Multiple Choice Single Answer
Question What is concerned with developing a pool of candidates in line with the human resources plan?
Correct Answer Recruitment
Your Answer Development

Multiple Choice Single Answer
Question What is an essential ingredient for a successful benchmarking programme?
Correct Answer Focus on critical success factors.
Your Answer Carrying and learning from other leading companies excelling in specific areas.

Match The Following
Question Correct Answer Your Answer
Continued self development A leadership quality Success formula
"Working on your liabilities" Life long mission Officiating Assignment
Assignment to some important task force or committee Offsetting Plateauing effect Offsetting Plateauing effect
Need-opportunity Alignment Crucial role played by HRD Crucial role played by HRD

Multiple Choice Multiple Answer
Question A Managerial Walkabouts presents the students with some basic challenges, such as -
Correct Answer Logical Enquiry, Service, Adventure
Your Answer Logical Enquiry, Service, Adventure

Multiple Choice Single Answer
Question The TQM philosophy was evolved or theorised by -
Correct Answer Demming
Your Answer Demming

Select The Blank
Question For closure, every worker is to be compensated with ______ average pay for every year of service completed
Correct Answer 15 days
Your Answer 15 days

Select The Blank
Question In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ________.
Correct Answer Development needs for growth
Your Answer Development needs for growth

Multiple Choice Multiple Answer
Question What are the common job responsibilities of an executive?
Correct Answer Co-ordinate Training Programme, Keep cost within budget, Publish House Journal
Your Answer Co-ordinate Training Programme, Keep cost within budget, Publish House Journal

True/False
Question Eight members is considered to be the norm as to the no. of members constituting a QC-
Correct Answer True
Your Answer True

Select The Blank
Question HRD means competence building, commitment building, and ________ building.
Correct Answer culture
Your Answer culture
Select The Blank
Question A major reason for resistance to re-engineering is a challenge to the existing _______.
Correct Answer hierarchy
Your Answer hierarchy

Multiple Choice Single Answer
Question Who found that customer perceptions & attitudes were affected by what employees experienced?
Correct Answer Schneider
Your Answer Schneider

True/False
Question Career planning is essentially the process of aligning the career needs of the employee with the organisational career opportunities
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Within the establishment stage of the career development cycle, what are very important occasions for a young employee?
Correct Answer The first promotion, Successfully completed assignment, The first performance appraisal
Your Answer The first promotion, Successfully completed assignment, The first performance appraisal

Select The Blank
Question 360-Degree Feedback enhances the quality of ________ decisions.
Correct Answer HR
Your Answer HR

Select The Blank
Question Business re-engineering often shift the power base, changing the 'command - and - control' approach to ________.
Correct Answer 'Mobilised -and - enable'
Your Answer 'Mobilised -and - enable'

Select The Blank
Question For closure government permission is required at least ________ days before the intended closure
Correct Answer 90
Your Answer 90

Multiple Choice Multiple Answer
Question There are companies where the HR department lists out the raters by choosing randomly from the participant's list of work related employees. Each rater receives an envelop having the following :-
Correct Answer Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator
Your Answer Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator

True/False
Question Proper implementation and support of all management levels are not very crucial for the success of HRD audit
Correct Answer False
Your Answer False

True/False
Question The process of 360 Degree appraisal is broken into two stages - planning, implementation.
True/False
Question An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question What are the main issues stressed out throughout the workshop?
Correct Answer Openness to feedback, Developmental attitude
Your Answer Openness to feedback, Developmental attitude

Multiple Choice Single Answer
Question Why is it that trade union leaders, particularly those connected with political parties may strongly oppose management participation in Trade Union? Because they are of the views that -
Correct Answer Their influence is decelerated among the members.
Your Answer Their influence is decelerated among the members.

Multiple Choice Multiple Answer
Question Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.-
Correct Answer Supportive atmosphere, Empathetic atmosphere, Setting goals
Your Answer Supportive atmosphere, Empathetic atmosphere, Setting goals

Select The Blank
Question In the Development Grade Method of career planning the selected staff for this grade would remain there only for ________ years
Correct Answer two
Your Answer two
### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade union is a group of two people who come to strengthen their bargaining position.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the concept of groups of employees working towards different goals with little knowledge of other functions or understanding of overall goals of the organisation?</td>
<td>Compartmentalisation</td>
<td>Intra-prenurship</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most HRD audit are due to failures of ________.</td>
<td>Implementation</td>
<td>Implementation</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which system emphasis a lot on the need to motivate people</td>
<td>Human Resource Development</td>
<td>Human Resource Development</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The human resource department should move out from routine transactional activities and let IT take care of their activities.</td>
<td>True</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whose development plays an integral part in a Company today.</td>
<td>Employee</td>
<td>Manager</td>
</tr>
</tbody>
</table>
### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>While evaluating ________ jobs, where nature of work is difficult to be</td>
<td>manegerial</td>
<td>manegerial</td>
</tr>
<tr>
<td>expressed in quantifiable numbers.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A major reason for resistance to re-engineering is a challenge to the</td>
<td>hierarchy</td>
<td>processes</td>
</tr>
<tr>
<td>existing ________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the prerequisites for the perfect functioning of management</td>
<td>The union should be well organised with sounds rules, the coverage of items for discussion &amp; participation should be pre -set, both parties should have implicit faith in information supplied by the other</td>
<td>The number of unions should be limited between fire &amp; six, The union should be well organised with sounds rules, both parties should have implicit faith in information supplied by the other</td>
</tr>
<tr>
<td>participation in trade unions</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The modern HR function has HRD at its core.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job analysis</td>
<td>It is one of the job evaluation process which finds out relevant facts.</td>
<td>It is one of the job evaluation process which finds out relevant facts.</td>
</tr>
<tr>
<td>Non-quantitative job evaluation category.</td>
<td>Simple ranking and grading are palced under such category.</td>
<td>Point system and factor comparison methods are placed under such category.</td>
</tr>
<tr>
<td>Quantitative job evaluation</td>
<td>Point system and factor comparison methods are placed under such category.</td>
<td>Simple ranking and point system are placed under such category.</td>
</tr>
<tr>
<td>The beneficiaries to business firms by job evaluation</td>
<td>It enables Cos. to get data in local wage surveys to establish job classification.</td>
<td>It enables Cos. to get data in local wage surveys to establish job classification.</td>
</tr>
</tbody>
</table>
Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The major issue to be resolved while framing ______ philosophy is</td>
<td></td>
</tr>
<tr>
<td>whether to promote largely from within the organisation or to hire</td>
<td></td>
</tr>
<tr>
<td>people from outside at all levels.</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Recruitment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A programme that allows flexible entering &amp; learning (the organisation)</td>
<td></td>
</tr>
<tr>
<td>times for the employees is known as -</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Flexitime</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Flexitime</td>
</tr>
</tbody>
</table>

Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A strong ______ can have a lasting effect and provide sustenance to</td>
<td></td>
</tr>
<tr>
<td>an organisation.</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Culture</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Culture</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the process in the development of managerial personnel.</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Performance planning , Performance appraisal , Coaching</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Performance planning , Performance appraisal , Coaching</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the basic appraisal qualities:</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Action , Judgement , Alertness</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Action , Judgement , Alertness</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The &quot;Zero defects&quot; concept defined TQM as -</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>The system to be used is prevention.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>The system to be used is prevention.</td>
</tr>
</tbody>
</table>

True/False

<table>
<thead>
<tr>
<th>Question</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>After the world War II, 'Made in Japan' became a synonym for shoddy</td>
<td></td>
</tr>
<tr>
<td>goods, but the TQM concept put it on the map.</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
</tbody>
</table>
Your Answer True

Multiple Choice Single Answer
Question What is that describes the duties of the job, authority relationship, skills requirement, conditions of work etc.
Correct Answer Job analysis
Your Answer Job evaluation

True/False
Question Politician as the custodian of the nation has the responsibility to protect the interest of all the parties envolved in the process of organisation
Correct Answer False
Your Answer True

Multiple Choice Single Answer
Question What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer Recruitment
Your Answer Training

True/False
Question The final step in manpower planning is to ensure that the supply will match the demand in future.
Correct Answer False
Your Answer False

Select The Blank
Question Under ________ method jobs are arranged from highest to lowest, in order of their value to the organisation.
Correct Answer ranking
Your Answer ranking

Multiple Choice Single Answer
Question The belief that a human resource, when put through different management development programmes, is converted into a good management resources is supported by which common approach?
Correct Answer Manufacturing approach
Your Answer Agricultural approach

Select The Blank
Question In indian since the liberalisation process in 19991, FDI flows have developed each year & exports are up by more than ________
**Multiple Choice Multiple Answer**

**Question**
Job performance refers to :-

**Correct Answer**
The actual achievements compared with the objectives of the job.

**Your Answer**
Successful completion of an assigned task contributing to the organisation goals. , The actual achievements compared with the objectives of the job. , The actual achievements of the individual compared with the target / expectations.

**Multiple Choice Multiple Answer**

**Question**
What are the limitations of HRD Audits?

**Correct Answer**
Becoming more of a political game than a genuine effort for improvement. , Failures of implementations , Does not give evaluation of individuals but focuses on unit & systems

**Your Answer**
Becoming more of a political game than a genuine effort for improvement. , Failures of implementations , Becoming more of a social game than a genuine effort for improvement

**Select The Blank**

**Question**
Union leaders at different levels & at federations are elected on

**Correct Answer**
democratic principle

**Your Answer**
democratic principle

**Multiple Choice Single Answer**

**Question**
What was the key essential objective of the changed economic policy at the global level

**Correct Answer**
to integrate the Indian economy with the world economy,

**Your Answer**
to integrate the Indian economy with the world economy,

**True/False**

**Question**
The degree to which an individual possess the innate quality of breath of mind is the most direct indication of the individual's ultimate potential.

**Correct Answer**
True

**Your Answer**
True

**True/False**

**Question**
Eight members is considered to be the norm as to the no. of members constituting a QC-

**Correct Answer**
True
### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the first three phases that make up the process of the feedback exercise -</td>
<td>Participants orientation, Questionnaire distribution, Monitoring &amp; follow up</td>
<td>Participants orientation, Questionnaire distribution, Monitoring &amp; follow up</td>
</tr>
</tbody>
</table>

