks: 1) - Please choose one
Which of the following managers are refered as service providers?
► Line
► **Staff**
► Functional
► Operational
Staff Manager
Authorized to assist and advise line managers in accomplishing these basic goals. **HR managers are generally staff managers.**
Question No: 32 (Marks: 1) - Please choose one
While conducting job analysis the 'Observation Method' is useful when:
► Job requires more intellectual skills to complete
► Job is repetitive in nature
► Job is market oriented and requires more data
► **Job consists of observable physical activity**
Question No: 33 (Marks: 1) - Please choose one
Which of the following term is used for choosing the individual that is best suited to a particular position and to the organization from a group of potential applicants?
► Recruitment
► **Selection**
► Staffing
► Enrollment
Question No: 34 (Marks: 1) - Please choose one
The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

► Application ratio
► Recruitment ratio
► **Selection ratio PAGE 81**
► Employment ratio

Applicant Pool

The number of people hired for a particular job compared to the individuals in the applicant pool is often expressed as a selection ratio.

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

Which selection tool is considered least by HR managers while hiring an individual?

► Candidate interviews
► **Reference letters**
► Application blanks
► Academic records

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

Which of the following department is responsible for the socialization of new employees?

► **Human Resource Department**
► Accounts Department
► Marketing Department
► Administration Department

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

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

► Formal
► Informal
► Bureaucratic
► **Learning**

Learning

Learning is a relatively permanent change in behavior that results from direct or indirect experience.

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

Paperless organizations are the organizations which are:

► Using computer terminal only
► Maintaining manual filling systems only
► **Shifting from manual to computerized databases**
► None of the given options

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

The analysis conducted by an organization to investigate the composition of a community from where organization recruits its workforce, facilitates:

► **Legal compliance**
► Equal employment opportunity
► Civil rights
► Affirmative action

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

'Cognitive component' of an attitude represents which of the following

individual's activity?

► **Thinking**

► Feeling

► Doing

► Performing

Cognitive component: PAGE 21

The cognitive component consists of a person's beliefs, opinions, knowledge, and information held by a person.

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

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to r eplace him, the company is said to be indulged in:

► **Rightsizing**

► Affirmative action

► Downsizing

► Discrimination

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

Which of the following component of attitude represents a person's opinions, knowledge, and information?

► Affective component

► Cognitive component

► Behavioral component

► Objective component

Cognitive component:

The cognitive component consists of a person's beliefs, opinions, knowledge, and information held by a person.

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

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

► Workforce

► **Stakeholders**

► Customers

► Stockholders

Stakeholders

All individuals and groups that are directly or indirectly affected by an organization's decisions

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

Decision regarding the delivery medium for training is made prior to which of the following step?

► Evaluating the training program

► **Designing the contents of training to be delivered**

► Identifying whether the training is required or not

► Conducting need assessment to identify issues

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

The screening used to reduce absenteeism on the basis of medical problems and

to establish a baseline for future health insurance claims, is:

► **Physical examination page 89**

► Personality test

► Polygraph test

► Substance abuse

Physical Exam

Substance Abuse Screening – Because drug abuse is a serious problem for employers, it is common practice for most employers to conduct drug screening just before employees are formally hired.

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

Which of the following test is used to measure a candidate's knowledge regarding job duties he/she is supposed to perform in a particular job position?

► Work knowledge test

► Trade knowledge test

► **Job knowledge test page 85**

► Position knowledge test

Job Knowledge Tests

This sort of test is designed to measure a candidate's knowledge of the duties of the position for which he or she is applying.

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

Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?

► Curriculum vitae

► Educational record

► Career goal

► Interview questioning

http://en.wikipedia.org/wiki/Curriculum_vitae

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

Which of the following information is NOT collected through observation method while conducting job analysis?

► **Who is monitoring the task? Page 68**

► What task has done?

► How task has done?

► How long a task has taken to complete?

Questions Job Analysis

What physical and mental tasks does the worker accomplish?

• When does the job have to be completed?

• Where is the job to be accomplished?

• How does the worker do the job?

• Why is the job done?

• What qualifications are needed to perform the job?

Question No: 9 (Marks: 1) - Please choose one

'Fair employment legislation' is applicable to which of the following?

► Collective bargaining

► **Planning & selection**

► Training & development

► Grapevine network

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

'Career counseling' is part of which of the following functions of HRM?

► Compensation & benefits

► Planning & selection

► **Training & development page 103**

► Maintainence of HRIS

Training & Development:

Training typically focuses on providing employees with specific skills or helping them to correct deficiencies in their performance. In contrast, development is an effort to provide employees with the abilities that the organization will need in the future.

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

The emigration of trained and talented individuals to other nations mostly due to lack of opportunities is known as:

► Job insecurity

► Outsourcing

► Workforce diversity

► Brain drain

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

_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

► Norm

► Perception

► **Role page 23**

► Stereotyping

What Are Roles?

1. The concept of roles applies to all employees in organizations and to their life outside the organization as well.
2. **A role refers to a set of expected behavior patterns attributed to someone who occupies a given** position in a social unit.
3. Individuals play multiple roles.
4. Employees attempt to determine what behaviors are expected of them.
5. An individual who is confronted by divergent role expectations experiences role conflict.
6. Employees in organizations often face such role conflicts.

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

Which of the following skills are required most by the Top-level managers?

► Technical skills

► Interpersonal skills

► **Conceptual skills page 10**

► All of the given options

Conceptual Skills

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top mangers/CEO needs this type of skill the most.

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

Which of the following involves channeling the behavior of all personnel to

accomplish the organization's mission and objectives while simultaneously helping them accomplish their own career objectives?

► Planning
► Organizing
► **Leading page 9**
► Controlling

Leading

Leading is stimulating people to be high performers. It is directing, motivating, and communicating with employees, individually and in groups. Leading takes place in teams, departments, divisions, and at the tops of entire organization. The outcome of leading is a high level of motivation and commitment.

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

Which of the following stage of training module identifies the mediums of training?

► **Designing phase of training**
► Training Need Analysis
► Determining training objectives
► Training evaluation

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

Previous company records & customer satisfaction surveys may serve as a source for:

► Cultivating learning culture within the organization
► **Determining deficiencies that require training**
► Developing career development plans for employees
► Identifying training outcomes through evaluation

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

'Due to lack of knowledge among employees, they are unable to operate the computerized MIS', which of the following addresses this problem?

