



## BRAINWARE UNIVERSITY

**Term End Examination 2021 - 22**  
**Programme – Bachelor of Business Administration**  
**Course Name – Human Resource Management**  
**Course Code - BBA403**  
**( Semester IV )**

**Time allotted : 1 Hrs.25 Min.**

**Full Marks : 70**

[The figure in the margin indicates full marks.]

**Group-A**

(Multiple Choice Type Question)

1 x 70=70

*Choose the correct alternative from the following :*

- (1) When managers use metrics to assess performance and then develop strategies for corrective action, they are performing the \_\_\_\_\_ function of the management process.
 

a) Planning	b) Leading
c) Controlling	d) Organizing
- (2) The actual achievements compared with the objectives of the job is
 

a) Job performance	b) Job evaluation
c) Job description	d) None of the above
- (3) HRM is concerned with
 

a) Worker	b) Industrial relation
c) Field Staff	d) All employees
- (4) A company's ' HR' department can create an advisory relationship through
 

a) line authority	b) staff authority
c) hiring authority	d) none of the above
- (5) Which one is not a managerial function of HRM?
 

a) Planning	b) Compensation
c) Directing	d) Organizing
- (6) Which one does not fall under compensation function of HRM?
 

a) Wage & salary administration	b) Bonus
c) Induction	d) Incentive
- (7) Which of the following factors state the importance of the Human Resource Planning?
 

a) Allows human resource managers to anticipate and develop the skills most valuable to an organization	b) Meet current and future demand for talent
c) Provides a path for future development by establishing a career ladder	d) All of the above

blishing a reservoir of talent capable of filling leadership roles

- (8) \_\_\_\_\_ is the process of estimating the quantity and quality of people required to meet future needs of the organisation.
- a) Demand forecasting
  - b) Supply forecasting
  - c) Environmental forecasting
  - d) None of the above
- (9) Environmental uncertainties is one of the factors that affects
- a) HRM
  - b) SHRM
  - c) HRP
  - d) HRD
- (10) Series of positions that a person occupies throughout the life regarding job is classified as
- a) organization planning
  - b) careers
  - c) career planning
  - d) learning plans
- (11) Self-assessment test in which the employees were asked about the preferences regarding occupation is classified as
- a) tactile interest inventory
  - b) swat test of career
  - c) strong vocational interest inventory
  - d) Lindzey study of values
- (12) The poor quality of selection will mean extra cost on \_\_\_\_\_ and supervision
- a) Training
  - b) Recruitment
  - c) Work quality
  - d) None of the above
- (13) Which is not an advantage of external Source of recruitment
- a) New blood
  - b) More competition
  - c) Less expensive
  - d) Less partial
- (14) \_\_\_\_\_ is the application form to be filled by the candidate when he goes for recruitment process in the organisation
- a) Job application
  - b) Formal application
  - c) Application blank
  - d) None of the above
- (15) \_\_\_\_\_ is a selection test to judge the coordination between hands & eye
- a) Personality test
  - b) Intelligence Test
  - c) Psycho motor test
  - d) None of the above
- (16) Campus selection is a \_\_\_\_\_ source of recruitment
- a) Fresh
  - b) Modern
  - c) External
  - d) Internal
- (17) \_\_\_\_\_ refers to the learning opportunities designed to help employees grow.
- a) Training
  - b) Development
  - c) Education
  - d) All of the above
- (18) Which of these is the benefit of needs assessment?
- a) Assessment makes training department more accountable
  - b) Higher training costs
  - c) Loss of business
  - d) Increased overtime working
- (19) A systematic method to teach skills for job while presenting facts and getting feedback is called
- a) job rotation
  - b) off the job training
  - c) job instruction training
  - d) programmed learning
- (20) What is linked with performance appraisal?
- a) Job Design
  - b) Development