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need for HRD Audit</td>
<td>It attempts to find out the future HRD needs of the company after assessing the current HRD activities &amp; inputs</td>
<td>It attempts to find out the future HRD needs of the company after assessing the current HRD activities &amp; inputs</td>
</tr>
<tr>
<td>Limitation of HRD Audit</td>
<td>It does not give evaluation of individuals but focuses on unit and systems.</td>
<td>It gives evaluation of individuals but does not focus on unit and systems.</td>
</tr>
<tr>
<td>Definition of HRD Audit</td>
<td>It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company</td>
<td>It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company</td>
</tr>
<tr>
<td>Role of HRD Audit in business improvement</td>
<td>It helps in changes in the styles of the top management</td>
<td>It helps in changes in the styles of the top management</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Finance Minister also expressed the government's intention to eventually raise total resource allocation for education to how much percent of the GDP in a phased manner?</td>
<td>0.05</td>
<td>0.06</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance:</td>
<td>By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction</td>
<td>By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every employee also has a succession plan to him, which is also known as -</td>
<td>Shadow planning</td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>----------</td>
<td>--------</td>
</tr>
<tr>
<td>In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?</td>
<td>Exporatory stage</td>
</tr>
<tr>
<td>Ulrich (1994) says: The idea of utilising human resource as a strategic business partner is still at a level of ________ rather than reality.</td>
<td>Rhetoric</td>
</tr>
<tr>
<td>Experience has shown HRD audit has tremendous impact on business in areas like:</td>
<td>strategic Planning, role clarity, Streamlining practices</td>
</tr>
<tr>
<td>Such a first attempt was made by the Congrece Government, but who was the main person behind such a revolution in policies?</td>
<td>Narasinha Rao</td>
</tr>
<tr>
<td>Long range planning are beyond eight years</td>
<td>False</td>
</tr>
<tr>
<td>360-Degree Feedback enhances the quality of ________ decisions.</td>
<td>HR</td>
</tr>
<tr>
<td>In order to attain the support of Line Managers many organisations have formulated Training Committees or Management Development</td>
<td></td>
</tr>
</tbody>
</table>
Committee, membership consists of -

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of Chairman, Training Managers is the member-Secretary in such committee.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of Chairman, Training Managers is the member-Secretary in such committee.</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>One of the importance of HRD is</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Role clarity</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Role clarity</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>The differences in which kind of faiths among the people is hurdle in the HRD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Religious</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Social</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Career planning is essentially the process of aligning the career needs of the employee with the organisational career opportunities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>_assignment can also be recommended for career development.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Rotational</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Rotational</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>What are judgments of characteristics, traits of employees &amp; impact of these characteristics &amp; traits on their performance.</th>
<th>Correct Answer</th>
<th>Appraisals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Appraisals</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Workers and trade unions never participate in the management of human resources</th>
<th>Correct Answer</th>
<th>False</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>True</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Some organisations use ________ &amp; committee management as techniques of training &amp; development for flexitime systems</th>
<th>Correct Answer</th>
<th>Job rotation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Job enrichment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>During the pre-reform period what was the industrial growth during the 1950-60 period essentially</th>
<th>Correct Answer</th>
<th>7% to 9%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>7% to 9%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Through the BPR Programme an experience a sense of ownership in a company only if the organisation believes in:</th>
<th>Correct Answer</th>
<th>Caring (honest &amp; open communication &amp; mutual support), Sharing (with teams having a common objectives), Daring (encouraging entrepreneurial adaptation capabilities)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Caring (honest &amp; open communication &amp; mutual support), Sharing (with teams having a common objectives), Daring (encouraging entrepreneurial adaptation capabilities)</td>
<td></td>
<td></td>
</tr>
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**Match The Following**

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<thead>
<tr>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limitation of manpower planning.</td>
<td>Inaccuracy.</td>
<td>Deaths, dismissals</td>
</tr>
<tr>
<td>Manpower planning method.</td>
<td>Long range estimates of vacancies.</td>
<td>Long range estimates of vacancies.</td>
</tr>
<tr>
<td>Step involved in manpower planning</td>
<td>Selecting adequate source of recruitment.</td>
<td>Long, short and medium forecasts.</td>
</tr>
<tr>
<td>Name the three types of forecast</td>
<td>Economic, employee market, co's sales expansion forecasts.</td>
<td>Economic, employee market, co's sales expansion forecasts.</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>360-Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Individual learning, Organisational learning, Improved Individual behaviour</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Individual learning, Improved Individual behaviour, Improved Action planning</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Ranking system measures each job in comparison with other jobs in terms of the relative importance of the following factors:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Supervision &amp; leadership, Co-operation &amp; association outside the line of authority, Probability &amp; consequences of errors</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Supervision &amp; leadership, Leadership &amp; management, Co-operation &amp; association outside the line of authority</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Potential refers to the likelihood of the job holder making a future contribution to the employing organisation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What are the major advantages of a Generic Benchmarking Technique?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals, Proven systems can be implemented with minimal modification</td>
</tr>
<tr>
<td>Your Answer</td>
<td>It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals, Proven systems can be implemented with minimal modification</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>The HRD outcomes can influence the organisation’s business goals which may be in terms of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Higher productivity, Satisfied customers, Satisfied stockholders</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Higher productivity, Satisfied customers, Satisfied stockholders</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What are the objectives of a quality control programme?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Improvement in standard of goods with very little increase in cost of production, Improvement in minimizing wastages, Conformance with desired standards</td>
</tr>
<tr>
<td>Your Answer</td>
<td>An effective inspection &amp; control system, Conformance with desired standards, Improvement in minimizing wastages</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>________ is known not to hold overly one-sided views.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Judgement</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer
**Question** List the measures to overcome the HRD problems in India

**Correct Answer** Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

**Your Answer** Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

### True/False
**Question** An urgency motivation can be explained by a situation where dynamic profitable organisations foresee a crisis and initiate a radical transformation by breaking status barriers & restructuring organisational relationships.

