



BRAINWARE UNIVERSITY

Term End Examination 2021 - 22

Programme – Bachelor of Business Administration

Course Name – Human Resource Management

Course Code - BBAC402

(Semester IV)

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) Romila, a manager, delegates the authority for a project to Ramesh, her subordinate. Romila is most likely involved in which function of the management process?

a) staffing	b) organizing
c) motivating	d) leading
- (2) Which function of the management process includes selecting employees?

a) Organizing	b) Planning
c) Motivating	d) Staffing
- (3) Finding ways to reduce _____ is a key responsibility of management

a) Dissatisfaction	b) Uncertainty
c) Stress	d) None of the above
- (4) Which is the Human Relation Policy?

a) Open communication	b) Common interest
c) Mutual acceptance	d) None of the above
- (5) Assisting managers in HR functions of management, known as

a) line manager	b) staff manager
c) First line supervisor	d) all of above
- (6) Which of the following options is an important issue in the definition of communication

a) Transmission and reception of messages	b) Involvement of people
c) Process of communication	d) All of the above
- (7) Which one is not an operative function of HRM?

- a) Procurement
c) Controlling
- b) Development
d) Integration
- (8) _____ is the process of forecasting an organisations future demand for, and supply of, the right type of people in the right number.
- a) Human Resource Planning
c) Human Resource Management
- b) Recruitments
d) Human Capital Management
- (9) A process that is used for identifying and developing internal people with the potential
- a) Highly talented personnel
c) Succession planning
- b) Investing in human resources
d) None of the above
- (10) What is the major issue faced while doing personal planning
- a) Type of information which should be used in making forecasts
c) Multiple positions to be filled
- b) Types of people to be hired
d) All of the above
- (11) Feedback in career planning which focuses how well employees fit in future organizational plan is classified as
- a) reality feedback
c) spaced feedback
- b) massed feedback
d) tactile feedback
- (12) Which of these is the purpose of recruitment
- a) Make sure that there is match between cost and benefit
c) Help the firm create more culturally diverse work - force
- b) Help increase the success rate of the selection process by reducing the number of visibly underqualified or over qualified job applicants
d) None of the above
- (13) Which of these is the most important external factor governing recruitments?
- a) Sons of soil
c) Unemployment rate
- b) Labour market
d) Supply and demand
- (14) What is the main objective of the recruitment and selection process?
- a) Recruit the right candidates
c) To reduce the costs of recruiting
- b) Meet the high labour turnover
d) None of the above
- (15) Which is not an advantage of internal Source of recruitment
- a) Time saving
c) Less expensive
- b) New blood
d) increased cost
- (16) _____ 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
- (17) Promotion is a _____ source Recruitment
- a) Suitable
c) Internal
- b) Higher
d) External
- (18) The term procurement stands for
- a) Recruitment & selection
c) Purchase
- b) Promotion
d) T & D

- (19) Speed of Hiring is an advantage of _____
- a) Internal Source of Recruitment b) External Source of Recruitment
c) Psycho motor test d) Mental Ability Test
- (20) Which of the following is a benefit of employee training?
- a) Improves morale b) Helps people identify with organisational goals
c) Provides learning, growth and co - ordination d) All of the above
- (21) Which of these is an off - the - job training method?
- a) Television b) Job rotation
c) Orientation training d) Coaching
- (22) Which of the following is a learning principle
- a) Recognition of individual differences b) Schedules of learning
c) Transfer of learning d) All of the above
- (23) _____ is an objective assessment of an individual's performance against well-defined benchmarks
- a) Performance Appraisal b) HR Planning
c) Information for goal identification d) None of the above
- (24) Which of the following is an alternate term used for performance appraisal?
- a) Quality and quantity of output b) Job knowledge
c) Employee assessment d) None of the above
- (25) How performance appraisal can contribute to a firm's competitive advantage?
- a) Ensures legal compliances b) Minimizing job dissatisfaction and turnover
c) Improves performance d) All of the above
- (26) What do successful analysers tend to examine?
- a) Division and corporate performance evaluation b) Current performance with past performance
c) Ideal appraisal process d) None of the above
- (27) Which is the simplest and most popular technique for appraising employee performance?
- a) Rating Scales b) Critical Incident
c) Cost accounting d) BARS
- (28) 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 the above
- (29) Performance appraisal aims at
- a) goals of employees b) Goals of organisation
c) both a & b d) Neither a nor b
- (30) "If a worker has few absences, his supervisor might give him a high rating in all other areas of work" this is an example of _____ bias in Performance Appraisal
- a) Halo effect b) Central Tendency
c) Personal Biases d) Stereo Typing

