



# BRAINWARE UNIVERSITY

**Term End Examination 2021 - 22**

**Programme – Master of Business Administration**

**Course Name – Human Resources Management**

**Course Code - MBA204**

**( Semester II )**

**Time allotted : 1 Hrs.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) HRM is more \_\_\_\_\_ whereas Personnel Management is slightly narrow
  - a) Detailed
  - b) Mechanical
  - c) Growth-oriented
- (2) \_\_\_\_\_ covers union-management relations, joint consultations, collective bargaining, grievance & disciplinary procedures, settlement of disputes, etc.
  - a) Personal Aspect of HRM
  - b) Welfare Aspect of HRM
  - c) Industrial Relations Aspect of HRM
  - d) All of these
- (3) Duties of 'HR' manager and staff functions consist of
  - a) Assisting line manager
  - b) Implementing the policies
  - c) Directing the tasks of people
  - d) All of these
- (4) Planning function of management process involves
  - a) Developing employees
  - b) Evaluating performance
  - c) Establishing departments
  - d) Establishing goals
- (5) The scope of human resource management are:
  - a) Planning
  - b) Recruitment
  - c) Selection
  - d) All of these
- (6) Which one of the following is not the specific goal of human resource management?
  - a) Recruitment
  - b) Selection
  - c) Cost control
  - d) Training
- (7) \_\_\_\_\_ strives to have right number & right kind of people at the right place & at the right time
  - a) Human Resource Acquisition
  - b) Human Resource Planning
  - c) Human Resource Development
  - d) Training



- a) Structured Interview
- b) Performance after Training
- c) Improvement after Training
- d) Employee Turnover Rate

(22) 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

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

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

(24) The stage next to unfreezing stage in Kurt Lewin's change model are:

- a) Changing
- b) Refreezing
- c) Collaborating
- d) Moving

(25)

KRA stands for
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- a) Key recruitment areas
- b) Key result areas
- c) Key remuneration areas
- d) None of these

(26) Which of the following terms refers to the process of evaluating an employee's current and/or past performance relative to his or her performance standards?

- a) Recruitment
- b) Employee selection
- c) Performance appraisal
- d) Employee orientation

(27) In most organizations, which of the following is primarily responsible for appraising an employee's performance?

- a) employee's direct supervisor
- b) company appraiser
- c) human resources manager
- d) EEO representative

(28) 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

(29) Which of the following is the most popular technique for appraising employee performance?

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

(30) 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

(31) Which performance appraisal tools 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

(32) 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

- (33) 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
- (34) 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
- (35) 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
- (36) Which performance appraisal problem is associated with supervisors giving all of their subordinates consistently high ratings?
- a) halo effect    b) leniency  
c) central tendency    d) strictness
- (37) Rewards offered to labors involved in production, are categorized as;
- a) Salary    b) Fringe benefits  
c) Wage    d) Commission
- (38) Currently Organizations are providing benefits to their employees
- a) To attract new blood in the organization                      b) To create stronger customer relationship  
c) To enhance the MARKET share                                      d) All of these
- (39) 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
- (40) Which of the following measurement methods rates employee performance relative to other employees?
- a) graphic rating scale    b) forced distribution  
c) likert scale    d) constant sums rating
- (41) Management by objectives (MBO) refers to an appraisal method, which
- a) is based on progress made toward the accomplishment of measurable goals                      b) combines the benefits of narratives, critical incidents, and quantified scales by assigningscale points with specific examples of good or poor performance  
c) requires that the supervisor keep a log of positive and negative examples of a subordinate's work-related behavior                      d) requires a supervisor to evaluate performance by assigning predetermined percentages ofthose being rated into performance categories
- (42) The term \_\_\_\_ is commonly used for those employees whose pay is calculated according to the number of hours worked.

- a) Pay  
c) Wage
- b) Reward  
d) Salary
- (43) Incentive is
- a) Fixed pay component  
c) Complimentary component
- b) Performance-linked variable pay component  
d) None of these
- (44) Dearness allowance is a
- a) Inflation-adjusted allowance  
c) Fixed pay component
- b) Perquisite  
d) None of these
- (45) The wage is a:
- a) Reward  
c) Price of labour
- b) Benefit  
d) None of these
- (46) The advantage of employee reward system includes:
- a) Better employee retention  
c) Cost control
- b) Better employee attitude  
d) All of these
- (47) What are the major drawbacks of incentive schemes?
- a) Conflict regarding scheme proposal  
c) Quality deterioration
- b) Violation of safety norms with an intention to produce more.  
d) All of these
- (48) The lowest wage employers can legally pay to workers according to legislation:
- a) a. Minimum wage  
c) c. Living wage
- b) b. Fair wage  
d) d. None of these
- (49) Gratuity is paid to the employee for every completed year of service or part thereof in excess of six months at the rate of 15 days wages based on last drawn wages by the employee. While calculating the 15 dais wages, the number of working days in a month are taken as \_\_\_\_\_
- a) a. 30  
c) c. 15
- b) b. 31  
d) d. 26
- (50) Dearness allowance is a percentage of:
- a) a. Basic pay  
c) c. Net pay after statutory deductions
- b) b. Cost to company  
d) d. None of these
- (51) Straight piece-rate incentive is calculated on the basis of:
- a) a. Per unit of articles produced  
c) c. Hours worked
- b) b. Articles produced per hour  
d) d. Hours worked
- (52) Employee contribution to Employees' Provident Fund is a percentage of:
- a) Basic pay  
c) Both (a) and (b)
- b) Dearness allowance  
d) None of these
- (53) The remuneration component provided to employee for recreational tours is known as:
- a) Conveyance allowance  
c) Dearness allowance
- b) Leave Travel Allowance  
d) None of these
- (54) As per the factories act, after how many years should the factory premises be painted and refurbished?
- a) 5 years  
c) 8 years
- b) 6 years  
d) 10 years
- (55) If there are \_\_\_\_ numbers of employees, then the employer has to provide a canteen.

- a) 250
- b) 150
- c) 320
- d) 320

(56) As per Factories Act, 1948 canteen should be provided in factory where more than \_\_\_ workers are employed

- a) 100
- b) 250
- c) 600
- d) 1000

(57) What is meant by the term 'collective bargaining'?

- a) A process by which a union negotiates with suppliers for the provision of e.g. office furniture
- b) A process by which a union meets with another union to discuss recruitment
- c) A process by which a union recruits new members
- d) A process by which a union negotiates with an employer on behalf of its members on matters concerning the terms and conditions of employment

(58) Conciliation is a method in which a third person:

- a) Mediates in and persuades the parties to come to an amicable settlement.
- b) Listens to both the parties and gives his own decision.
- c) Gives his decision without listening to the parties.
- d) None of these

(59) Who is an Adolescent as per Factories Act, 1948?

- a) who has completed 17 years of age
- b) who is less than 18 years
- c) who has completed 15 years but less than 18 years
- d) None of these

(60) First Aid Boxes is to be provided for \_\_\_ of persons

- a) 125
- b) 135
- c) 150
- d) 160