**Correct Answer** True

**Your Answer** False

### Multiple Choice Single Answer
**Question** Participation of management representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -

**Correct Answer** To exchange their contradictory views

**Your Answer** To thrash out the problem

### Multiple Choice Single Answer
**Question** Why Companies go for HRD Audit?

**Correct Answer** Promoting Professionalism

**Your Answer** Promoting Professionalism

### Multiple Choice Multiple Answer
**Question** If employee fedrations & unious are mismanaged they-

**Correct Answer** Disturb the smooth functioning & growth of organisations, affect industrial peace, affect effective management of personnel

**Your Answer** Disturb the smooth functioning & growth of organisations, Manipulate company policies, affect industrial peace

### Multiple Choice Multiple Answer
**Question** Under HRD, name the factors that act as motivating forces

**Correct Answer** Job enrichment, Informal organisation, Participative management

**Your Answer** Employee enrichment, Job enrichment, Informal organisation
Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>A means providing the employee with necessary tools &amp; authority to overcome obstacles to achieving goals.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Employee empowerment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Employee empowerment</td>
</tr>
</tbody>
</table>

Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>A having openness, trust, authenticity as its bed rock is highly suitable for 360 - degree appraisal.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Culture</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Atmosphere</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Suitable compensation plan , Selection of the right people , Good performance appraisal system</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Selection of the right people , Good performance appraisal system , Training to managers</td>
</tr>
</tbody>
</table>

True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Transfer of technology does not mean merely shifting technology from one place to another</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>If supply of labour is higher than demand, which factor would be relatively low?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Wage</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Incentive</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What are the action steps for effective Benchmarking?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Identifying the human resources related areas to be benchmarked. , Prepare a report that documents the processes, functions, its extent &amp; result areas , Understand why such a study is being conducted</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Identifying the human resources related areas to be benchmarked. , To evolve into administrative experts who are able to create efficient HR process &amp; business process , Prepare a report that documents the processes, functions, its extent &amp; result areas</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer
**Question**
Name the three aspects of manpower planning:

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who should plan?, Planning for whom, Timing for plan</td>
<td>Why should we plan?, Planning for whom, Timing for plan</td>
</tr>
</tbody>
</table>

**True/False**

**Question**
Counselling involves a one to one discussion between the participant and administrator.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**True/False**

**Question**
Off-line quality control consists of all control activities that are conducted externally to the production system.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**True/False**

**Question**
Majority of the disputes in industries are related to the problem of wages, salaries & benefits

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

**Question**
What is an inherent problem with organisations running their own educational institutes?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding from U.G.C. and State Govt.</td>
<td>Lack of expertise outside the industry</td>
</tr>
</tbody>
</table>

**True/False**

**Question**
At Intel the Work Force Solution Company (WFS) was framed & given monopoly over business process.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

**Select The Blank**

**Question**
HRD department is also included as an ________ of HRD.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instruments</td>
<td>Collaboration</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question**
Name the steps that develop strategic framework for HRD

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Realistic employee development, Measurable employee development, Well costed employee development</td>
<td>Realistic employee development, Measurable employee development, Well costed employee development</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

**Question**
Why is it that today, more so than the past, employees take to Moon Lighting activities

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decreasing purchasing power</td>
<td>Change in work climates</td>
</tr>
</tbody>
</table>

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long range</td>
<td>Beyond 5 years</td>
<td>Beyond 5 years</td>
</tr>
<tr>
<td>Business plans</td>
<td>Data from within the organization</td>
<td>Data from within the organization</td>
</tr>
<tr>
<td>Immediate</td>
<td>Within 1 year</td>
<td>Within 1 year</td>
</tr>
<tr>
<td>Intermediate</td>
<td>1 year to 5 years</td>
<td>1 year to 5 years</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**
People take ________ supportively and use it for development.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feedback</td>
<td>Feedback</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**
What are the factors that warrant the attention for successful implementation?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feedback management, Action planning, Reinforcement of new behaviour</td>
<td>Feedback management, Action planning, Reinforcement of new behaviour</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

**Question**
What is it that some of the companies have borrowed from professionally managed Cos’

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD practices</td>
<td>HRD audit</td>
</tr>
</tbody>
</table>

### Select The Blank
| Question | Business re-engineering often shift the power base, changing the 'command - and - control' approach to ________. |
| Correct Answer | 'Mobilised -and - enable' |
| Your Answer | Proactive - and - innovative |

| True/False Question | HRD should be series of adhoc decisions and practices. |
| Correct Answer | False |
| Your Answer | True |

| True/False Question | Flexitime works better when the employees have self-determination |
| Correct Answer | True |
| Your Answer | True |

| Multiple Choice Multiple Answer Question | The components of a compensation system includes : |
| Correct Answer | Job Description , Job Analysis , Job Evaluation |
| Your Answer | Job Description , Job Analysis , Job Learning |

| Select The Blank Question | A dynamic and everchanging environment calls for a shift in approach from ________ human resource management to a proactive and innovative one. |
| Correct Answer | reactive |
| Your Answer | reactive |

| Multiple Choice Multiple Answer Question | How would the representative of consumer association be able to make a difference in the consumerism movement |
| Correct Answer | by participating in collective bargaining , to demands good supply of quality goods at fair practices , to demands good supply of quality goods at fairs prices |
| Your Answer | by participating in collective bargaining , to demands good supply of quality goods at fair practices , to demands good supply of quality goods at fairs prices |

| Multiple Choice Single Answer Question | Under phase 5, what is it that is conducted for two days or more depending on the number of participants |
| Correct Answer | Workshop |
Select The Blank

Question: The problem and challenges of continuous improvement can be effectively tackled by taking advantage of ________.
Correct Answer: Synergy of teams
Your Answer: Quality circle

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

True/False
Question: A major beneficiary of liberalization and consequently competition not been the consumer ….. But the industry
Correct Answer: False
Your Answer: False

True/False
Question: As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in absolute poverty
Correct Answer: False
Your Answer: False

Multiple Choice Single Answer
Question: What can influence the organisation's business goals?
Correct Answer: HRD outcomes
Your Answer: HRD Strategy

True/False
Question: A strong framework of HRM policy and systems is essential for the development and implementation of HRD strategy.
Correct Answer: True
Your Answer: True

True/False
Question: Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
Correct Answer: True
Your Answer: True