- c) Job analysis  
d) None of the above
- (21) Which of these is the main purpose of employee assessment?  
a) Making correct decisions  
b) To effect promotions based on competence and performance  
c) Establish job expectations  
d) None of the above
- (22) Performance appraisal is also done for identifying \_\_\_\_\_.  
a) Staffing needs  
b) Job behaviour  
c) Training needs  
d) None of the above
- (23) Which of these is an issue while designing an appraisal programme?  
a) Quality  
b) What methods of appraisal are to be used  
c) Quantity  
d) Cost of effectiveness
- (24) When appraisals are made by superiors, peers, subordinates and clients then it is called \_\_\_\_\_.  
a) 360 degree feedback  
b) 180 degree feedback  
c) Self - appraisal  
d) None of the above
- (25) The performance Appraisal method BARS stands for  
a) Behavioral Attitude rating system  
b) Behavioral Attitude  
c) Behavioral Aptitude Ranking System  
d) Behavioral Anchored Rating Scale
- (26) Which of the following is not a Performance Appraisal Biases  
a) Halo effect  
b) Central Tendency  
c) Personal Biases  
d) Wrong survey
- (27) What evaluates whether human resource programs being implemented in the organization have been effective?  
a) Performance appraisal  
b) Feedback  
c) Survey  
d) Exit interviews
- (28) \_\_\_\_\_ is a systematic approach to providing monetary value to employees  
a) Salary  
b) Allowances  
c) Compensation  
d) Rewards
- (29) Which of the following option is a component of remuneration?  
a) Fringe Benefits  
b) Commitment  
c) External equity  
d) Motivation
- (30) \_\_\_\_\_ involves the perceived fairness of pay differentials  
a) External equity  
b) Individual equity  
c) Internal equity  
d) All of the above
- (31) Which of these is an immediate consequence of pay dissatisfaction?  
a) Strikes  
b) Grievances  
c) Turnover  
d) Job dissatisfaction
- (32) Which of the following is a challenge mentioned in remuneration?  
a) Employee participation  
b) Pay secrecy  
c) Comparable worth  
d) All of the above
- (33) Identify the major actor of industrial relations from the following  
a) Employers  
b) Unions  
c) Government  
d) all of the above
- (34) Industrial Relation refer to :

- a) Central Government and State Government relations.      b) Employer, Employees and Government relationship.
- c) Management and Customers relationship.      d) Government and Public relations.
- (35) Which one of the following cannot be included under the purview of industrial relations?
- a) Relations between trade unions and trade unions      b) Relations between employers and trade unions
- c) Relations between employers and customers      d) Relations between state, employer and trade unions
- (36) Bipartite industrial relations include relations between:
- a) Management and unions      b) Union and government
- c) Management & Government      d) Management, Government & Union
- (37) Which of the following machinery cannot be said to be bipartite machinery in the field of industrial relations?
- a) Works Committee      b) Joint Management Council
- c) Shop Level Council      d) Canteen committee
- (38) Disputes of rights arise when workers are deprived of a right conferred to them through:
- a) The constitution India.      b) Some Legislation.
- c) Standing orders, awards, settlement and agreements.      d) All the above.
- (39) The conciliation officer generally concludes his proceeding within:
- a) Ten Days      b) Fourteen days.
- c) One month.      d) Two months.
- (40) 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
- (41) Which one of the following is the last weapon in the hands of workers:
- a) Lay-off.      b) Lock-out.
- c) Closure      d) Strike
- (42) Lockout is:
- a) A reward      b) An industrial action.
- c) An incentive.      d) None of the above
- (43) A temporary closing of employment due to industrial dispute or the suspension of work or the refusal by an employer to continue to employ any number of persons engaged by him would mean that :
- a) The industrial establishment is close down.      b) The industrial establishment is locked out.
- c) The workmen of the industrial establishment are kept under suspension.      d) None of the above
- (44) 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.
- (45) Retrenchment in organizations employing less than 100 workers can be done only when:
- a) The workmen has been given at least one month notice in writing indicating the reasons of retrenchment or wages in lieu of notice.      b) The workmen has been paid retrenchment compensation.
- c) A notice served on the appropriate government.      d) All the above.

