



BRAINWARE UNIVERSITY

Term End Examination 2021 - 22

Programme – Bachelor of Business Administration in Hospital Management

Course Name – Human Resource Management

Course Code - BBAHMC303

(Semester III)

Time : 1 Hr.15 Min.

Full Marks : 60

[The figure in the margin indicates full marks.]

Group-A

(Multiple Choice Type Question)

1 x 60=60

Choose the correct alternative from the following :

- (1) The Acronym SHRM includes

a) Strategic Human Resource Management	b) Short-term Human resource management
c) Scientific Human Resource Management	d) Specific Human resource Management
- (2) Human resource adds

a) Economic value to the organization	b) Social value to the organization
c) Values to the Customer	d) All of these
- (3) Ensuring that employees are 'engaged' – the role can be classified as

a) Administrative expert	b) Change agent
c) Employee champion	d) Strategic partner
- (4) Underlying model of the company's way of doing business is an issue of

a) Administration	b) Strategy
c) Employee relations	d) Change management
- (5) Wage and salary administration are the responsibility of

a) Production Department	b) Finance Department
c) HR department	d) None of these
- (6) Which of the following is not an objective of the Human Resource Management Function?

a) Societal objectives	b) Political objectives
c) Personal Objectives	d) Organisational Objectives
- (7) Markov Analysis is also known as

a) Transition Analysis	b) HR monitoring analysis
c) Ratio Analysis	d) Trend Analysis

- (8) In environmental scanning we see the changes in
- a) people, culture, system, organization
 - b) people, Process, strategy, culture
 - c) culture, system, strategy, organization
 - d) process, organization, culture system
- (9) The purpose of recruitment is to
- a) Make sure that there is match between cost and benefit
 - b) Help increase the success rate of the selection process
 - c) Help the firm create more culturally diverse work-force
 - d) None of these
- (10) Unsolicited applications are
- a) used when recruitment is required
 - b) used when employee selected
 - c) used when employee leaves
 - d) never used.
- (11) Employee Referrals form of recruitment has an advantage of -
- a) large pool of references
 - b) background verification is not required
 - c) large pool of references
 - d) all of these
- (12) A successful and effective recruitment programme necessitates a well-defined:
- a) Recruitment policy
 - b) A proper organizational structure
 - c) Procedures for locating sources of manpower
 - d) All of these
- (13) The process of Selection starts with
- a) Preliminary screening
 - b) Date of filing online form
 - c) Advertisement
 - d) interview
- (14) The test which is taken to determine the required subject knowledge of a candidate is known as
- a) Interest Test
 - b) Intelligence Test
 - c) Proficiency Test
 - d) Ability Test
- (15) The interview is used as a method for determining _____
- a) the personality of the candidate
 - b) the degree of fit between the applicant and the demands of the job.
 - c) quality of work
 - d) achievement
- (16) Training refers to the process of imparting _____ skills.
- a) general
 - b) specific
 - c) important
 - d) overall
- (17) Training occurs as a result of
- a) instruction
 - b) education
 - c) development
 - d) all these
- (18) Generally, development is not related to _____ skills.
- a) Conceptual
 - b) Developmental
 - c) Technical
 - d) Human
- (19) Which of the following is NOT a method of off the job training?
- a) Group Discussion
 - b) Job Instruction
 - c) Case Study
 - d) Role Play
- (20) _____ is the process of choosing from the pool of the prospective job candidates developed at the stage of recruitment.

- a) Selection
c) Training
- (21) Development is a sort of
a) educational process
c) performance improvement
- (22) An artificial work environment is made for trainees in _____ technique.
a) Management Games
c) Role play
- (23) Advantage of 'BARS' system is
a) simple to use
c) simple to use and ends up with predetermined rating figures
- (24) Performance appraisal methods which consists of management by objectives approach and behavioral rating approach are considered as
a) behavioral methods
c) subjective methods
- (25) Which of the following best describes a behaviorally anchored rating scale?
a) chart of paired subordinates ranked in order of performance
c) diary of positive and negative examples of a subordinate's work performance
- (26) Which of the below is not a part of direct compensation?
a) HRA
c) Bonus
- (27) Assisting managers in HR functions of management, known as
a) line manager
c) First line supervisor
- (28) Which of the following options is an important issue in the definition of communication
a) Transmission and reception of messages
c) Process of communication
- (29) A process that is used for identifying and developing internal people with the potential to fill key business leadership positions in the company is called _____.
a) Highly talented personnel creation
c) Succession planning
- 30) Environmental uncertainties is one of the factors that affects
a) HRM
c) HRP
- 1) Series of positions that a person occupies throughout the life regarding job is classified as
a) organization planning
c) career planning
- 2) The poor quality of selection will mean extra cost on _____ and supervision
- b) Development
d) Induction
- b) organized activity
d) all of these
- b) Simulation
d) Group discussion
- b) ends up with predetermined rating figures
d) None of these
- b) objective methods
d) both behavioral methods and objective methods
- b) combination of narrative critical incidents and quantified performance scales
d) predetermined percentages of subordinates in various performance categories
- b) Medical Allowances
d) Salary
- b) staff manager
d) all of above
- b) Involvement of people
d) All of the above
- b) Investing in human resources
d) None of the above
- b) SHRM
d) HRD
- b) careers
d) learning plans