Select The Blank
<table>
<thead>
<tr>
<th><strong>Question</strong></th>
<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>should reinforce positive behaviour.</td>
<td>Feedback</td>
<td>Feedback</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>Conventionally Personnel Managers &amp; Manpower Development Managers took what form of approach for the development of human resource?</td>
<td>Manufacturing approach</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Agricultural approach</td>
<td></td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>At a US based industrial design firm there is no position as a head or chief, instead, importance is given to hiring the right people for the rights. This policy emulates which concept?</td>
<td>Self actualization at the work place.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Self actualization at the work place.</td>
<td></td>
</tr>
<tr>
<td><strong>True/False</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>An employee sponsor, the HR manager plays an integral role in organisational success.</td>
<td>True</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>True</td>
<td></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>True</td>
<td></td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>Name some of the strategic role of HR :</td>
<td></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Successful HR department will focus on organisational performance. , HR’s value will be to have the right people ready at right time. , The focus of the HR function will be human capital development &amp; organisational productivity.</td>
<td></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Successful HR department will focus on organisational performance. , HR’s value will be to have the right people ready at right time. , The focus of the HR function will be human capital development &amp; organisational productivity.</td>
<td></td>
</tr>
<tr>
<td><strong>True/False</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>The process of 360 Degree appraisal is broken into two stages - planning, implementation.</td>
<td>False</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>False</td>
<td></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>False</td>
<td></td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>Name one of the components / elements of the flow of decisions in the employees organisation as a bid to increase union member loyalty :</td>
<td>Providing wrong information about management</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials of a good Appraisal Plan</td>
<td>Relating scales should be constructed adequately and in accordance with the objectives.</td>
<td>Provision of feedback to subordinates to know where they stand.</td>
</tr>
<tr>
<td>Definition of Performance Appraisal</td>
<td>It is a systematic, orderly and objective method of evaluating the present and potential utility of employees to the organisation.</td>
<td>It is a systematic, orderly and objective method of evaluating the present and potential utility of employees to the organisation.</td>
</tr>
<tr>
<td>Objectives of Performance Appraisal</td>
<td>Provision of feedback to subordinates to know where they stand.</td>
<td>It is totally different from job evaluation as well as merit rating.</td>
</tr>
<tr>
<td>Feature of Performance Appraisal</td>
<td>It is totally different from job evaluation as well as merit rating.</td>
<td>Relating scales should be constructed adequately and in accordance with the objectives.</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

**Question**

On the basis of the relative work in the organisation, what is the primary purpose of job evaluation?

**Correct Answer**

To set wages

**Your Answer**

To set programmes

### Select The Blank

**Question**

On the basis of job elements and organisational demand an appropriate ______ of job evaluation should be selected.

**Correct Answer**

method

**Your Answer**

method

### Select The Blank

**Question**

A fee market economy demands a transparent set of laws and ______ something that the archaic Indian judicial system is ill-equipped to cope with

**Correct Answer**

quick disposal of litigation

**Your Answer**

quick disposal of litigation

### Multiple Choice Single Answer

**Question**

Name the method where common factors to all the jobs are identified.

**Correct Answer**

Point

**Your Answer**

Factor comparison
**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human resource management is responsible for getting the best people, training and providing mechanism.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why is it found that federations &amp; Unions constitute an important &amp; crucial wing of an organisation?</td>
<td>If mismanaged they affect industrial peace</td>
<td>They have a strong bearing on the culture of the organisation</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the cases for unsound functioning of Indian Tarde unions?</td>
<td>Multiple unions, Category wise unions, Intra &amp; inter union rivalry</td>
<td>Multiple unions, Intra &amp; inter union rivalry</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ is route to be followed in order to realise vision and overall purpose.</td>
<td>Strategy</td>
<td>Objective</td>
</tr>
<tr>
<td>The ________ provide resources to approved employment schemes in the organised &amp; marginised sectors</td>
<td>Employment Generation Fund</td>
<td>National Renewal Grant Fund</td>
</tr>
<tr>
<td>One of the feature HRD goals are, ________ is a perishable commodity</td>
<td>Labour</td>
<td>Labour</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The capacity to take considerable responsibility, ability to influence and control others and skills in problem solving primarily show:</td>
<td>Managerial competence</td>
<td>Managerial competence</td>
</tr>
<tr>
<td>Match The Following</td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Question</td>
<td>Correct Answer</td>
<td>Your Answer</td>
</tr>
<tr>
<td>To divert manufacturing activities from urban to rural areas</td>
<td>one of the roles of the consumer council</td>
<td>a much neglected sphere of the market</td>
</tr>
<tr>
<td>The mechanism of price fixation</td>
<td>a much neglected sphere of the market</td>
<td>requisites for consumersim</td>
</tr>
<tr>
<td>These are not the days of individualism &amp; unorganisation</td>
<td>unionsim</td>
<td>unionsim</td>
</tr>
<tr>
<td>Knowledge of the subject hand work &amp; a sincere approach</td>
<td>requisites for consumersim</td>
<td>one of the roles of the advisory committee</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>The HRD programmes fail due to poverty, social injustice.</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>Name the factors which come under <code>Work Planning</code> that is component systems of HRD:</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Performance appraisal, Role analysis, Contextual analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Performance appraisal, Role analysis, Contextual analysis</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>_______ manpower plan need the involvement of top management as well as HR exports.</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Strategic</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Strategic</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>Federations may invite the management's representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Representatives from line &amp; personnel department.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Divisional / departmental manager &amp; line representatives.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
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</thead>
<tbody>
<tr>
<td>Question</td>
<td>In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance &amp; _______.</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Development needs for growth</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
</tr>
<tr>
<td>-----------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>Essentials of effective QC’s :-</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Prompt approval, Regular communication, Unconditional support</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Prompt approval, Regular communication, Unconditional support</td>
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</tbody>
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<td><strong>Question</strong></td>
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<td><strong>Question</strong></td>
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<td><strong>Correct Answer</strong></td>
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<tr>
<td><strong>Question</strong></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
</tr>
</tbody>
</table>
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>At Hewlett Packard, as part of their BPR programme, the directs resources from applicants to a centralised employment response centre.</td>
<td>EMS</td>
<td>EMS</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.</td>
<td>Rapport building</td>
<td>Rapport building</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some employees may not like flexibility in horizontal movement from one job to another</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establishment of trade unions by workers in small industries is not common</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>what are the common objections against the treatment of people as assets in a HRM system</td>
<td>There is no assurance of future benefits, people are not owned by the organisation, it may not be recognised by tax laws</td>
<td>There is no assurance of future benefits, it does not recognise the human side human side to mgmt side to side to mgmt of human resources, people are not owned by the organisation</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where the firm puts the proposed changes into practice is called __________ stage.</td>
<td>Implementation</td>
<td>Implementation</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question**: What are the published literature of the company which help in assessing the strengths and weakness of HRD

