FINALTERM EXAMINATION
Fall 2009
MGT501- Human Resource Management (Session - 4)

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Time: 120 min
Marks: 92

Student Info	
StudentID:	MC090400301
Center:	OPKST
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Question No: 1 (Marks: 1) - Please choose one

What could be the reason behind linking HRM with the strategic goals & objectives of an organization?

- ► Promote centralization
- ► **Foster innovation & flexibility**
- ► Support bureaucratic culture
- ► Develop rigid policies

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

Controlling is mandatory to:

- ► Small & medium enterprises
- ► Private organizations
- ► **All of the given options**
- ► Large organizations

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

By what means, organizations show concerns for their employees and earn their commitment?

- ► **Solely ensuring job security of employees**
- ► Provide career development opportunities
- ► Promise after retirement incentives only
- ► Offer stock options limited to senior employees

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

Management has pointed out Mr. Haseeb as a low performer & shows their dissatisfaction with his performance, Mr. Haseeb had tried a lot to put more & more efforts but still unable to satisfy the management, after some time he started overlooked the appraisal reports as he perceived that management is habitual of criticizing the employees' performance. This reaction by Haseeb is resulted due to:

- ► Lack of trained raters
- ► **Unserious attitude towards appraisal**
- ► Lack of proper feedback
- ► Management is biased

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

Ahmed, the supervisor of the manufacturing department, is in the process of evaluating his staff's performance. He has determined that 15% of the group will be identified as high performers, 20% as above average performers, 30% as average performers, 20% as below average performers, and 15% as poor performers. He is using a _____ method.

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► Graphic rating scale
► Constant sum ranking scale
► **Forced distribution**
► Alternation ranking

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

Management by objectives (MBO) refers to an appraisal method, which:

► **Evaluates progress made toward the accomplishment of measurable goals**
► Assigning scale points with specific examples of good or poor performance
► A log of positive and negative examples of a subordinate's work-related behavior
► Assigning predetermined percentages for different performance categories

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

When an employee's personal characteristics such as age, race, and gender influence supervisor's evaluation of his or her performance, which of the following problem can be occurred?

► **Biasness**
► Stereotyping
► Halo affect
► Strictness

Question No: 8 (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: 9 (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: 10 (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**

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

Which of the following is considered as the MOST reliable data collection source needed for job analysis?

- ► Experienced job analyst
- ► Top leading managers
- ► **Employees of that particular job**
- ► Head of the department

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

The inner drive that directs a person's behavior towards goal attainment is known as:

- ► Performance
- ► **Motivation**
- ► Need
- ► Attitude

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

Who is responsible for hiring the wrong person for the particular job?

- ► **HR manager**
- ► Regional manager
- ► Regional head
- ► CEO

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

Which of the following expression defines "Productivity"?

- ► Effectiveness x Efficiency
- ► Effectiveness / Efficiency
- ► **Effectiveness - Efficiency**
- ► Effectiveness + Efficiency

Question No: 15 (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

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

Individual's behavior comprises of:

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

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

Which one is NOT the reason of joining groups by people?

- ► To get affiliation
- ► To gain power
- ► To get security
- ► **To get promotions**

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

Musharaf Government has increased women's reserved seats to 30% in the parliment. What does it represent?

- ► Increase total number of seats
- ► Decrease number of seats for men
- ► **Ensure affirmative action**
- ► Enhance equal employment opportunity

Question No: 19 (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: 20 (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: 21 (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: 22 (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?

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- Work knowledge test
- Trade knowledge test
- **Job knowledge test**
- Position knowledge test

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

Socialization is a process of :

- Enhancement
- **Development**
- Introduction
- Evaluation

Question No: 24 (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: 25 (Marks: 1) - Please choose one

The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:

- Organizational development
- **Career management**
- Career development
- Career planning

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

Ali is dissatisfied with his current job, therefore is considering to change his career. What should he do before changing the occupation?

- Monitor the salary difference of the alternative jobs
- **Compare his ideal job to his current job**
- Adjust with the current job, as switching could be risky
- Directly switch the occupation, nothing need to be done

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

Sometimes an employee feels happy with his existing occupation and the current employer, but finds that the job is not organized in an optimal way. What action might be recommended for that employee?

