Sample Questions:

Section I: Subjective Questions

1. What is the need for Employee training?
2. What is the effect of organizational politics?
3. Write down the benefits of Voluntary Retirement Scheme.
4. Write some benefits of Employee transfer.
5. Explain Group Interviews.
6. What are the three essential components for good HR practice?
7. What are the advantages of implementing Total Quality Management in an organization?
8. Write down some of the best HR practices followed in modern industries

Section II: Objective Questions

Multiple Choice Single Response

1. In an emerging scenario, necessitating speed, flexibility, quality and willing ability to change, what sort of role does human resource personnel critically need to take on?

   1] As a supportive role
   2] As a proponent role
   3] As strategic business partner
   4] As pro-active functional partner

2. In the career development cycle, which stage ideally starts when a new employee joins an organization and finds a big gap between what the ideal organization should be and what it is?

   1] Establishment stage
   2] Idealistic stage
   3] Stage of disharmony
4] Exploratory stage

3. The capacity to take considerable responsibility, ability to influence and control others and skills in problem solving primarily show:

1] Search for security
2] Technical-functional competence
3] Managerial competence
4] Dysfunctional competence

4. Jobs with the same or similar responsibilities are not placed on the same grade and hence salary scale. What is needed to perform in this situation?

1] job analysis
2] Job description
3] job specification
4] job evaluation

5. Training and Development managers are also called as:

1] Internal Change agent
2] External change agent
3] Coach
4] Trainer

6. How can management representatives essentially help employees’ organizations?

1] By taking on the role of facilitators
2] By improving their bargaining power
3] Formulation of plans & providing information
4] By taking on an advisory role

7. How it is that workers can participate effectively in management activities?

1] Because they are aware of all the activities of management of all functional areas at different levels.
2] Because of their specialized knowledge.
3] Effective training imparted.
4] With the right support & guidance

8. Which is an organized group of employees who come together to strengthen their bargaining position and to put group effort towards the realization of management goals.
   1] Trade union
   2] welfare committee
   3] job description
   4] outside union

9. When the target group is large which method is used for identification of training needs?
   1] personal interview
   2] questionnaire method
   3] survey method
   4] group discussion

10. Assigning a task to a subordinates when the boss goes on long leave, on long training etc. is a good mechanism of career planning. What is such an arrangement conceptually known as?
    1] Job rotation
    2] Empowerment
    3] Officiating assignment
    4] Job evaluation

**Multiple Choice Multiple Response**

11. What covers under the development function of HRM?
    1] Employee Training
    2] Career Development
    3] Organization Development
    4] Policy Development
12. Why training and development is very important in organizations?
   1) to improve quality
   2) to increase productivity
   3) to face the tough competition
   4) to help a company fulfil financial needs

13. What is the role of reviewer in Performance appraisal.
   1) The reviewer will ensure that all sections are filled in.
   2) The reviewer is to monitor the appraisal system
   3) The reviewer will ensure that evidence is complete.
   4) The reviewer is to give feedback to the appraisal system.

14. 360-Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage?
   1) Individual learning
   2) Organizational learning
   3) Improved Individual behavior
   4) Improved Action planning

15. Which kind of activities are covered under the HRM function?
   1) Human Resource Planning
   2) Recruitment and Selection
   3) Job Design
   4) Office Design

16. "360 Degree Appraisal" is basically regarded as which kind of system?
   1) Culture building
   2) Multi - Rater appraisal
   3) Feedback
   4) Team building
17. What is the outcome of a 360 degree Assessment?
   1] Knowledge of results
   2] Leadership development
   3] Career planning & development
   4] Team building

18. Sections of job descriptions usually contain the following things:
   1] identify the job
   2] describe the duties
   3] stating the requirement in terms of skills responsibilities etc
   4] data recording

**Fill in the Blanks**

19. TQM believes that quality reduces cost through reduced wastage, greater productivity and ________.
   1] Conformance to standards
   2] Reduced income
   4] Increased turnover

20. For the job which are difficult to simulate or can be learned quickly by watching and doing ______ makes sense.
   1] off the job training
   2] on-the-job training
   3] promotion
   4] transfer

21. HRD ______ is in methodology of evaluating various elements of HRD.
   1] Audit
   2] Planning
3] Structures
4] Systems

22. The ________ management of the organization is committed to develop the competencies of employees on a continuous basis.
   1] Low
   2] Top
   3] Middle
   4] Lower-middle

23. Lay off is temporary dismissal of surplus staff for a maximum of ________ days due to shortage of coal, power etc.
   1] 25
   2] 30
   3] 60
   4] 45

24. ________ Phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.
   1] Rapport building
   2] Action Planning
   3] Performance planning
   4] Exploration

25. The organization prefers people who look for ________ with the company.
   1] training
   2] a long - term association
   3] promotion
   4] selection

26. The ________ can be identified through career plans and performance appraisal.
   1] development
2] promotion policy
3] training needs
4] on the job training

27. Sensitivity training in ________ is a method of changing behavior through group processes.
   1] organizations
   2] encounter groups
   3] group of line managers
   4] committees

28. Job ___________ expands the number of related tasks in the job.
   1] description
   2] analysis
   3] enlargement
   4] specification

State True or False

29. Seniority based promotion minimizes the scope for grievances and conflicts.
30. Good HR practices have tremendous influence on business outcomes.
31. The relations between the superior & subordinate will be affected adversely in case of moon lighting by subordinate.
32. Transfer is viewed as change in responsibility and moves from one organisation to another similar organisation.
33. Wage inequality is one of the causes of industrial disputes.
34. Jobs should not be designed such that they fully utilise the abilities of the workforce
35. Employees feel frustrated due to low specialization in the work.
36. Training and Development is very important to accept and adapt to the changes in the field of science and technology
37. Jobs falling under the same grade get the same wage scale.
38. In many cases on measures of employee reaction and learning, a training program might score quite high.

**Match the Following**

| 39.  | 1] Quarter moon lighting | 1] part time job during off hours |
|      | 2] Increasing concern of employees for better social status | 2] has led to dual career groups |
|      | 3] Self-disciplined & committed employees essential | 3] flexi time & flexi work |
|      | 5] has led to moon lighting | 6] flexi year |

| 40.  | 1] TQM | 1] Dr. W. Edwards Deming |
|      | 2] Focus on quality | 2] Element of TQM |
|      | 3] Quality | 3] Totality of features & characteristics |
|      | 5] Principle managerial function | 6] Important tool to control the quality of a product. |

| 41.  | 1] Career-need assessment | 1] Responsibility of HRD Managers |
|      | 2] Profit centers | 2] Business groups |
|      | 3] Individual tested in an alien environment | 3] Foreign Assignment |

| 42.  | 1] Manager plays active role in guiding another manager | 1] Coaching |
|      | 2] For turning specialist into generalist | 2] Job rotation |
3] Provide an opportunity for the employee to share in managerial decision making, to learn and to investigate

4] To increase employee's exposure to other members of organisation and to broaden understanding

3] Committee Assignments

4] Appointment to permanent committees

5] sensitivity training

6] transactional analysis