



## BRAINWARE UNIVERSITY

### Term End Examination 2020 - 21

Programme – Bachelor of Business Administration in Hospital Management

Course Name – Human Resource Management

Course Code - BBAHMC303

Semester / Year - Semester III

Time allotted : 75 Minutes

Full Marks : 60

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

### Group-A

(Multiple Choice Type Question)

1 x 60=60

1. (Answer any Sixty )

(i) HRM is a-

- |                                     |                  |
|-------------------------------------|------------------|
| a) Staff function                   | b) Line function |
| c) Staff function and Line function | d) None of these |

(ii) Human resource adds

- |                                       |                                     |
|---------------------------------------|-------------------------------------|
| a) Economic value to the organization | b) Social value to the organization |
| c) Values to the Customer             | d) All of these                     |

(iii) HRM does NOT focuses on

- |                            |                        |
|----------------------------|------------------------|
| a) Human Capital type      | b) Human Behaviour     |
| c) Organizational Strategy | d) Financial Resources |

(iv) Ensuring that employees are 'engaged' – the role can be classified as

- |                          |                      |
|--------------------------|----------------------|
| a) Administrative expert | b) Change agent      |
| c) Employee champion     | d) Strategic partner |

(v) Underlying model of the company's way of doing business is an issue of

- |                       |                      |
|-----------------------|----------------------|
| a) Administration     | b) Strategy          |
| c) Employee relations | d) Change management |

(vi) By employee engagement we mean

- a) Engagement in works
- b) Engagement with the organizational policies
- c) committed to the organisation and contribute fully
- d) None of these

(vii) The knowledge, skills, expertise of an organization is known as

- a) Cultural diversity
- b) Physical capital
- c) Production capital
- d) Human capital

(viii) 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

(ix) Markov Analysis is also known as

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

(x) HR planning determines

- a) What numbers of HR gap to be filled
- b) How HR gap to be filled
- c) By whom HR gap to be filled
- d) All of these

(xi) HR programming may result in

- a) Shortage of employees
- b) Surplus of employees
- c) Nether shortage nor surplus in employees
- d) Both Shortage of employees and Surplus of employees

(xii) What is the major issue faced while doing personal planning?

- a) Type of information which should be used in making forecasts
- b) Types of people to be hired

- c) Multiple positions to be filled
- d) All of these

(xiii) Human resource strategy in which focus is mainly on cost control, efficiency and business stability is classified as

- a) organization centralization
- b) competency advantage
- c) cost leadership
- d) differentiation

(xiv) Personal Replacement chart is used for

- a) Managerial positions
- b) Junior position
- c) Operating positions
- d) All of these

(xv) The poor quality of selection will mean extra cost on \_\_\_\_\_ and supervision.

- a) Training
- b) Recruitment
- c) Work quality
- d) None of these

(xvi) Management consultants are hired for position of

- a) Wage-workers
- b) Middle and top-level management
- c) Jr. level management
- d) All of these

(xvii) 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

(xviii) The development and application of employees' skills and energies to accomplish the goals and objectives of the organization is called

- a) Human resource management
- b) Human resource planning
- c) Selection
- d) Recruitment

(xix) The process of Selection starts with

- a) Preliminary screening
- b) Date of filing online form

c) Advertisement

d) interview

(xx) Advertisements through newspapers, TV, radio, professional journals and magazines are \_\_\_\_\_ methods of recruitment.

a) Direct

b) Indirect

c) Third Party

d) E-recruitment

(xxi) An effective recruitment strategy should

a) capable of recruiting the best talent

b) effective in helping employees reach their maximum potential

c) promoting merit base selection and placement

d) all these

(xxii) In the selection process \_\_\_\_\_ types of error may occur

a) 1

b) 2

c) 3

d) 4

(xxiii) Training refers to the process of imparting \_\_\_\_\_ skills.

a) general

b) specific

c) important

d) overall

(xxiv) \_\_\_\_\_ is a learning activity which directed towards future needs rather than present needs.

a) Training

b) Development

c) Education

d) Instruction

(xxv) Development concerned more with

a) Immediate performance

b) Career growth

c) Succession planning

d) all these

(xxvi) The purpose of \_\_\_\_\_ is to provide theoretical concept and

reasoning and judgement.

- a) Training
- b) Development
- c) Education
- d) all these

(xxvii) \_\_\_\_\_ is a career-oriented process.

- a) Training
- b) Development
- c) Recruitment
- d) selection

(xxviii) The important aspects of staffing include

- a) Selection
- b) Training
- c) Recruitment
- d) All of these

(xxix) The process of learning a new or the same old skill or trade for the same group of personnel is called

- a) On the job training
- b) Off the job training
- c) Refresher training
- d) Skill training

(xxx) Which is NOT a purpose of training?

- a) Provide right human resource at right place
- b) Creating a pool of readily available and adequate replacements
- c) Enhancing the company's ability to adopt and use advances in technology
- d) Ensuring adequate human resources for expansion into new programs

(xxxii) Training based on job descriptions should go into detail about

- a) How the organization functions
- b) How the department functions
- c) How the industry performs
- d) how the job is performed

(xxxiii) When a trainee is sent to an assistant to someone supervisory or executive positions, the training is called

- a) Coaching
- b) Mentoring
- c) Understudy assignment
- d) Multiple management

(xxxiii) Which program is not designed only for training purpose?