- Immediately switch the job
- Enhance contacts outside the company
- Consider alternative work arrangements
- **All of the given options**

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

Alternative work arrangements include all of the following, EXCEPT:

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► Part-time work
► Flexible hours
► On-site child care
► **Job sharing**

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

When an employee's performance is so poor that a written warning is required, that warning should:

► Identify the standards by which the employee is judged
► Contain examples of employees who met the standards
► Provide previous examples when employee met the standards
► **Be sent to the employee in question and to the superior manager**

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

To make the 'Ranking Method' of job evaluation more effective:

► Perform performance appraisals on regular basis
► Train employees prior to appraisals
► Develop high compensation packages
► **Clearly define job description initially**

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

Which of the following performance appraisal method is worthless, when jobs are entirely different from each other?

► Ranking method
► **Factor comparison method**
► Classification method
► Point factor method

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

Which of the following pay category depicts the increase in salary, the firm awards to an individual employee based on his or her individual performance?

► **Merit pay**
► Variable pay
► Piecework pay
► Job-based pay

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

Which of the following constraints should be considered while designing any pay plan?

► Legal obligations
► Union bodies
► **Equity factor**
► All of the given options

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

According to which of the following view, "conflict should be encouraged and

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managed"?

- ▶ Traditional View
- ▶ **Human Relations View**
- ▶ Interactionist View
- ▶ Behavioral view

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

In the negotiation process, bargaining issues like deciding product price & design, deciding about new jobs etc. comes under:

- ▶ Labor issues
- ▶ Mandatory issues
- ▶ **Permissive issues**
- ▶ Prohibited issues

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

Which of the following criteria is said to be essential for an effective communication?

- ▶ Sender and receiver are using the same code\language
- ▶ At least two people are involved & willing to communicate
- ▶ A channel to communicate should be present
- ▶ **All of the given options**

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

The BEST indicator of an effective safety and health program of an organization is:

- ▶ Employees do not feel hesitant while sharing their problems
- ▶ Employees feel motivated to perform well and show loyalty
- ▶ Employees feel honor that organization is concerned about their problems
- ▶ **Employees do not face injuries and illnesses on regular basis**

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

Which of the following factor can not be considered as benefits of health and safety program?

- ▶ Reduced absenteeism
- ▶ Increased productivity
- ▶ **Controlled litigation**
- ▶ High market share

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

All of the following would be considered appropriate practices for creating smoke-free environment in an organization, EXCEPT:

- ▶ Banning smoking completely
- ▶ Refusing to hire chain smokers
- ▶ **Designating special areas as smoking rooms**
- ▶ Restricting smoking in designated areas

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

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University administration has provided students with the evaluation forms to be filled, in order to evaluate the performance of faculty members. This action of university management is represented as:

- ▶ Distributive justice
- ▶ **Due process**
- ▶ Just cause
- ▶ Procedural justice

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

Lack of concentration among employees is indicated as:

- ▶ Short-term physical symptom of stress
- ▶ Long-term physical symptom of stress
- ▶ Behavioral symptom of stress
- ▶ **Internal symptom of stress**

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

There are multiple outlets of Shezan Bakers & Confectioners in different areas of Lahore. The management of Shezan Bakers states that "*We are the leading bakers & confectioners of Lahore for over two decades*". Their statement depicts that Shezan is a/an:

- ▶ **Domestic organization**
- ▶ International organization
- ▶ Multinational organization
- ▶ Transnational organization

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

"Leaders are born not made". Which of the following theory depicts the given statement?

- ▶ Trait Theory
- ▶ Situational Theory
- ▶ **Behavioral Theory**
- ▶ Motivational Theory

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

Mr. Ali is perceived to be the best counselor among all of his followers. Thus, what kind of a leader Ali is?

- ▶ **Influential**
- ▶ Self-confident
- ▶ Charismatic
- ▶ Knowledgeable

Question No: 45 (Marks: 1) - Please choose one

General practice carried out by Mr. Aslam is to encourage the participation of his subordinates while making departmental decisions. He is therefore said to be:

- ▶ Involved in practicing his referent power
- ▶ Involved in practicing legitimate power

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► **Involved in a leadership process**
► Involved in making efforts to get favors from employees

Question No: 46 (Marks: 1) - Please choose one

Hamid immediately left the organization for personal reasons during the office hours without informing his manager. Manager should take notice of it because:

► It is his responsibility to remain informed about employees' problems
► It is a disciplinary problem that requires immediate action
► It is about assigning Hamid's work to some other employee before leaving
► **It is his responsibility to keep record of enter & exit of employees during office hours**

Question No: 47 (Marks: 1) - Please choose one

Overstating the performance records by an employee in front of management is considered which of the following?

► Theft
► Damage
► Dishonesty
► **Insubordination**

Question No: 48 (Marks: 1) - Please choose one

If the frequency of banned behavior of an employee increases, it is better to:

► Provide employee some sort of counseling
► Inform top management about it and take no action
► **Monitor employees' behavior on regular basis**
► Increase the intensity of the disciplinary action against him

Question No: 49 (Marks: 1) - Please choose one

According to which of the following an indiviual can be asked for the written explanation for the first offense of severe nature?

