



## BRAINWARE UNIVERSITY

### Term End Examination 2020 - 21

Programme – Bachelor of Business Administration & Bachelor of Law

Course Name – Human Resource Management

Course Code - BBALLB302

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 more \_\_\_\_\_ whereas Personnel Management is slightly narrow

- |               |                    |
|---------------|--------------------|
| a) Complex    | b) Detailed        |
| c) Mechanical | d) Growth-oriented |

(ii) Planning function of management process involves

- |                             |                           |
|-----------------------------|---------------------------|
| a) Developing employees     | b) Evaluating performance |
| c) Establishing departments | d) Establishing goals     |

(iii) According to Herzberg, which of the following is a maintenance factor?

- |                   |                |
|-------------------|----------------|
| a) salary         | b) work itself |
| c) responsibility | d) recognition |

(iv) Who is the profounder of 'Hierarchy theory'?

- |            |           |
|------------|-----------|
| a) Koontz  | b) Maslow |
| c) Odonnel | d) Allien |

(v) The ERG in Alderfer's ERG Theory stands for:

- |                                |                                 |
|--------------------------------|---------------------------------|
| a) Existence, Relation, Growth | b) Emotion, Retardation, Growth |
| c) Emotion, Relation, Grandeur | d) Emotion, Relation, Growth    |

(vi) Grapevine is-

- a) Formal Communication
- b) Barrier to Communication
- c) Lateral Communication
- d) Informal Communication

(vii) Which of the followings will assist the HR department to take decisions in critical situations?

- a) HR policies
- b) HR goals
- c) HR objectives
- d) HR strategies

(viii) The HR planning at the Plant Level is generally done by \_\_\_\_\_

- a) Consultants
- b) Managers
- c) Council
- d) Government

(ix) \_\_\_\_\_ contains data about each employees skills abilities work preferences etc.

- a) CV
- b) Records
- c) Skills inventory
- d) Appraisal Form

(x) Which of the following is not an external source of Recruitment?

- a) Advertisement
- b) Promotion
- c) Employment Agencies
- d) Pool campus

(xi) 'The process by which a management determines how an organization should move from its current manpower position to its desired manpower position' is:

- a) Human resource management
- b) Human resource planning
- c) Performance appraisal
- d) Selection

(xii) The Hawthorne experiments were conducted by-

- a) Elton Mayo
- b) Max Weber
- c) Henri Fayol
- d) F W Taylor

(xiii) The best medium to reach a 'large audience' for the process of recruitment is:

- a) Casual applicants
- b) Advertising
- c) Employee referrals
- d) Employment agencies

(xiv) People who work in the Human resource department should have a knowledge of-

- a) Organizational Behavior
- b) IT
- c) Finance
- d) Marketing

(xv) What is the disadvantage of employee referral system?

- a) It is costly
- b) It is time consuming
- c) It has limited scope of selection
- d) None of these

(xvi) \_\_\_\_\_ indicates the specific duties to be performed by the worker and the circumstances under which these duties are to be performed.

- a) Job descriptions
- b) Job specifications
- c) Role
- d) Job analysis

(xvii) Which of the following is the traditional method for imparting training?

- a) Demonstration
- b) Discussion
- c) Lecture
- d) Coaching

(xviii) Which of the following would be classified by Herzberg as a hygiene factor?

- a) Promotion
- b) Responsibility
- c) Company policy
- d) Personal growth

(xix) Which of the following is a technique for "On The Job Training"?

- a) Job Instruction Technique
- b) Sensitivity Training
- c) Simulation Exercises
- d) Transactional Analysis

(xx) In this method of training, an effort is made to expose participants to concepts and theories, basic principles, and pure and applied knowledge in any subject area.

- a) Experiential Methods
- b) Knowledge based Methods
- c) Simulation Methods
- d) Mentoring

(xxi) In this category the emphasis is on achieving through group processes and dynamics.

- a) Vestibule school
- b) Case study
- c) Experiential learning
- d) Lecture Method

(xxii) The process by which the aptitudes, skills and abilities of employees to perform specific jobs are increased is termed as:

- a) Training
- b) Induction
- c) Orientation
- d) Performance appraisal

(xxiii) The group which participates in sensitivity training is known as:

- a) Training group
- b) Conflicting group
- c) Transactional group
- d) None of these

(xxiv) Management Development Programme (MDP) is the example of:

- a) Individual intervention
- b) Team intervention
- c) Organisational intervention
- d) None of these

(xxv) Other two stages next to unfreezing stage in Kurt Lewin's change model are:

- a) Moving
- b) Refreezing
- c) Neither (Moving) nor (Refreezing)
- d) Both (Moving) and (Refreezing)

(xxvi) Which of the following is a key component in Training games & Simulations?

- a) Challenges
- b) Rules
- c) Interactivity
- d) All

(xxvii) Communication begins with-

- a) encoding
- b) idea origination
- c) decoding
- d) channel selection

(xxviii) SMART goals are best described as

- a) specific, measurable, attainable, relevant, and timely
- b) straight forward, meaningful, accessible, real, and tested
- c) strategic, moderate, achievable, relevant, and timely
- d) specific, measurable, achievable, relevant, and tested

(xxix) Which of the following is the easiest and most popular technique for appraising employee performance?

- a) alternation ranking
- b) graphic rating scale
- c) BARS
- d) MBO

(xxx) Which performance appraisal technique lists traits and a range of performance values for each trait?

- a) behaviourally anchored rating scale
- b) graphic rating scale
- c) forced distribution
- d) critical incident

(xxxi) Which performance appraisal tool requires a supervisor to maintain a log of positive and negative examples of a subordinate's work-related behavior?