- a) Training
c) Work quality
- b) Recruitment
d) None of the above
- (33) _____ is the application form to be filled by the candidate when he goes for recruitment process in the organisation
- a) Job application
c) Application blank
- b) Formal application
d) None of the above
- (34) _____ is a selection test which judges the emotional ability which will help to judge work in group
- a) Personality test
c) Mental Ability Test
- b) Intelligence Test
d) None of the above
- (35) Promotion is a _____ source Recruitment
- a) Suitable
c) Internal
- b) Higher
d) External
- (36) The term procurement stands for
- a) Recruitment & selection
c) Purchase
- b) Promotion
d) T & D
- (37) _____ means assigning a specific rank and responsibility to an individual
- a) Selection
c) Recruitment
- b) Induction
d) Placement
- (38) A systematic method to teach skills for job while presenting facts and getting feedback is called
- a) job rotation
c) job instruction training
- b) off the job training
d) programmed learning
- (39) _____ is an objective assessment of an individual's performance against well-defined benchmarks
- a) Performance Appraisal
c) Information for goal identification
- b) HR Planning
d) None of the above
- (40) Which of the following is not a Performance Appraisal Biases
- a) Halo effect
c) Personal Biases
- b) Central Tendency
d) Wrong survey
- (41) What evaluates whether human resource programs being implemented in the organization have been effective?
- a) Performance appraisal
c) Survey
- b) Feedback
d) Exit interviews
- (42) _____ is a systematic approach to providing monetary value to employees
- a) Salary
c) Compensation
- b) Allowances
d) Rewards
- (43) Which of the wage concept is higher than fair wage?
- a) Minimum wage
c) Team based pay
- b) Living wage
d) None of the above
- (44) According to Mahatama Gandhi which one is the best method for settlement of industrial disputes?
- a) Conciliation
b) Mediation

c) Collective bargaining

d) Voluntary Arbitration.

(45) Which one of the following cannot be said to be an industrial dispute

a) Disputes between employer and employer.

b) Disputes between employer and workmen.

c) Disputes between workmen & workmen

d) Disputes between employer and the customer.

(46) Which one of the following machineries cannot be said to be machinery for settling industrial disputes?

a) Labour Court.

b) Tribunal

c) Consumers court.

d) National Tribunal

(47) Lockout is:

a) A reward

b) An industrial action.

c) An incentive.

d) None of the above

(48) A lockout in an industry is declared by:

a) Union Government

b) State Government.

c) Management

d) Trade Union.

(49) A lay-off is declared in case of

a) Surplus labour.

b) When worker threaten to go on strike.

c) Failure of power or shortage of raw materials.

d) The employer is running in heavy loss.

(50) Inability to give employment to a workman on accounts of shortage of coal, power or raw materials or the accumulation of stock or the break down of machinery is called:

a) Retrenchment

b) Closure

c) Lay-off.

d) Termination of employment.

(51) According to the industrial disputes act, 1947, the employer will normally retrench :

a) The senior most worker of that category.

b) An inefficient worker of that category.

c) Any worker of that category.

d) The last person to be employed in that category.

(52) Termination of the services of surplus employees from any organisation is called:

a) Disciplinary action.

b) Retirement

c) Lay-off.

d) Retrenchment

(53) Closure means _____

a) Closing down the place of work for a short period.

b) Closing down the place of employment permanently.

c) Suspension of work due to shortage of raw materials.

d) Refusal to give employment due to industrial disputes.

(54) An interim or a final determination of any industrial dispute by any Labour Court is known

a) Agreement

b) Settlement

c) Award

d) Judgment

(55) Which of the following is known as industrial conflict?

a) Strike & Lock-out.

b) Picketing

c) Go-slow.

d) All the above.

(56) The method of collective bargaining refers to:

a) Negotiations between Employer, workers and

b) Negotiations between Employer's representatives

d Government Representative.

c) Negotiations between Employers and the Government.

tive and Trade union's Representative.

d) Negotiations between Employer, and Customers.

(57) According to V.V.Giri, which one is the best method for the settlement of industrial disputes?

a) Conciliation

b) Mediation

c) Adjudication

d) Collective Bargaining.

(58) Which of the following representatives are not included in the process of collective bargaining?

a) Employers' representatives

b) Workers' representatives.

c) Government Representatives

d) None of the above.

(59) Which one of the following types of trade unions is mostly found in industrial organizations in India?

a) Craft Union.

b) Industrial Union.

c) Federation

d) Company Union

(60) Trade Unions in India suffer from problem of:

a) Outside leadership.

b) Multiplicity of unions

c) Lack of Finance.

d) All the above.