**Correct Answer**: Manual reports, Marked Handouts, Personal Manual

**Your Answer**: Manual reports, Personal Manual

### Select The Blank

**Question**: _________ leads to conflict between various departments is a functional organisation

**Correct Answer**: The lack of appreciation for the constraints of other department

**Your Answer**: Development of own specialised interests

### Multiple Choice Multiple Answer

**Question**: Name the different types of compensations.

**Correct Answer**: Commissions, Overtime pay, Stock options

**Your Answer**: Overtime pay, Stock options, Gratuity

### Multiple Choice Single Answer

**Question**: Name the process which is continuous and stops only when the organisation ceases to exist

**Correct Answer**: Hiring

**Your Answer**: Forecasting
# List of Attempted Questions and Answers

## Multiple Choice: Multiple Answer

| Question | The components of a compensation system includes:
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job Evaluation, Job Description, Job Analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job Evaluation, Job Description, Job Analysis</td>
</tr>
</tbody>
</table>

## True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>The first HRD department in the Indian corporate sector was started in 1975 in Larsen &amp; Toubro (L &amp; T).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

## Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>A paper prepared by Mr. P Chidambaram, titled Indian subsidies reveals that in order to clean its fiscal difficulty in a few years, India needs to cut down about 50% of subsidies in ________ goods since it yields only 10% returns.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Non-merit</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Non-merit</td>
</tr>
</tbody>
</table>

## Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>The factors coming under Discipline &amp; Attendance are Time keeping and ________ .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Obedience</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Obedience</td>
</tr>
</tbody>
</table>

## Multiple Choice: Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What is the general principle (as per P.A.S policy of premier) of Assessment Routes?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>2nd Assessor-superior of first assessor, 2nd Assessor-superior of the 1st assessor</td>
</tr>
<tr>
<td>Your Answer</td>
<td>1st Assessor-immediate superior, 2nd Assessor HR manager</td>
</tr>
</tbody>
</table>

## True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>It can be enagued that globalization has reduced poverty in India and China, home to move that half a billion of the world's poor income group</th>
</tr>
</thead>
</table>
**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ means providing the employee with necessary tools &amp; authority to overcome obstacles to achieving goals.</td>
<td>Employee empowerment</td>
<td>Employee empowerment</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the primary objective behind SSL?</td>
<td>To not only measure training supervisors by comparing their performance with that of several thousand supervisors in other Cos.</td>
<td>To objectively measure training needs</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who is the person who should always remain away from Doppelganger effect.</td>
<td>Chief Executive</td>
<td>Chief Executive</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is one of the major reasons for a perceived rise in number of moon - lights in the coming future?</td>
<td>Change in values &amp; expectations.</td>
<td>A change in standard of living</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why do most companies want HRD audit?</td>
<td>Change of Leadership, To make HR function business-driven, For growth &amp; diversification</td>
<td>Change of Leadership, To make HR function business-driven, For growth &amp; diversification</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ are those who provide competitive advantage to corporations.</td>
<td></td>
</tr>
</tbody>
</table>
**Correct Answer** People
**Your Answer** Managers

**Multiple Choice Multiple Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>What are the factors that warrant the attention for successful implementation?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Feedback management, Action planning, Reinforcement of new behaviour</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Feedback management, Action planning, Feedback analysis</td>
</tr>
</tbody>
</table>

**True/False**
<table>
<thead>
<tr>
<th>Question</th>
<th>The functioning of federations and unions has its impact on human resources management of various industries &amp; organisations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>The role of which manager must parallel the needs of his changing organisation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>HR</td>
</tr>
<tr>
<td>Your Answer</td>
<td>HR</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>What is the long form of CII?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Confederation of Indian Industry</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Confederation of Indian Industry</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>Name one of the components / elements of the flow of decisions in the Management quadrant:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Sound Industrial relations</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Sound Industrial relations</td>
</tr>
</tbody>
</table>