► **Provision of new computers**
► **Conduct relevant training**
► **Supply input devices**
► **Supply output devices**

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

What could be the main consideration of an HR manager during recruitment?

► **Outsource the employee selection to recruiting agencies**
► **Screen the pool of appropriate applicants**
► **Attract a large number of applicants**
► **Only hire the experienced candidates**

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

Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:

► **Labor market PAGE 124**
► **Employment market**
► **Employee market**
► **Job market**

Labor market

Potential employees located within the geographical area from which employees are recruited comprise the labor market**.**

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

Ufone, appointed Mr. Ali just to develop training modules for its employees. In such a case Mr. Ali is said to be a/an:

► **HR executive**

► **HR generalist**

► **HR specialist PAGE 53**

► **None of the given options**

HR Specialist:

Specialist may be a human resource executive, manager, or non-manager who typically is concerned with only one of the functional areas of human resource management.

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

HR managers who are close & answerable to top management/CEO, and perform one or more HR functions are titled as;

► **HR specialists**

► **Functional managers**

► **HR generalists**

► **HR executives page 53**

HR Executives

Executives are top-level managers, who report directly to the corporation's chief executive officer or the head of a major division.

Question No: 22 (Marks: 1) - Please choose one

Being a Figurehead, manager has to perform which of the following role?

► Informational roles

► Decisional roles

► **Interpersonal roles PAGE 12**

► Sequential roles

Interpersonal roles

Included figurehead, leadership, and liaison activities.

Question No: 23 (Marks: 1) - Please choose one

Entrepreneurs are said to perform the:

► **Interpersonal role**

► **Informational role**

► **Supportive role**

► **Decisional role**

Decisional roles

• Entrepreneur—

Managers initiate and oversee new projects that will improve their organization's performance

Question No: 24 (Marks: 1) - Please choose one

Good judgment, creativity, and the ability to see the big picture are the abilities of managers having:

► **Technical skills**

► **Interpersonal skills**

► **Conceptual skills** **page 10**
► **Practical skills**
Conceptual Skills
Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, Top mangers/CEO needs this type of skill the most.
Question No: 25 (Marks: 1) - Please choose one
Which of the following abilities are categorized as the Technical skill of an individual?
► **Judgment & creativity**
► **Analysis & communication**
► **Knowledge & proficiency**
► **Innovation & advancement**
Question No: 26 (Marks: 1) - Please choose one
Resources are allocated & assigned while:
► **Planning & Organizing**
► **Leading & Controlling**
► **Organizing & Controlling**
► **Controlling & Planning**
Question No: 27 (Marks: 1) - Please choose one
Which of the following statement represents "effectiveness"?
► **Achieve most output with less time**
► **Achieve mass production**
► **Achieve most output with least input**
► **Achieve organizational goals**
Question No: 28 (Marks: 1) - Please choose one
“A person is known by the company he/she keeps”; is well described by which of the term?
► **Prejudice**
► **Stereotype**
► **Introversion**
► **Extroversion**
http://racerelations.about.com/od/understandingrac1/a/WhatIsaStereotype.htm
http://en.wikipedia.org/wiki/Stereotype#Stereotypes
Question No: 29 (Marks: 1) - Please choose one
A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:
► **Cooperative work**
► **Student placement**
► **Internship program** **page 79**
► **Student leasing**
Internships
A special form of recruiting that involves placing a student in a temporary job. There is no obligation on the part of the company to permanently hire the student and no obligation on the part of the student to accept a permanent position with the firm.

Hiring college students to work as student interns is typically viewed as training activity rather than as a recruiting activity.

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

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

► **Civil rights**

► **Equal pay page 55**

► **Worker compensation**

► **Age discrimination**

Equal Pay Act of 1963

This law requires the same pay for men and women who do the same job in the same organization. Basically this law provides protection against discrimination based upon sex.

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

Which of the following had gained importance during 1970s to save the organizations from courts?

► **Trade unions**

► **Human relation movement**

► **Employment legislations**

► **None of the given options**

Question No: 32 (Marks: 1) - Please choose one

HR department became the main force behind all changes during:

► **Mechanistic period**

► **Catalytic period**

► **Organistic period**

► **Strategic period**

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

For which of the following employees' participation plays a vital role?

► **Enhance goals' complexity**

► **Develop tools for measurable goals page 142**

► Redefine goals frequently

► Ensure goals attainment

Using Goal-Setting Methods:

People are strongly motivated to achieve goals they consciously set. Setting goals with employees can be a very effective way of motivating them. Goals should be clear and specific, measurable and verifiable, challenging but realistic, and set with participation.

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

HR department maintains _____ records.

► **Employee**

► **Sales**

► **Production**

► **Inventory**

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

Which of the following is the main focus of Organizational Behavior?

► **Society**

► **Stockholders**
► **People at work PAGE 21**
► **Union**

Organizational Behavior:
OB is concerned specifically with the actions of people at work

Question No: 36 (Marks: 1) - Please choose one
The thorough & detailed study regarding jobs within an organization is termed as:
► **Job analysis page 67**
► **Job description**
► **Job specification**
► **Job evaluation**

Job Analysis
Job Analysis is the SYSTEMATIC process of collecting and making judgments about all the important information related to a job. Job analysis is the procedure through which you determine the duties and nature of the jobs and the kinds of people who should be hired for them.

Question No: 37 (Marks: 1) - Please choose one
Which of the following condition stimulates the need of Job analysis within an organization?
► **Creation of New jobs**
► **Prior to job specification**
► **While modifying existing jobs**
► **All of the given options page 67**

Question No: 38 (Marks: 1) - Please choose one
The set of tasks & duties assigned to a particular person is said to be his/her:
► **Position**
► **Duty**
► **Responsibility page 67**
► **Work**

Responsibility:
An obligation to perform certain tasks and duties.

Question No: 39 (Marks: 1) - Please choose one
In order to ensure better compensation & salary packages for employees, organization should develop:
► **Job description**
► **Job specification**
► **Job evaluation**
► **All of the given options**

Question No: 40 (Marks: 1) - Please choose one
Which of the following defines the levels of authority to perform the assigned tasks?
► **Labor union**
► **Competitor's threat**
► **Organizational structure**
► **Pressure group**

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

Which of the following term is used to identify, "what the job holder does"? "how it is done"? & "why it is done"?