► Hot stove rule
► Positive discipline
► **Progressive discipline**
► Implied discipline

Question No: 50 (Marks: 1) - Please choose one

Which of the following is a part of non-financial compensation?

► Monthly commission
► **Employee autonomy**
► Stock option
► Medical allowance

Question No: 51 (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

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► **Stakeholders**
► Customers
► Stockholders

Question No: 52 (Marks: 1) - Please choose one

'Nirala Sweets' has recently opened one of its outlets in London. This move has classified Nirala Sweets as a/an:

► Domestic organization
► **International organization**
► Multinational organization
► Transnational organization

Question No: 53 (Marks: 1) - Please choose one

Ahmed has provided the personal contact numbers of his subordinates to one of his friends who is working as an insurance agent in a private insurance firm, to help him in achieving his monthly sales target. This practice is:

► **Prohibited by the privacy rights**
► Violation of employment at will
► Implementation of discrimination law
► Clear violation of labor laws

Question No: 54 (Marks: 1) - Please choose one

JJP Enterprise seeks to attract one of its managers to move to Gawadar to manage the working of its subsidiary in Gawadar. The firm will likely need to offer a _____ in addition to a manager's base salary.

► Cost-of-living allowance
► **Bonus**
► Hardship allowance
► Tax equalization adjustment

Question No: 55 (Marks: 1) - Please choose one

Which one of the following is not a function of HRM department which helps in training and development program?

► Provide employee orientation training
► Contribute to management development programs
► **Monetary satisfaction**
► Provide training and development.

Question No: 56 (Marks: 1) - Please choose one

Which of the following refers to creating an artificial learning environment that approximates the actual job conditions as much as possible?

► Committee Assignments
► **Simulations**
► Outdoor Training

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► Seminars

Question No: 57 (Marks: 1) - Please choose one

Which of the following is not included in extrinsic rewards?

► Salary
► Promotion opportunities
► Wage
► **Recreation**

Question No: 58 (Marks: 1) - Please choose one

Written warnings are received by the employees from the human resource department under the progressive discipline procedure belong to which offence ?

► **Second offense**
► Third offense
► Fourth offense
► First offense

Question No: 59 (Marks: 1) - Please choose one

FMLA stands for which of the following act?

► **Family and Medical Leave Act of 1993**
► Family and Maternal Leave Act of 1993
► Family and Mother Leave Act of 1993
► Family and Mental Leave Act of 1993

Question No: 60 (Marks: 1) - Please choose one

Which of the following refers to the compensation method that recommends that person should be paid according to the quantity or quality of his work?

► Empowerment
► Job appraisal
► **Pay for Performance**
► Job acknowledgement

Question No: 61 (Marks: 1) - Please choose one

Which one of the following option describes the individuals' capacity to influence decisions?

► Span of control
► Line authority
► Staff authority
► **Power**

Question No: 62 (Marks: 1) - Please choose one

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The composition of managers' experience, skills, abilities, and knowledge represents which type of power?

- ► Rewarded power
- ► **Expert power**
- ► Referent power
- ► Legitimate power

Question No: 63 (Marks: 1) - Please choose one

Collective-bargaining process can't be completed with out negotiations. What do management and union ensure?

- ► That conflict is contained within manageable boundaries
- ► Agreement between all parties sould not be involved
- ► That conflict is always resolved by force
- ► **It achieves a set of lasting agreements**

Question No: 64 (Marks: 1) - Please choose one

Which of the following is the inner drive that directs a person's behavior toward goals?

- ► **Motivation**
- ► Stimuli
- ► Resentment
- ► Conation

Question No: 65 (Marks: 3)

Parveez was asked for the explanation of his frequent leaves in a month. The justification he made was his illness but he was unable to provide any medical prescription to prove his illness. Should management accept his excuse? Justify.

Ans:
No the management should not accept his excuse without any written evidence of his illness from an authorized medical officer otherwise management should take an action according to the organization's rules and regulations. If management accepts his excuse without any action, he can repeat this practice again.

Question No: 66 (Marks: 5)

State the benefits that are legally imposed on organizations for employee protection in Pakistan. If not then why?

Question No: 67 (Marks: 10)

Explain how verbal caution leads to discharge of an employee in progressive discipline procedure.

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Question No: 68 (Marks: 10)

Organizational power is being practiced by all types of managers in an organization. Being HR manager, how would you make a plan to manage the organizational power?

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