- a) Mentoring
- b) Job instruction
- c) Job rotation
- d) Coaching

(xxxiv) An artificial work environment is made for trainees in \_\_\_\_\_ technique.

- a) Management Games
- b) Simulation
- c) Role play
- d) Group discussion

(xxxv) Performance appraisal measurement method by which behavior of employees are assessed instead of all other characteristics is classified as

- a) behavioral rating approach
- b) management by objectives
- c) combination method
- d) critical incident method

(xxxvi) Performance appraisal measurement error, in which prejudices of rater distort results of rating is classified as

- a) rater bias
- b) ratee's bias
- c) contrast error
- d) construct error

(xxxvii) The disadvantage of 'forced distribution method' is

- a) difficult to develop
- b) cause of disagreements
- c) time consuming
- d) ranking is based on employer's cutoff points

(xxxviii) Which of these is a major weakness of the forced distribution method?

- a) Assumes that employee performance levels always conform to a normal distribution
- b) Work is reliable
- c) The error of central tendency
- d) None of these

(xxxix) When the focus of the evaluation is on facts and not on traits, it is known as \_\_\_\_\_ evaluation.

- a) objective
- b) subjective
- c) performance
- d) career

(xl) When each job is individually compared with every other in the organization, it is called

- a) Ranking method
- b) Factor comparison method
- c) Paired comparison method
- d) Point ranking method

(xli) Type of central tendency error occurs while appraising performance, when employee's rating falls at higher side of scale is classified as

- a) strictness error
- b) Leniency Error
- c) Halo Effect
- d) Contrast Error

(xlii) Which of the following is not a component of employee compensation

- a) Claims
- b) Gratuity
- c) Fringe Benefits
- d) None of these

(xliii) Main purpose of perquisites offered to an employee is

- a) retention
- b) motivation
- c) exemption
- d) satisfaction

(xliv) Compensation is relevant only for

- a) Salary administration
- b) Job satisfaction
- c) Employee morale and performance
- d) All of these

(xlv) If cost of living increases, employee demands for more

- a) pay
- b) jobs
- c) recognition
- d) political involvements

(xlvi) \_\_\_\_\_ providing for sustenance of life plus for preservation of the efficiency of worker.

- a) Minimum Wage
- c) Fair Wage

- b) Living wage
- d) Subsistence wage

(xlvii) \_\_\_\_\_ is referred as part of their total compensation, package pay or direct compensation and is based on critical job factors and performance.

- a) Wage
- c) Fringe Benefits
- b) Salary
- d) Incentives

(xlviii) Which of the following is NOT falls under fringe benefits

- a) Workman's compensation
- c) Profit sharing
- b) Employee security
- d) Health benefits

(xlix) Pension is calculated as to a percentage of the person's preretirement pay

- a) divided by the years he/she has worked for the company
- c) multiplied by the years he/she has worked for the company
- b) added by the years he/she has worked for the company
- d) None of these

(l) The payment made linking the base pay to individual team or organizational performance known as

- a) variable pay
- c) base pay
- b) wages
- d) salary

(li) \_\_\_\_\_ is a method whereby the workers are allowed to be consulted and to have a say in the management of the unit.

- a) Joint Management Council
- c) Work committee
- b) Workers Participation in Management
- d) Shop Council

(lii) Identify the major actor of industrial relations from the following

- a) Employers
- c) Government
- b) Unions
- d) All of these



(liii) The process through which representatives of management and the union meet to negotiate a labour agreement.

- a) Participative management
- b) Collective bargaining
- c) Negotiation
- d) Industrial relations

(liv) The voluntary withdrawal of labour of company is classified as

- a) strike
- b) picketing
- c) Boycott
- d) Impasse

(lv) The kind of bargaining, in which both parties make every possible effort to negotiate and communicate for an agreement, called

- a) good faith
- b) distributive
- c) descriptive
- d) collective

(lvi) The situation when parties in negotiation are not able to settle negotiation further is called

- a) impasse
- b) mediation
- c) intervention
- d) arbitration

(lvii) Which Act provides for the provision of Medical Benefit to the insured employees?

- a) Workmen Compensation Act, 1923
- b) Employees State Insurance Act, 1948
- c) Maternity Benefit Act, 1961
- d) Contract Labour (Regulation and Abolition Act), 1970

(lviii) Contract Labour (Regulation and Abolition Act), 1970 can be classified into the category of

- a) Social Security Act
- b) Industrial Relations Act
- c) Welfare Act
- d) Commercial Act

(lix) The items for bargaining that are not allowed to deal by law are classified as

- a) voluntary bargaining items
- b) illegal bargaining items
- c) permissible bargaining items
- d) none of these

(lx) The situation when a third neutral party helps in negotiation of the agreement is classified as

- a) arbitration
- b) mediation
- c) judge
- d) intervention