

# Online Assessment (Even Sem/Part-I/Part-II Examinations 2019 - 2020)

Course Name - Human Resources Management

Course Code - MBA204 / MBA204(BL)/ PGDHMC201

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Answer all the questions. Each question carry one mark.

9. 1. \_\_\_\_\_ covers union-management relations, joint consultations, collective bargaining, grievance & disciplinary procedures, settlement of disputes, etc.

*Mark only one oval.*

- Personal Aspect of HRM
- Welfare Aspect of HRM
- Industrial Relations Aspect of HRM
- All of these

10. 2. Duties of 'HR' manager and staff functions consist of

*Mark only one oval.*

- Assisting line manager
- Implementing the policies
- Directing the tasks of people
- All of these

11. 3. Planning function of management process involves

*Mark only one oval.*

- Developing employees
- Evaluating performance
- Establishing departments
- Establishing goals

12. 4. The HR planning at the National Level is generally done by \_\_\_\_\_

*Mark only one oval.*

- Consultants
- Managers
- Council
- Government

13. 5. The best medium to reach a 'large audience' for the process of recruitment is:

*Mark only one oval.*

- Casual applicants
- Advertising
- Employee referrals
- Employment agencies

14. 6. Programmed Instructions comes in \_\_\_\_\_

*Mark only one oval.*

- Printed Forms i.e. Books
- Interactive Video
- Printed Forms i.e. Books and Interactive Video both
- None of these

15. 7. Which of the following is not a type of Role Play?

*Mark only one oval.*

- Single Role Play
- Multiple Role Play
- Double Role Play
- Job Rotation

16. 8. \_\_\_\_\_ is one of the acceptable method for obtaining feedback in training

*Mark only one oval.*

- Structured Interview
- Performance after Training
- Improvement after Training
- Employee Turnover Rate

17. 9. The group which participates in sensitivity training is known as:

*Mark only one oval.*

- Training group
- Conflicting group
- Transactional group
- None of these

18. 10. KRA stands for

*Mark only one oval.*

- Key recruitment areas
- Key result areas
- Key remuneration areas
- None of these

19. 11. In most organizations, which of the following is primarily responsible for appraising an employee's performance?

*Mark only one oval.*

- employee's direct supervisor
- company appraiser
- human resources manager
- EEO representative

20. 12. Graphic rating scales are subject to all of the following problems EXCEPT \_\_.

*Mark only one oval.*

- unclear standards
- halo effects
- complexity
- leniency

21. 13. A supervisor who frequently rates all employees as average on performance appraisals most likely has a problem known as \_\_\_\_\_

*Mark only one oval.*

- halo effect
- stereotyping
- central tendency
- strictness

22. 14. Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?

*Mark only one oval.*

- peers
- customers
- top management
- immediate supervisor



23. 15. Rewards offered to labors involved in production, are categorized as;

*Mark only one oval.*

- Salary
- Fringe Benefit
- Wage
- Commission

24. 16. Which of the following measurement methods rates employee performance relative to other employees?

*Mark only one oval.*

- Graphic rating scale
- Comparative method
- Essay method
- Critical incident method

25. 17. Dearness allowance is a

*Mark only one oval.*

- Inflation-adjusted allowance
- Perquisite
- Fixed pay component
- None of these

26. 18. Under what circumstances the gratuity of an employee can be forfeited.

*Mark only one oval.*

- Willful Omission or negligence
- Termination for riotous or disorderly conduct
- Offence involving moral turpitude
- All of these

27. 19. What are the major drawbacks of incentive schemes?

*Mark only one oval.*

- Conflict regarding scheme proposal
- Violation of safety norms with an intention to produce more.
- Quality deterioration
- All of these

28. 20. An allowance provided to compensate higher cost of living in a metropolitan or large cities:

*Mark only one oval.*

- Dearness allowance
- Fair wage
- Living wage
- Minimum wage

29. 21. The wage which is not only provided for food, clothing and shelter but for some frugal comfort of life, good education to children, some amusement and provision for sickness – is known as:

*Mark only one oval.*

- Minimum wage
- Living wage
- Fair wage
- Subsistence wage

30. 22. Absence of strikes and lock-outs is an indicator of:

*Mark only one oval.*

- Peaceful industrial relations
- Friendly industrial relations
- Disturbed industrial relations
- None of these

31. 23. The main function of an arbitrator is:

*Mark only one oval.*

- To conciliate all industrial disputes
- To induce the parties to come to an amicable settlement
- To adjudicate industrial disputes
- None of these

32. 24. What is the minimum number of trade union members requires in registering themselves as a union?

*Mark only one oval.*

- 7
- 10
- 5
- 15

33. 25. The threat of punishment as a key to imposing discipline is the basis of

*Mark only one oval.*

- Negative discipline
- Positive discipline
- Progressive discipline
- None of these

34. 26. Unable to understand others lead to

*Mark only one oval.*

- Information
- Money
- Unhappiness
- None of these

35. 27. Which of the following is a strategic HRM activity:

*Mark only one oval.*

- Recruitment
- Planning
- Downsizing
- All of these

36. 28. Organisational development is a strategic HRM tool for:

*Mark only one oval.*

- Organisational improvement
- Adoption of new technology
- Industrial peace and harmony
- All of these

37. 29. The process by which the aptitudes, skills and abilities of employees to perform specific jobs are increased is termed as:

*Mark only one oval.*

- Training
- Incubation
- Orientation
- Performance appraisal

38. 30. Companies are designing \_\_\_\_\_ programs to increase employee productivity, control attrition, prevent job burnout and obsolescence, and improve the quality of employees' work lives.

*Mark only one oval.*

- Employee growth
- Recruitment
- Selection
- None of these

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