► Job specification
► Job evaluation
► Job description
► Job title

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

Which of the following is an obligation to perform certain tasks/activities?

► Element
► Responsibility
► Position
► Work

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

Job specification is a statement that represents:

► Required skills
► Specific qualification
► Personality traits
► All of the given options

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

The thorough & detailed study regarding jobs within an organization is termed as:

► Job analysis
► Job description
► Job specification
► Job evaluation

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

Job analysis is performed to define:

► Job description & job specification
► Job specification & job position
► Organizational rules & policies

► Job description & job duties

Organizations started to think about the welfare of their employees during:
► 1900-10
► 1910-20
► 1920-30
► 1930-40

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

HR department became the main force behind all changes during:
► Mechanistic period
► Catalytic period
► Organistic period
► Strategic period

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

Part-time workers, temporaries, independent contractors; all fall under which of the given category?
► Conditional workers
► Transitory workers
► Interim workers
► Contingent workers

Question No: 9 (Marks: 1) - Please choose one

Resources are allocated & assigned while:
► Planning & Organizing
► Leading & Controlling
► Organizing & Controlling
► Controlling & Planning

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

Conceptual skills are required mostly by:
► First-line managers
► Top-level managers
► Middle-level managers
► Functional-level managers

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

Which one of the following is NOT the benefit of making teams?
► Every member is mutually accountable within a team
► Teams enable organizations to better utilize employees' talents
► Teams create trust and a collaborative culture
► Teams always perform better than individuals in all situations

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

_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.
► Synergy
► Enthusiasm
► Energy
► Initiative

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

ABC Company is currently hiring employees from different provinces of a country. ABC Company is said to be implementing _____.
► Decentralization
► Downsizing
► Diversity
► Retrenchment

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

HR managers are generally considered as
► Middle Manager
► Functional Manager
► Staff Manager
► Line Manager

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

'Career counseling' is part of which of the following functions of HRM?
► Compensation & benefits
► Planning & selection
► Training & development

► Maintainence of HRIS

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

Which of the following managers are refered as service providers?
► Line
► Staff
► Functional
► Operational

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

Which of the following defines the process of 'Recruitment'?
► Forecasting the demand of human resources
► Forecasting the supply of human resources
► Discovering potential job candidates for a particular position
► Making a “hire” or “no hire” decisions

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

Which of the following refers to the management's perception of degree to which the prospective employee will fit in with the firm's culture or value system?
► Work proficiency
► Personal inclination
► Organizational fit

► Academic achievement

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

Which of the following test indicates the person’s inclination towards a particular occupation that provides satisfaction to that individual?
► Vocational interest test
► Cognitive aptitude test
► Personality test
► Psychomotor abilities test

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

Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to

this restriction, McDonalds made local hiring for its subsidiaries in these regions. Which hiring approach they have adopted in response to this limitation?

► Parent-country national
► Host-country national
► Third-country national
► Headquarter national

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

HRM is said to be effective when _____ is achieved.

► Minimization of wastage
► Cohesive work environment
► Customer satisfaction
► Large market share

Question No: 22 (Marks: 1) - Please choose one

The mental process to interpret environment as per one's own understanding is known as:

► Perception
► Personality
► Attitude
► Ability

Question No: 23 (Marks: 1) - Please choose one

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

► Rightsizing

► Affirmative action
► Downsizing
► Discrimination

Question No: 24 (Marks: 1) - Please choose one

'Job description' provides which of the following information?

► Defined job activities & responsibilities
► Set of KSA required to perform a job
► Level of experience mandatory for a particular job

► Individual's general attitude that affects the job performance

Question No: 25 (Marks: 1) - Please choose one

Which of the following management function is being performed by the HR manager when he/she reports on successful cost control with a new health care package?

► Planning
► Organizing
► Leading
► Controlling

Question No: 26 (Marks: 1) - Please choose one

What attributes employers need to develop for effectively managing diverse workforce?

► Acceptance
► Open mindedness
► Cultural awareness
► All of the given options

Question No: 27 (Marks: 1) - Please choose one

Which of the following is considered as a negative attribute of globalization for employees in the developed country?

► Reduction in job security
► Promotion of free trade
► Increase in competition
► Increase in information flow

Question No: 28 (Marks: 1) - Please choose one

Which of the following statement is true regarding employee involvement concept in todays organizations?

► Managers should set targets and spelled out to each employees

► Employees feel more secure when they know the boss is incharge
► Employee involvement enhances productivity but decreases innovative ideas
► Participative management gives employees more control over day to day job activities

Question No: 29 (Marks: 1) - Please choose one

Which job analysis method is recommended for jobs like janitors, assembly line workers and accounting clerks?

► Observation
► Log/diary
► Structured questionnaire
► Technical conference

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

Which of the following selection technique would require the applicant for the position of cashier at South Leasing Corporation to make computation on calculator?

► Work sampling
► In basket simulation
► Business game
► Aptitude test

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

In practice, organizations use interviews to

► Determine applicant-organization fit
► Assess only an applicant's confidence level
► Manipulate an applicant's image of the company
► Assess a candidate's credit history

Question No: 32 (Marks: 1) - Please choose one

All of the following are disadvantages of hiring host country nationals. EXCEPT

► There might be delay in control and coordination of headquarters
► It limits opportunities for parent country nationals to gain overseas experience
► Not required to fulfill requirements such as visa and work permit
► None of the given option

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

Who is responsible for orienting the new employees in large organizations?