**True/False**
<table>
<thead>
<tr>
<th>Question</th>
<th>It is not necessary that the subordinate should feel free to participate without fear in the process of review &amp; feedback.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Question</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>Most HRD audit are due to failures of _________.</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td>The liberalization swept through the nation bringing in a new era which compelled Indian business to value up from shumber &amp; reassess its assumption. The characteristics were that of</td>
</tr>
<tr>
<td>Multiple Choice Multiple Answer</td>
<td>Name the two factors which lead people to work:</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>For closure, if there is no response (from government) within ________ permission is deemed to have been granted</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>system stresses on discipline and there is simplicity in the form.</td>
</tr>
<tr>
<td>Type</td>
<td>Question</td>
</tr>
<tr>
<td>--------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>True/False</td>
<td>The individual with a deep speed insight will not go quickly to the least of a problem.</td>
</tr>
<tr>
<td>True/False</td>
<td>An employee who is categorised as Dead wood is one who has absolutely no potential for growth &amp; should be included in a rationalization programme.</td>
</tr>
<tr>
<td>Multiple Choice Multiple Answer</td>
<td>Some organisations have successfully experimented with foreign assignment in the career path model. What are the benefits of this form of assignment?</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>HRD ________ is in methodology of evaluating various elements of HRD.</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td>The first HRD department in the Indian corporate sector was started in which year?</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question**: what are the common objections against the treatment of people as assets in a HRM system

**Correct Answer**: There is no assurance of future benefits, people are not owned by the organisation, it may not be recognised by tax laws

**Your Answer**: There is no assurance of future benefits, it does not recognise the human side human side to mgmt side to side to mgmt of human resources, people are not owned by the organisation

### Select The Blank

**Question**: Employer has to pay _______ of the basic wages to the employees during the lay off period

**Correct Answer**: 0.5

**Your Answer**: 0.5

### Multiple Choice Multiple Answer

**Question**: Name the three important components in aligning business strategy with HR practice:

**Correct Answer**: Business Strategy, Human Resource Practices, Organisational Capabilities


### True/False

**Question**: Employees feel frustrated due to low specialisation in the work

**Correct Answer**: True

**Your Answer**: True

### Multiple Choice Single Answer

**Question**: Under the pre-Interview preparation it is useful to note the key points

**Correct Answer**: Paper

**Your Answer**: Paper

### Select The Blank

**Question**: The link between sense of reality and _______ is important for proper understanding of the definition of sense of reality

**Correct Answer**: imagination
Multiple Choice Single Answer

Question: Five main phases make up the process of the feedback exercise, name the PHASE 4-

Correct Answer: Data feeding Reports & Analysis

Your Answer: Data feeding Reports & Analysis

Multiple Choice Multiple Answer

Question: What are the major advantages of a Generic Benchmarking Technique?

Correct Answer: It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals. Proven systems can be implemented with minimal modification

Your Answer: It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals. Proven systems can be implemented with minimal modification

Multiple Choice Single Answer

Question: What is it that Union leader usually do to gain the confidence of its member?

Correct Answer: Win something in grievance procedure

Your Answer: Challenge management

Match The Following

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<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
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<tbody>
<tr>
<td>Knowledge of the subject hand work &amp; a sincere approach</td>
<td>requisites for consumersonim</td>
<td>one of the roles of the advisory committee</td>
</tr>
<tr>
<td>To divert manufacturing activities from urban to rural areas</td>
<td>one of the roles of the consumer councial</td>
<td>a much neglected sphere of the market</td>
</tr>
<tr>
<td>The mechanism of price fixation</td>
<td>a much neglected sphere of the market</td>
<td>one of the roles of the consumer councial</td>
</tr>
<tr>
<td>These are not the days of individualism &amp; unorganisation</td>
<td>unionsim</td>
<td>unionsim</td>
</tr>
</tbody>
</table>

True/False
Objective of performance appraisal system is to identify the developmental needs of each employee.

Correct Answer: True

Your Answer: True

What were the unmet deliverables of the economic refructing or what were its put falls?

Correct Answer: unmet social objectives, status of small-scale industries, advantage MNC's had over their Indian competitors

Your Answer: unmet social objectives, reliance on agriculture, status of small-scale industries

The process of 360 Degree appraisal is broken into two stages - planning, implementation.

Correct Answer: False

Your Answer: False

Organisations should pay for the value of the job but not for the value of the person.

Correct Answer: False

Your Answer: True

Experience has shown HRD audit has tremendous impact on business in areas like:

Correct Answer: strategic Planning, role clarity, Streamlining practices

Your Answer: strategic Planning, role clarity, Streamlining practices

In order to attain the support of Line Managers many organisations have formulated Training Committees or Management Development Committee, membership consists of -

Correct Answer: Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of Chairman, Training Managers is the member-Secretary in such committee.

Your Answer: Supervisory staff for their effective participation in management, Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of
<table>
<thead>
<tr>
<th>Question</th>
<th>Succession planning is done in three time frames, those are-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Immediate, Intermediate, Long range</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Immediate, Intermediate, Long range</td>
</tr>
</tbody>
</table>
Multiple Choice Multiple Answer
Question  Name the various HRD outcomes variables :
Correct Answer  Better developed roles, Better utilisation of human resources, Better organisational health
Your Answer  Better organisational health, Better developed roles, Better utilisation of human resources

Multiple Choice Single Answer
Question  What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer  Recruitment
Your Answer  Training

Multiple Choice Multiple Answer
Question  What are the needs for Quality Audit?
Correct Answer  It provides a benchmark to the performance of the quality system, It constitutes a permanent record of the progress in achieving the goals of quality, It facilitates and encourages supplier quality certification systems.
Your Answer  It provides a benchmark to the performance of the quality system, It acts as an appraisal system to gauge the performance of the TQM processes, It constitutes a permanent record of the progress in achieving the goals of quality, It facilitates and encourages supplier quality certification systems.