- (46) According to the industrial disputes act, 1947, the employer will normally retrench :
- The senior most worker of that category.
  - An inefficient worker of that category.
  - Any worker of that category.
  - The last person to be employed in that category.
- (47) Termination of the services of surplus employees from any organisation is called:
- Disciplinary action.
  - Retirement
  - Lay-off.
  - Retrenchment
- (48) Closure means \_\_\_\_\_
- Closing down the place of work for a short period.
  - Closing down the place of employment permanently.
  - Suspension of work due to shortage of raw materials.
  - Refusal to give employment due to industrial disputes.
- (49) Which of the following industrial actions was declared as a cognizable offence liable with imprisonment and fine by the Calcutta High Court in 1967?
- Strike
  - Lock-out
  - Gherao
  - Picketing
- (50) The method of collective bargaining refers to:
- Negotiations between Employer, workers and Government Representative.
  - Negotiations between Employer's representative and Trade union's Representative.
  - Negotiations between Employers and the Government.
  - Negotiations between Employer, and Customers.
- (51) Which of the following weakens collective bargaining
- Inter-union rivalries
  - Absence of a collective bargaining legislation
  - Hostility among the parties
  - All the above
- (52) Which of the following is not a purpose of collective bargaining?
- Waste minimization and pollution control.
  - Determination of terms and conditions of employment.
  - Settlement of industrial disputes.
  - None of the above
- (53) Which one of the following types of trade unions is mostly found in industrial organizations in India?
- Craft Union.
  - Industrial Union.
  - Federation
  - Company Union
- (54) Agreement through which terminated employees agree to get benefits in exchange of not to sue employers, is classified as
- Separation agreement
  - Contractual agreement
  - Statutory agreement
  - Non separable agreement
- (55) Employees' inability to perform assigned task is classified as
- Misconduct
  - Lack of qualifications
  - Unsatisfactory satisfaction
  - Insubordination
- (56) Strategic thinking is a \_\_\_\_\_ process.
- Short term
  - Long term
  - Continuous
  - All of the above
- (57) Finding ways to reduce \_\_\_\_\_ is a key responsibility of management.
- Uncertainty
  - Costs
  - Absenteeism
  - All of the above
- (58) The most common practices observed in e – recruitment are:

- a) Adding recruitment to existing organisational websites      b) Using special recruitment websites
- c) Developing interactive tools for processing applications      d) All of the above
- (59) The \_\_\_\_\_ and control systems should be altered to support the strategic human resource function.
- a) Appointment      b) Reward
- c) Job allotment      d) None of the above
- (60) Assistance to top level management for strategic plans is provided by
- a) Transactional HR group      b) Embedded HR group
- c) Corporate HR group      d) Center of expertise
- (61) The primary source of competitive advantage in SHRM is
- a) People      b) Pattern
- c) Technology      d) Process
- (62) Which one of the resources provide utility value to all other resources?
- a) Finance      b) Men
- c) Machine      d) Capital
- (63) Which one will assist the HR department to take decisions in critical situations with ease?
- a) HR Policies      b) HR Goals
- c) HR Objectives      d) HR strategies
- (64) Which one is the set of procedures which is developed to make the things happen in a systematic way?
- a) Standing Order      b) Rules
- c) Policies      d) Strategies
- (65) The Panel of employees who get statements from other disciplined subordinates to make decisions is called
- a) Peer review panel      b) Instructive panel
- c) Constructive panel      d) Distributive panel
- (66) The process which involves the third party usually neutral in nature while making decisions is classified as
- a) Procedural justice      b) Constructive justice
- c) arbitration      d) ombudsman
- (67) The situation in which employer makes conditions intolerable intentionally to employee to quit the job is classified as
- a) wrongful discharge      b) Distributive discharge
- c) Due process discharge      d) Constructive discharge
- (68) \_\_\_\_\_ is a continuous association of wage earners for the purpose of protecting and advancing the conditions of their working lives
- a) management      b) trade union
- c) quality circle      d) productivity circle
- (69) \_\_\_\_\_ is employee self control which prompts him to willingly cooperate with the organizational standards, rules, objectives etc
- a) culture      b) behaviour
- c) discipline      d) trust
- (70) Corrective action should be immediate, impartial and consistent with a warning- this is called the

- a) common disciplinary rule
- c) ciscos disciplinary rule

- b) red hot stove rule
- d) yellow hot stove rule