► Board of governers share the disciplinary actions
► Human resource department explain overall organizational policies and employee benefits

► Entry-level employees are responsible to introduce with the organizational vision, mission, rules and regulations
► New employee is on his own responsible to familiarize with office environment

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

Mostly the content of employee handbooks include(s):
► Welcome note
► Introduction of organization
► Rules and procedures
► All of the given option

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

HRIS helps managers to perform which of the following functions more effectively & systematically?
► Controlling functions
► Planning functions
► Human resource functions
► Management functions

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

Technically HRIS is a/an:
► System software
► System hardware
► Database system
► Operating system

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

HRIS is used to facilitate the decisions related to:
► Overall organization
► Employment planning
► Sales forecasting
► Resource allocation

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

The major concern of the organizations during 1990s was:

► Productivity
► Efficiency
► Quality
► All of the given options

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

Which of the following is NOT a method of an external recruitment?
► Job advertisements
► Job postings
► Internship programs
► Job fairs

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

Controlling involves all EXCEPT:
► Goal attainment
► Corrective measures
► Standards achievement
► Employees motivation

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

Controlling is mandatory to:
► Small & medium enterprises
► Private organizations
► All of the given options
► Large organizations

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

Effectiveness is the degree to which organizations' products/services respond to:
► All of the given options
► Customer satisfaction
► Environmental needs
► Quality standard

Question No: 9 (Marks: 1) - Please choose one

Unofficial part of an organization formed on the basis of common interests is

known as:

► Formal organization
► Informal organization
► Bureaucratic organization
► Virtual organization

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

According to Hawthorne Studies, which of the following work group influenced productivity & employees' behavior?

► Formal
► Informal
► Reserved
► Ceremonial

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

Which of the following is categorized as the authority to give orders to subordinates?

► Functional
► Staff
► Operational
► Line

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

Which one of the following is NOT the benefit of making teams?

► Every member is mutually accountable within a team
► Teams enable organizations to better utilize employees' talents
► Teams create trust and a collaborative culture
► Teams always perform better than individuals in all situations

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

The process of pursuing an inclusive culture where newcomers feel welcomed by existing employees and everyone sees the value of his or her job, is termed as:

► Management of uniformity
► Variety management
► Managing stereotypes
► Diversity management

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

How often HR planning process is implemented within an organization?
► Continuously
► Annually
► Bi-annually
► Quarterly

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

As an HR manager you are going to conduct job analysis, which one of the following factor you should consider for its effectiveness?
► Ensure top management support
► Use a single source of information
► Conduct analysis for multiple jobs at once
► Review existing job documents

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

Which of the following skills are required most by the Top-level managers?
► Technical skills
► Interpersonal skills
► Conceptual skills
► All of the given options

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

Individual's behavior comprises of:
► Heritage
► Perception

► Emotions
► All of the given options

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

Organizations started giving more focus on the quality of work life (QWL) during:
► 1960-70
► 1970-80
► 1980-90
► 1990-2000

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

Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?

► Power
► Influence
► Authority
► Command

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

Which of the following information is NOT collected through observation method while conducting job analysis?

► Who is monitoring the task?
► What task has done?
► How task has done?
► How long a task has taken to complete?

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

Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?

► Curriculum vitae
► Educational record
► Career goal
► Interview questioning

Question No: 22 (Marks: 1) - Please choose one

Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?

► Cognitive aptitude test
► Job knowledge test
► Vocational interest test
► Psychomotor abilities test

Question No: 1 (Marks: 1) - Please choose one
Organizational Behavior is a study of investigating the impact of:

► Employees' behavior in an organization

► Societal behavior on an organization
► Country's culture on an organization
► Country's economy on an organization

Question No: 2 (Marks: 1) - Please choose one
With the emergence of Information Technology (IT), organizations are needed to perform which of the following activity in response to this new technological trend?
► Job evaluation
► Job specification
► Job description
► Job analysis

Question No: 3 (Marks: 1) - Please choose one
Which of the following is said to be the main focus of Organization Behavior?
► How to become more effective in society
► How to best utilize human resource
► How to become environmental friendly
► How to become a market leader

Question No: 4 (Marks: 1) - Please choose one
'Job specification' is said to be an outcome of which of the given term?
► Job analysis
► Job title
► Job evaluation
► Job worth

Question No: 5 (Marks: 1) - Please choose one
Jobs are compensated on the basis of:
► Job analysis
► Job specification
► Job worth
► Job description

Question No: 6 (Marks: 1) - Please choose one
Technically HRIS is a/an:
► System software
► System hardware
► Database system
► Operating system

Question No: 7 (Marks: 1) - Please choose one
HRIS is used to facilitate the decisions related to:
► Overall organization
► Employment planning
► Sales forecasting
► Resource allocation

Question No: 8 (Marks: 1) - Please choose one
As a result of which of the following activity, HRIS is gaining popularity day by day?
► Generating organizational reports
► Managing resources effectively
► Retrieving timely information
► Handling bundles of data
Question No: 9 (Marks: 1) - Please choose one
HR department maintains _____ records.
► Employee
► Sales
► Production
► Inventory
Question No: 10 (Marks: 1) - Please choose one
Why organizational goals should be measurable?
► Ensure goal ambiguity

► Ensure goal attainment
► Put high effort
► Encourage employee participation
Question No: 11 (Marks: 1) - Please choose one
_____ is the main source of innovations.
► Upgraded technology
► Human mind
► Competitors' pressure
► Research & Development
Question No: 12 (Marks: 1) - Please choose one
Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?
► Trade unions
► Human relation movement
► Employment legislations
► None of the given options
Question No: 13 (Marks: 1) - Please choose one
Who is responsible to take corrective actions in response to unforeseen problems?
► Liaison

► Disturbance-handler
► Figurehead
► Spokesperson
Question No: 14 (Marks: 1) - Please choose one
Which of the following role a manager performs as a

Resource allocator?

► Interpersonal role

► Decisional role

► Informational role

► Supportive role

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

Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?

► Negotiator

► Spokesperson

► Disseminator

► Entrepreneur

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

Organization is said to be an open system, because:

► It operates within an environment

► It operates in isolation

► Its activities are random

► Its activities are independent

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

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

► Scientific approach

► Rational approach

► Human relations approach

► Systematic approach

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

How often HR planning process is implemented within an organization?

► Continuously

► Annually

► Bi-annually

► Quarterly

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

The best hiring occurs when the goals of which of the following should consistent to each other?

► HR managers, Finance managers

► Head office, Branch

► Organization, Individual

► Lower managers, Top managers

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

Why organizations provide attractive salaries, fringe benefits, career development opportunities and respect

to their employees?

► To retain valuable human resource
► To be the market leader in the future
► To attract more and more people
► To enforce government regulations

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

An organization posts advertisement in the news paper as:

"Approximate Gross salary is Rs. 24,000/ per month. In addition to above salary the candidate on appointment will also be entitled for other attractive benefits/facilities like pick and drop, indoor medical facility, housing subsidy etc".