- (31) "He is not formally dressed up in the office. He may be casual at work too!". This is an example of _____ bias in Performance Appraisal
- a) Halo effect
b) Central Tendency
c) Horn effect
d) Stereo Typing
- (32) Benefits of Performance Appraisal to the organisation does not include
- a) Documentation
b) Legal protection
c) Motivation
d) Performance review
- (33) What is about designing and implementing total compensation package with a systematic approach to providing value to employees in exchange for work performance?
- a) Compensation Management
b) Performance Management
c) Human Resource Management
d) Personnel Management
- (34) Compensation is a systematic approach to providing monetary value to employees in exchange for _____
- a) Skills
b) Knowledge
c) Work performed
d) Damages held
- (35) Which are the three types of equities mentioned in the equity theory?
- a) Internal
b) External
c) Individual
d) All of the above
- (36) What is the alternate name for incentives?
- a) Gratuity
b) Paid holidays
c) Payments by result
d) None of the above
- (37) Who are the two main stakeholders in an organisation?
- a) CEO and top management
b) Employers and employees
c) Executives and owners
d) None of the above
- (38) Which of these is an internal factor influencing remuneration?
- a) Business strategy
b) Cost of living
c) Legislations
d) Society
- (39) Which of the wage concept is higher than fair wage?
- a) Minimum wage
b) Living wage
c) Team based pay
d) None of the above
- (40) In which year did the Industrial Dispute act come into operation
- a) 1947
b) 1949
c) 1953
d) 1963
- (41) Rights reserved with the employers such as direct, control and manage its business are called
- a) Management rights
b) Provision rights
c) Mandatory provisions
d) Union security provision
- (42) Bargaining issues that are identified by laws and court decisions are classified as
- a) Provision security issues
b) Illegal issues
c) Permissive issues
d) Mandatory issues
- (43) Who is known as 'safety valve' in the field of industrial relations

- a) Employer
c) Safety office
- b) Trade Union
d) Welfare officer.
- (44) Absence of strikes and lock-outs is an indicator of:
- a) Peaceful industrial relations
c) Disturbed industrial relations
- b) Friendly industrial relations
d) None of the above
- (45) Which of the following is said to be an important aspect of industrial relations?
- a) Profit and loss of the organisation
c) Conflict and co-operation.
- b) Future expansion programme
d) Quality Control
- (46) Which of the following areas cannot be directly included in the field of industrial relations?
- a) Trade Union Recognition
c) Minimum wages, Fair wages and Living wages.
- b) Strike and Lock-out
d) Collective bargaining
- (47) Which of the following methods is more prominent in settling industrial disputes in India?
- a) Voluntary Arbitration
c) Adjudication
- b) Conciliation
d) Mediation
- (48) The history of conciliation started in India from:
- a) The Employers and Workmen (Disputes) Act, 1980.
c) The Defence of India Rules, 1940.
- b) The Trade (Disputes) Act, 1929.
d) The Industrial Disputes Act, 1947.
- (49) Disputes of interest refer to those disputes which arise because the workers want to:
- a) Create some new rights.
c) Obtain some new concessions.
- b) Get some new privilege.
d) All the above.
- (50) According to Mahatama Gandhi which one is the best method for settlement of industrial disputes?
- a) Conciliation
c) Collective bargaining
- b) Mediation
d) Voluntary Arbitration.
- (51) Which one of the following cannot be said to be an industrial dispute
- a) Disputes between employer and employer.
c) Disputes between workmen & workmen
- b) Disputes between employer and workmen.
d) Disputes between employer and the customer.
- (52) A lightning strike denotes:
- a) Going on strike after serving a notice of strike.
c) Going on strike after making all necessary preparation
- b) Going on strike after obtaining strike ballot
d) Going on strike suddenly.
- (53) In a situation to be called as strike, which of the following must be present?
- a) Plurality of workmen
c) Acting in combination or concerted action under a common understanding.
- b) Cessation of work or refusal to continue to work.
d) All the above.
- (54) Wild cat strike means:

- a) A strike declared suddenly and without prior notice.
- b) Workers resorting to violence during the strike.
- c) A strike declared with the prior notice.
- d) Standing demonstration at the gate of organization.

(55) In India, the 'right to strike' is:

- a) A Fundamental Right.
- b) Conferred by legislation
- c) Provided under the directive Principal of state policy.
- d) Conferred of Government order.

(56) 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.

(57) There will be no need of notice of retrenchment if:

- a) The worker has committed a minor misconduct.
- b) If he is a trade union member.
- c) If he has not completed his one year of continuous service.
- d) others

(58) Where any workman has been retrenched in an organisation and the employer proposes to make further employment in the same category, the industrial disputes act say that the:

- a) Retrenched workers will not be re-employed again.
- b) Only fresh workers will be taken into employment.
- c) Retrenched workers will have preference over other workmen if they offer for re-employment.
- d) None of the above.

(59) The provisions regarding closure have been given under:

- a) Trade union Act, 1926.
- b) Industrial disputes act, 1947.
- c) Industrial Employment (Standing Order) Act, 1948
- d) None of the above.

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

- a) Agreement
- b) Settlement
- c) Award
- d) Judgment