- a) alternation ranking
- b) paired comparison
- c) forced distribution
- d) critical incident

(xxxii) The first step in developing a behaviourally anchored rating scale is to

- 
- a) develop performance dimensions
  - b) generate critical incidents
  - c) compare subordinates
  - d) reallocate incidents

(xxxiii) Which appraisal method combines the benefits of narrative critical incidents and quantified scales by assigning scale points with specific examples of good or poor performance?

- a) behaviorally anchored rating scale
- b) constant sums rating scale
- c) graphic rating scale
- d) alternation ranking

(xxxiv) What is the primary disadvantage of developing a behaviorally anchored rating scale?

- a) costly
- b) unreliable
- c) time consuming
- d) lack of feedback for subordinates

(xxxv) It is most important that supervisors who choose management by objectives as a performance appraisal tool use \_\_\_\_\_

- a) SMART goals
- b) EPM systems
- c) computerized notes
- d) graphic rating scales

(xxxvi) Which of the following is a performance appraisal problem that occurs when a supervisor's rating of a subordinate on one trait biases the rating of that person on other traits?

- a) recency effect
- b) halo effect
- c) central tendency
- d) discrimination

(xxxvii) A supervisor who frequently rates all employees as average on performance appraisals Most likely has a problem known as \_\_\_\_\_

- a) halo effect
- b) stereotyping
- c) central tendency
- d) strictness

(xxxviii) The \_\_\_\_\_ problem occurs when supervisors tend to rate all their subordinates consistently low.

- a) bias
- b) unclear standards
- c) central tendency
- d) strictness

(xxxix) Which of the following has most likely occurred when a supervisor conducting a performance appraisal is influenced by a subordinate's individual differences such as age, sex, and race?

- a) halo effect
- b) stereotyping
- c) central tendency
- d) broad banding

(xl) A \_\_ appraisal method combines the benefits of narratives, critical incidents, and quantified scales with specific behavioral examples of good or poor performance.

- a) Graphic rating scale
- b) BARS
- c) MBO
- d) Narrative

(xli) The term \_\_\_\_\_ is commonly used for those employees whose pay is calculated according to the number of hours worked.

- a) Pay
- b) Reward
- c) Wage
- d) Salary

(xlii) What are the major drawbacks of incentive schemes?

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

(xliii) The lowest wage employers can legally pay to workers according to legislation:

- a) Minimum wage
- b) Fair wage
- c) Living wage
- d) None of these

(xliv) The wage that can meet only bare physical needs of a worker and his family:

- a) Subsistence wage
- b) Fair wage
- c) Living wage
- d) Minimum wage

(xlv) An allowance designed for executives only to facilitate their frequent interactions with executives of other companies in prestigious city clubs:

- a) Fuel allowance
- b) Club allowance
- c) Chauffer allowance
- d) None of these

(xlvi) An allowance provided to compensate higher cost of living in a metropolitan or large cities:

- a) Dearness allowance
- b) City compensatory allowance
- c) Child education allowance
- d) None of these

(xlvii) Dearness allowance is a percentage of:

- a) Basic pay
- b) Cost to company
- c) Net pay after statutory deductions
- d) None of these

(xlviii) Straight piece-rate incentive is calculated on the basis of:

- a) Per unit of articles produced
- b) Articles produced per hour
- c) Both (Per unit of articles produced) and (Articles produced per hour)
- d) Neither (Per unit of articles produced) nor (Articles produced per hour)

(xlix) Strategic component of remuneration for executives:

- a) Basic pay
- b) Employee Stock Options
- c) Both (a) and (b)
- d) Neither (a) nor (b)

(l) Strategic merging of dearness allowance with basic pay is known as:

- a) Merger
- b) Neutralization
- c) Commutation
- d) None of these

(li) 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:

- a) Minimum wage
- b) Living wage



c) Fair wage

d) Subsistence wage

(lii) Difference in wages between people with similar skills within differing localities or industries as well as between employees with dissimilar skills within the same industry – is known as:

a) Equity of wage

b) Wage differential

c) Wage differential

d) None of these

(liii) An allowance provided to meet up house rent expenditure of employees – is:

a) Conveyance allowance

b) House rent allowance

c) Dearness allowance

d) None of these

(liv) Employee contribution to Employees' Provident Fund is a percentage of:

a) Basic pay

b) Dearness allowance

c) Both (Basic pay) and (Dearness allowance)

d) None of these

(lv) Employee incentive are:

a) Performance-linked component of remuneration

b) Statutory component of remuneration

c) Both (Performance-linked component of remuneration) and (Statutory component of remuneration)

d) Neither (Performance-linked component of remuneration) nor (Statutory component of remuneration)

(lvi) Strategic compensation management focuses on:

a) Employee motivation

b) Performance-to-pay linkage

c) Both (Employee motivation) and (Performance-to-pay linkage)

d) Neither (Employee motivation) nor (Performance-to-pay linkage)

(lvii) Employees' Provident Fund & Miscellaneous Provisions Act was enforced in:

a) 1947

b) 1958

c) 1952

d) 1955

(lviii) Who are the actors of Industrial Relations?

a) Workers and their organisations

b) Employers and their organisations

c) Government and the role of the State

d) all of these

(lix) What is the minimum number of trade union members requires in registering themselves as a union?

a) 7

b) 10

c) 5

d) 15

(lx) The main function of a conciliation officer is:

a) To conciliate all industrial disputes

b) To induce the parties to come to an amicable settlement

c) To adjudicate industrial disputes

d) None of these