This represents:

► The organization's policy for attracting more potential candidates
► The organization is creating its positive image in the market
► The organization is clearly defining the job position
► The organization's policy to retain valuable employees

Question No: 22 (Marks: 1) - Please choose one

A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetese, heart diseases, neurological disorders etc, is termed as:

► Hereditary testing
► Gene testing
► Instinct testing
► Genetic testing

Question No: 23 (Marks: 1) - Please choose one

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:

► Planning
► Decentralization
► Restructuring
► Outsourcing

Question No: 24 (Marks: 1) - Please choose one

People within a group who initiate the work, give new ideas and also collect information about the task, are actually performing:

► Information collector roles
► Task oriented roles
► Relationship oriented roles

► Individual roles

Question No: 25 (Marks: 1) - Please choose one

Organizations started emphasizing on making rules and regulations during:

► Mechanistic period
► Legalistic period
► Catalytic period
► Strategic period

Question No: 26 (Marks: 1) - Please choose one

'Career counseling' is part of which of the following functions of HRM?

► Compensation & benefits
► Planning & selection
► Training & development
► Maintainence of HRIS

Question No: 27 (Marks: 1) - Please choose one

Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?

► Power
► Influence
► Authority
► Command

Question No: 28 (Marks: 1) - Please choose one

SWOT Analysis is a tool for:

► Determining the mission
► Dividing missons into goals
► Scanning the environment
► Monitoring frequent performances

Question No: 29 (Marks: 1) - Please choose one

What comes prior to environmental scanning of an organization?

► Determining organizational mission
► Monitoring the action plans
► Developing budgets for plans
► None of the given options

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

What measure should be needed to ensure effective recruitment?

► Keep pool of large size to get best out of it
► Address personnel needs of applicants
► Meet economies of scale for an organization
► Clearly understand organizational goals

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

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

► Selection
► Recruitment
► Staffing
► Enrollment

Question No: 32 (Marks: 1) - Please choose one

The extent to which an employment selection test provides consistent results is known as:

► Reliability
► Dependability
► Consistency
► Trustworthiness

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

Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?

► Cognitive aptitude test
► Job knowledge test
► Vocational interest test
► Psychomotor abilities test

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

Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

► Vocational interest test
► Cognitive aptitude test
► Personality test
► Psychomotor abilities test

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

Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

► Reference check
► Criminal record
► Application form
► Credit history

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

Background investigations and reference checks are considered to verify candidate's _____ .

► Age
► Marital status

► Credentials
► Gender

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

Non-Muslims are not allowed to enter the territory of Mekkah & Madina, due to this restriction, McDonalds made local hiring for its subsidiaries in these regions. Which hiring approach they have adopted in response to this limitation?

► Parent-country national
► Host-country national
► Third-country national
► Headquarter national

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

Decision regarding the delivery medium for training is made prior to which of the following step?

► Evaluating the training program
► Designing the contents of training to be delivered
► Identifying whether the training is required or not
► Conducting need assessment to identify issues

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

HRM is said to be effective when _____ is achieved.

► Minimization of wastage
► Cohesive work environment
► Customer satisfaction
► Large market share

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

"Effectiveness" is represented by:

► Doing things before time
► Doing right things right
► Doing things in minimum time
► Doing things with minimum resources

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

Which of the following structure is formed to facilitate the work flow for goals achievement?

► Society
► **Organization**
► Union
► Government

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

In order to promote unbiased management, organizations should develop:

► Powerful union
► **Legal compliance**
► Strategic alliances

► Stakeholder influence

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

Good judgment, creativity, and the ability to see the big picture are the abilities of managers having:

► Technical skills

► Interpersonal skills

► Conceptual skills

► Practical skills

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

How many levels of management are in a traditional organization?

► 4

► 5

► 3

► 8

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

Who is responsible to take corrective actions in response to unforeseen problems?

► Liaison

► Disturbance-handler

► Figurehead

► Spokesperson

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

Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?

► Negotiator

► Spokesperson

► Disseminator

► Entrepreneur

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

Unilever is serving all around the world with its diversified products, it is said to be practicing:

► Technological advancements

► Rapid changes

► Stakeholders' management

► Business globalization

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

Which of the following managers assist the line managers by providing them advices while taking major decisions?

► Staff

► Functional

► First-line

► Operational

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

_____ team has control over its work pace, determination of work assignments and operate without a manager.

► Problem identification

► **Self-managed**

► Virtual

► Cross-functional

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

A _____ is defined as two or more interacting and interdependent individuals who come together to achieve particular objectives.

► Department

► **Group**

► Organization

► All of the given options

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

"People working in your organization are more than the actual requirements". Which one of the following strategy you prefer to solve this problem?

► Recruitment

► Training

► **Layoff**

► Merger

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

"People working in your organization are less than the actual requirements". Which of the following strategy you prefer to solve this problem?

► Downsizing

► Transfers

► Demotions

► **Recruiting**

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

'There is no need to make any new appointment'; therefore, the organization has transfered Mr. Azam to another branch. This step of the organization is taken to:

► Increase the labor supply than demand

► **Maintain the balance of labor supply and demand**

► Decrease the labor supply than demand

► Devastate the balance of labor supply and demand

Question No: 22 (Marks: 1) - Please choose one

Which of the following represents the basic goal of the recruitment?

► Communicate job opening positions clearly
► Attract maximum number of applicants
► Self select out the candidates to save time and money
► Attract the qualified candidates & not the unqualified ones

Question No: 23 (Marks: 1) - Please choose one
The best hiring occurs when the goals of which of the following should consistent to each other?

► HR managers, Finance managers
► Head office, Branch
► Organization, Individual
► Lower managers, Top managers

Question No: 24 (Marks: 1) - Please choose one
While recruiting globally, organizations have to:

► View applicants as "commodities"
► First define the relevant labor market
► View applicants as "customers"
► Ensure EEO & QWL as per local labor laws

Question No: 25 (Marks: 1) - Please choose one
Previous company records & customer satisfaction surveys may serve as a source for:

► Cultivating learning culture within the organization
► Determining deficiencies that require training
► Developing career development plans for employees
► Identifying training outcomes through evaluation

Question No: 26 (Marks: 1) - Please choose one
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:

► Planning
► Decentralization
► Restructuring
► Outsourcing

Question No: 27 (Marks: 1) - Please choose one
To encourage and authorize workers to take initiatives to reduce costs, improve operations, product quality and customer service is known as:

► Authority

► Decentralization
► Empowerment

► Centralization

Question No: 28 (Marks: 1) - Please choose one

Cost of human resource increases considerably due to which of the following?

► Cost of production

► Rate of absenteeism

► Complicated technology

► Outdated equipment

Question No: 29 (Marks: 1) - Please choose one

To increase the group cohesiveness managers have to:

► Forcefully apply rules & policies

► Increase competition with other groups

► Encourage mutual participation

► Nurture politics within the groups

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

Initially the personnel department was only involved in:

► Recruitment & selection

► Compensation & benefits

► Training & development

► Scheduling vacations

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

Which of the following managers are refered as service providers?

► Line

► Staff

► Functional

► Operational

Question No: 32 (Marks: 1) - Please choose one

While conducting job analysis the 'Observation Method' is useful when:

► Job requires more intellectual skills to complete

► Job is repetitive in nature

► Job is market oriented and requires more data

► Job consists of observable physical activity

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

Which of the following term is used for choosing the individual that is best suited to a particular position and to the organization from a group of potential applicants?

► Recruitment

► Selection

► Staffing

► Enrollment

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

The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

► Application ratio
► Recruitment ratio
► **Selection ratio**
► Employment ratio

Question No: 35 (Marks: 1) - Please choose one
Which selection tool is considered least by HR managers while hiring an individual?

► Candidate interviews
► **Reference letters**
► Application blanks
► Academic records

Question No: 36 (Marks: 1) - Please choose one
Which of the following department is responsible for the socialization of new employees?

► **Human Resource Department**
► Accounts Department
► Marketing Department
► Administration Department

Question No: 37 (Marks: 1) - Please choose one
Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

► Formal
► Informal
► Bureaucratic
► **Learning**

Question No: 38 (Marks: 1) - Please choose one
Paperless organizations are the organizations which are:

► Using computer terminal only
► Maintaining manual filling systems only
► **Shifting from manual to computerized databases**
► None of the given options

Question No: 39 (Marks: 1) - Please choose one
The analysis conducted by an organization to investigate the composition of a community from where organization recruits its workforce, facilitates:

► **Legal compliance**
► Equal employment opportunity
► Civil rights
► Affirmative action

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

'Cognitive component' of an attitude represents which of the following individual's activity?

► **Thinking**
► Feeling
► Doing
► Performing

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

With the emergence of Information Technology (IT), organizations are needed to perform which of the following activity in response to this new technological trend?

► Job evaluation
► Job specification
► Job description
► **Job analysis**

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

By retrieving required information timely, organizations are in the position to:

► Take critical decisions
► Support organizational activities
► Facilitate organizational people
► **Implement strategies more efficiently**

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

If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

► Gaps

► **Effectiveness**
► Discrepancies
► Performance

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

Who is responsible for creating a link between outsiders and the people inside the organization?

► Entrepreneur
► Spokesperson
► Figurehead
► **Liaison**

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

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

► Scientific approach
► Rational approach
► **Human relations approach**

► Systematic approach

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

The assumption that the individuals scoring high in the test can be the better performers than the low scorers; which of the following strengthens this assumption?

► Standard validity

► Criterion validity

► Content validity

► Aspect validity

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

'Actual situation – desired situation = problem discrepancy', which of the following term signifies this equation?

► Gap analysis

► Organizational analysis

► Task analysis

► Person analysis

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

Organizational basic components are:

► Machinery, people, office building

► People, purpose, structure

► People, structure, finances

► People, strategies, resources

Question No: 9 (Marks: 1) - Please choose one

Human resource management is a part of management that is concerned with _____ dimension.

► Technology

► People

► Financial

► Asset

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

Which of the following is a measure to ensure minorities' involvement on equality basis who had been discriminated in the past?

► Equal employment opportunity

► Civil rights

► Anti-gender discrimination

► Affirmative action

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

Which of the following factor plays the vital role while conducting job analysis?

► Collecting maximum information

► Understanding individual goals of employees

► Obtaining top management support first

► **All of the given options**

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

When every applicant is scoring almost the same on attempting the same test, the test is said to be:

► Valid
► Reliable
► Qualitative
► **Traditional**

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

Which of the following statement defines 'Socialization'?

► The formation of an attachment bond between an infant and its career
► The tendency of social theorists to explain everything in terms of social causes
► **The process of becoming part of a society by learning its norms and values**
► The historical process by which societies change from traditional to modern ones

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

Which of the following best reflects the responsibility of a Disseminator?

► Represent the organization to the outsiders

► Hire, train, motivate employees
► Perform duties that are symbolic & ceremonial in nature
► **Transmit information to organizational members**

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

The major objective of developing people in organization is best stated as

► **Keeping talented and productive employees**
► Matching the skills to job in particular areas
► Reducing the factory overhead cost
► Minimizing the grievance procedures

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

Which of the following can be a possible job activity of an HR manager at corporate level when he/she is engaged in employees' development?

► **Plan job rotation of experienced managers for further training**
► Develop company wide Equal Employment Opportunity plan
► Apply job evaluation procedures to new job titles
► Develop plans for organizational retrenchment

Question No: 17 (Marks: 1) - Please choose one
Which of the following types of group role is recognized as functional by the literature?
► **Task oriented roles and relationship roles**
► Task oriented roles and individual roles
► Relationship roles and self serving roles

► Interest pleader role and self confessor role
Question No: 18 (Marks: 1) - Please choose one
Which of the following is considered as the last stage in the HRM/personnel development?
► Bureaucratic management
► **Records and administration**
► Regulative accountability
► Competitive advantage

Question No: 1 (Marks: 1) - Please choose one
As a result of which of the following activity, HRIS is gaining popularity day by day?
► **Generating organizational reports**
► Managing resources effectively
► Retrieving timely information
► Handling bundles of data

Question No: 2 (Marks: 1) - Please choose one
Which of the following term describes the unique combination of psychological traits that describes a person's behaviors?
► Perception
► Personality
► **Attitude**
► Ability
Question No: 3 (Marks: 1) - Please choose one
Which of the following is NOT a method of an external recruitment?
► Job advertisements
► **Job postings**
► Internship programs
► Job fairs

Question No: 4 (Marks: 1) - Please choose one
Followings are included in contingent workers EXCEPT:
► Part-timers
► **Contractors**
► Directors

► Temporaries

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

In order to promote unbiased management, organizations should develop:

► Powerful union

► **Legal compliance**

► Strategic alliances

► Stakeholder influence

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

Which of the following process leads towards the Organization's strategy?

► Organizing

► Controlling

► **Planning**

► Leading

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

Organization has legitimacy and rationale configuration that is why it is said to be a/an:

► **Formal organization**

► Informal organization

► Virtual organization

► Learning organization

The term "People" is one of the components of an organization which refers to:

► Society

► Customers

► Human resource

► **General public**

Question No: 9 (Marks: 1) - Please choose one

_____ is an attribute of work teams which results in a level of performance that is greater than the sum of the individual inputs.

► **Synergy**

► Enthusiasm

► Energy

► Initiative

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

How often HR planning process is implemented within an organization?

► **Continuously**

► Annually

► Bi-annually

► Quarterly

Question No: 11 (Marks: 1) - Please choose one
Which of the following is a forecasting method in which requirement is estimated at department level and the information is gradually transmitted to upper level to make future hiring of employees?
► Top-down approach
► Bottom-up approach
► Zero-based approach
► Employee-based approach
Question No: 12 (Marks: 1) - Please choose one
Job description concentrates on _____ and job specification on_____, that incumbent must possess to perform the job.
► Knowledge & skills, Content of work
► Duties & Responsibilities, Qualification
► General working conditions, Duties

► Content of work, Context of work
Question No: 13 (Marks: 1) - Please choose one
As an HR manager, what should be your main focus while recruitment?
► The potential candidate should be very confident and sharp
► The potential candidate must be attractive enough to fit in the position
► The potential candidate should match the requirements of the job
► The potential candidate must posses interpersonal and analytical skills
Question No: 14 (Marks: 1) - Please choose one
Which of the following department is responsible for handling safety & health issues of employees?
► HR department
► Procurement department
► Finance department
► Marketing department

Question No: 15 (Marks: 1) - Please choose one
Which of the following practice involves the selling off portions of the company and making severe staff reductions?
► Redesigning
► Restructuring
► Organizational designing
► Reengineering
PTCL has implemented 'golden-handshake scheme'

and layoff surplus employees. PTCL is said to be involved in:

► **Restructuring**
► Re-engineering
► Downsizing
► Outsourcing

Question No: 17 (Marks: 1) - Please choose one
Which of the following managers are refered as service providers?

► **Line**
► Staff
► Functional
► Operational

Question No: 18 (Marks: 1) - Please choose one
Which one of the following is NOT involved in 'Human Resource Planning'?

► Finding out the required number of people for the organization
► **Giving chance to employees for designing their personal plans**
► Identifying the skills needed to accomplish the tasks
► Ensuring that human resources will be available when needed

Question No: 19 (Marks: 1) - Please choose one
The hiring process comprises which of the following steps?

► Selection, Recruitment & performance appraisals
► **Recruitment, Selection & Socialization**
► Selection, Orientation & Development
► Job analysis, Selection & Training

Question No: 20 (Marks: 1) - Please choose one
Which of the following represents relatively a permanent change in behavior of employees?

► Learning
► Training
► Development
► Need analysis

Question No: 21 (Marks: 1) - Please choose one
Mental and physical capacities of an individual to perform various tasks which come from knowledge, learning, and experiences are termed as:

► Perceptions
► Emotions
► Values

► **Abilities**

Question No: 22 (Marks: 1) - Please choose one

Paperless organizations are the organizations which are:

► Using computer terminal only

► Maintaining manual filling systems only

► Shifting from manual to computerized databases

► **None of the given options**

Question No: 23 (Marks: 1) - Please choose one

Which of the following is an authority given to specific person with expertise in a certain area?

► Line authority

► Staff authority

► **Operational authority**

► Implied authority

Question No: 24 (Marks: 1) - Please choose one

The CEO of Noon textile limited forms a team the members of which are taking responsibility for team related leadership functions, planning, and meeting their targets. Identify what is the type of team?

► Leader centered team

► Product development team

► **Self managed team**

► Cross functional team

Question No: 25 (Marks: 1) - Please choose one

The roots of soft version of HRM can be traced into which of the following schools of thoughts?

► **Scientific**

► Administrative

► Human relations

► Bureaucratic

Question No: 26 (Marks: 1) - Please choose one

A human resource manager in a medium-sized manufacturing firm is responsible to comply with the implementation of working conditions and health and safety of the workers at the workplace according to the Factories Act 1934. Which of the following external factors prompted this action?

► Labor union

► Management thought

► Work force diversity

► **Government legislation**

Question No: 27 (Marks: 1) - Please choose one

Which of the following duty is performed by a staff manager?

► Interpreting policies and procedures

► Developing employee abilities

► Controlling labor cost

► Advisor in promotion

Question No: 28 (Marks: 1) - Please choose one

When a job analysis should be conducted?

► If new equipments or procedures are introduced

► If a department, division or organization is restructured

► If the turn over rate for a job is higher than the organization's average rate

► All of the given options

Question No: 29 (Marks: 1) - Please choose one

An applicant for the word-processing position is given a sample of typing and his performance was evaluated on the basis of that sample. Identify which of the following kind of validity is it?

►

Criterion validity

► Content validity

► Construct validity

► Concurrent validity

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

Save the Children is initiating a project on education for child laborer. Recruiting and selection of suitable personnel is in process. What sort of candidate can be suitable for filling positions?

► The candidates must have corporate sector experience

► The candidates must be aggressive and can help in achieving profit goals

► **The candidates must be not only qualified but also dedicated to this type of work**

► The candidate must pass through civil service competitive examination.

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

The application form should avoid asking questions related to

► Seek permission for checking background

► Provide work history

► Indicate abilities to follow directions

► Provide full medical history

Question No: 32 (Marks: 1) - Please choose one
Which of the following is considered as "Red Flag" concerning the job applicants?
► When the applicant is providing detailed information about his work history

► When the applicant is giving solid justification for leaving last job
► When the applicant is describing his engagement in personal business in between the gap of his first and last jobs
► When the applicant is avoiding to provide previous employment history
Question No: 33 (Marks: 1) - Please choose one
United Nations in partnership with an African NGO is starting a food program for poor families. Which of the following kind of employees should be the most preferable choice of hiring for this project?
► Parent country nationals
► Host country nationals
► Developed country nationals
► All of the given options
Question No: 34 (Marks: 1) - Please choose one
Hina recently completed her MPA with specialization in human resource management. She was hired as a compensation analyst by a large firm. What training is she likely to get before she starts training?

► She needs no training to start work
► She should attend one week training on "financial management"
► She needs training specific to job such as how to interpret internally developed pay graphs and charts
► She should be sent to a local university for some course work
1)
Question No: 1 (Marks: 1) - Please choose one

Which of the following defines the levels of authority to perform the assigned tasks?
► Labor union
► Competitor's threat
► Organizational structure
► Pressure group
Question No: 2 (Marks: 1) - Please choose one
The actions of people at work place are studied under

which of the following discipline?

► Psychology

► Organizational behavior

► Sociology

► Anthropology

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

Job specification is a statement that represents:

► Required skills

► Specific qualification

► Personality traits

► All of the given options

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

'Job specification' is said to be an outcome of which of the given term?

► Job analysis

► Job title

► Job evaluation

► Job worth

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

Jobs are compensated on the basis of:

► Job analysis

► Job specification

► Job worth

► Job description

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

Which of the following is served as criteria for declaring a particular job as worth-full?

► Physical motion

► Significance of task

► Mental stress

► Long working hours

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

The thorough & detailed study regarding jobs within an organization is termed as:

► Job analysis

► Job description

► Job specification

► Job evaluation

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

The three most important job-related attitudes are:

► Job involvement, organizational commitment and job enrichment

► Job satisfaction, job orientation and organizational commitment

► Job satisfaction, job involvement and organizational commitment

► Job satisfaction, job enlargement and organizational behavior

Question No: 9 (Marks: 1) - Please choose one

Which of the following term describes the unique combination of psychological traits that describes a person's behaviors?

► Perception

► Personality

► Attitude

► Ability

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

Successful managers are:

► Efficient & effective

► Goal achievers

► Strict to employees

► Policy makers

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

Which of the following is an online recruitment method engaged in by a single employer or group of employers to attract a large number of applicants?

► Job fairs

► Recent grads

► Internship programs

► Recruiting sites

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

Which of the given statement reflects the Relationship between HRM & Management?

► Both are same

► Management is one aspect of HRM

► HRM is one aspect of Management

► No relationship exists

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

Which of the following HR function is the basic element of recruitment?

► Attract the job applicants for the particular post

► Select the best one among all applicants

► Train the people as per organizational requirements

► Fire the non-performing employees

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

Entrepreneurs are said to perform the:

► Interpersonal role

► Informational role
► Supportive role
► Decisional role

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

The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:

► Task
► People
► Structure
► Technology

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

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

► Scientific approach
► Rational approach
► Human relations approach
► Systematic approach

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

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?

► Staff
► Functional
► Line
► Implied

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

Which one of the following is NOT the advantage of Workforce Diversity?

► Increased creativity and flexibility
► Decreased problem-solving skills
► Multiple perspectives
► Greater openness to new ideas

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

The best hiring occurs when the goals of which of the following should consistent to each other?

► HR managers, Finance managers
► Head office, Branch
► Organization, Individual
► Lower managers, Top managers

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

Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?

► Counseling simulations
► Vocational interest test
► Role playing

► Employment interview

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

The process by which people acquire skills & abilities required to perform jobs at hand, is known as:

► Learning
► Training
► Development
► Need analysis

Question No: 22 (Marks: 1) - Please choose one

Which of the following department is responsible for handling safety & health issues of employees?

► HR department
► Procurement department
► Finance department
► Marketing department

Question No: 23 (Marks: 1) - Please choose one

Organizations started giving more focus on the quality of work life (QWL) during:

► 1960-70
► 1970-80
► 1980-90
► 1990-2000

Question No: 24 (Marks: 1) - Please choose one

Which of the following is a forecasting technique that involves experimenting a real-world situation through a mathematical model?

► Simulation
► Modeling
► Mock-up
► Replication

Question No: 25 (Marks: 1) - Please choose one

Which of the following information is NOT collected through observation method while conducting job analysis?

► Who is monitoring the task?
► What task has done?
► How task has done?
► How long a task has taken to complete?

Question No: 26 (Marks: 1) - Please choose one
Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?
► Selection
► Recruitment
► Staffing
► Enrollment
Question No: 27 (Marks: 1) - Please choose one
Which of the following method is used to inform employees about the company's job openings?
► Job publishing
► Job declaration

► Job posting
► Job listing
Question No: 28 (Marks: 1) - Please choose one
Which of the following is a test validation method that determines whether a test measures certain traits that are important in performing a job or not?
► Concept validity
► Criterion validity
► Construct validity
► Content validity
Question No: 29 (Marks: 1) - Please choose one
During which of the following interview, an interviewer asks probing and open-ended questions?
► Structured interview
► Unstructured interview
► Formal interview

► Planned interview
Question No: 30 (Marks: 1) - Please choose one
Which of the following source can be used to ensure the authentication of the information provided by the job applicant?
► Reference check
► Criminal record
► Application form
► Credit history
Question No: 31 (Marks: 1) - Please choose one
All of the following areas are covered in an employee orientation program, EXCEPT:
► Organizational history

► Employee benefits
► Organizational issues
► Organizational politics

Question No: 32 (Marks: 1) - Please choose one

Which of the following department of an organization performs the managerial function of matching organizational needs with the skills & abilities of the employees?

► Finance department
► Marketing department
► Production department
► Human Resource department

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

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

► Workforce
► Stakeholders
► Customers
► Stockholders

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

Which of the following component of attitude represents a person's opinions, knowledge, and information?

► Affective component
► Cognitive component
► Behavioral component
► Objective component

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

The mental process to interpret environment as per one's own understanding is known as:

► Perception
► Personality
► Attitude
► Ability

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

Which of the following act represents a situation in which employment decisions are NOT affected by illegal discrimination?

► Fair employment
► Legal compliance
► Litigation process

► Affirmative action

Question No: 37 (Marks: 1) - Please choose one
If in a country women advocates are not encouraged to be appointed as high court judges; which of the following constraint applies in this situation?

► Grievance practices
► Equal employment opportunity
► Glass ceiling effect
► Reverse discrimination