Multiple Choice Single Answer
Question  The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer  Religious
Your Answer  Social

Multiple Choice Single Answer
Question  In an employees organisation the flow of decisions from the Working Committee flows to -
Correct Answer  President / Secretary of Branch Union
Your Answer  President / Secretary of Branch Union

Multiple Choice Multiple Answer
Question  Performance Appraisal directly affects the interpersonal relations which are really delicate and difficult to maintain, because of heterogeneity in the nature of human beings. It is necessary to follow certain principles like:
Correct Answer  Appraise on the basis of representative information, Appraise on the basis of sufficient information, Appraise on the basis of relevant information
Your Answer  Appraise on the basis of sufficient information, Appraise on the basis of relevant information

Multiple Choice Multiple Answer
Question  Training programmes conducted by dividing the total group of participants into teams who are assigned to complete the task within a time limit are called -
Correct Answer  SSL Technology, Grid Seminars
Select The Blank

Question For closure, every worker is to be compensated with ______ average pay for every year of service completed
Correct Answer 15 days
Your Answer 30 days

Multiple Choice Multiple Answer

Question Under the 'Point rating system' name the important steps mentioned:
Correct Answer Construction of the yardsticks, Wage survey, Designing wage structure.
Your Answer Wage survey

Select The Blank

Question ______ means providing the employee with necessary tools & authority to overcome obstacles to achieving goals.
Correct Answer Employee empowerment
Your Answer Job enhancement

Match The Following

Question Correct Answer Your Answer
Intermediate 1 year to 5 years 1 year to 5 years
Long range Beyond 5 years Beyond 6 years
Business plans Data from within the organization Beyond 8 years
Immediate Within 1 year Within 1 year

Multiple Choice Single Answer

Question While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?
Correct Answer It's own approach to problem solving technique
Your Answer To act as a liaison between the problem & union

Select The Blank

Question At Hewlett Packard, as part of their BPR programme, the _______directs resources from applicants to a centralised employment response centre.
Correct Answer EMS
Your Answer GRPS

Multiple Choice Single Answer

Question When was the act of absorbing & incorporating the best contemporary practices relevant to the companies needs & by whom?
Correct Answer Xerox (mid 70’s)
Your Answer Xerox (mid 70’s)
Select The Blank
Question ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.
Correct Answer Rapport building
Your Answer Rapport building

True/False
Question In the Grid Seminars, stress is laid on teaching.
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question After the assets and liabilities of each individual is identified, what should be done; some thumb-rules are
Correct Answer Make out a time bound plan to work on your liabilities, Choose first the liability which is hindering your growth the most, Build your career on your assets
Your Answer Make out a time bound plan to work on your liabilities, Build your career on your assets, Make an attempt to transform your liabilities into your assets

Multiple Choice Single Answer
Question Name the situation where a person takes the necessary steps at the right moment of time
Correct Answer Action
Your Answer Debate

Multiple Choice Single Answer
Question The TQM philosophy was evolved or theorised by –
Correct Answer Demming
Your Answer Juran

Multiple Choice Single Answer
Question Which pay is one of the most crucial pay given to the employee & also shown in the pay structure.
Correct Answer Performance
Your Answer Performance

True/False
Question Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning
Correct Answer False
Your Answer True

Multiple Choice Multiple Answer
Question Name the various HRD values like :
Correct Answer Openness, Trust, Autonomy
Your Answer Openness, Aims, Trust, Autonomy

Multiple Choice Multiple Answer
Question Name the three aspects of manpower planning:
True/False
Question Long range planning are beyond eight years
Correct Answer False
Your Answer False

Multiple Choice Single Answer
Question The Main contribution of HRD audit is to focus on
Correct Answer Value–adding HRD
Your Answer Value–function HRD

Multiple Choice Single Answer
Question What is the essentially the most important principle of any Human Resource Development Activity?
Correct Answer Self development.
Your Answer Self development.

Select The Blank
Question For closure , if there is no response ( from government ) within ________ permission is deemed to have been granted
Correct Answer 60
Your Answer 45

True/False
Question Under point method, common factors to all the jobs are identified.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question According to shroff (1995) the government needs to foucs on three areas which are likely to inpu the effective implementation of the economic policy, they are
Correct Answer Inadequate institutional reform , the speed and sequence of reform measures , Inadequacies in the communication & political management of there measures
Your Answer Inadequate institutional reform , the speed and sequence of reform measures , lack of directional support

True/False
Question In the orientation phase, all participants are to submit a list of appraisers by whom they would like to be assessed.
Correct Answer True
Your Answer False

Select The Blank
Question Generally, training need identification forms a part of ________.
Correct Answer Management Appraisal System
Select The Blank

Question The link between sense of reality and ________ is important for proper understanding of the definition of sense of reality
Correct Answer imagination
Your Answer vision

Multiple Choice Single Answer

Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resource Development
Your Answer Human Personnel Department

Multiple Choice Multiple Answer

Question HRD process variable include -
Correct Answer Role clarity, Work planning, Better communication
Your Answer Role clarity, Work planning

True/False

Question Under the balanced score card approach the expectation of three shareholders
Correct Answer True
Your Answer False

True/False

Question Objective of performance appraisal system is to identify the developmental needs of each employee.
Correct Answer True
Your Answer False

Multiple Choice Multiple Answer

Question Name the first three phases that make up the process of the feedback exercise -
Correct Answer Participants orientation, Questionnaire distribution, Monitoring & follow up
Your Answer Participants orientation, Questionnaire distribution, Monitoring & follow up

Match The Following

Question Correct Answer Your Answer

Job analysis It is one of the job evaluation process which finds out relevant facts. It is considered to be complex to cos. as it is not understood by all.

Non-quantitative job evaluation category. Simple ranking and grading are palced under such category. Point system and factor comparison methods are placed under such category.

Quantitative job evaluation Point system and factor comparison methods are placed under such category. It is one of the job evaluation process which finds out relevant facts.
The beneficiaries to business firms by job evaluation. It enables Cos. to get data in local wage surveys to establish job classification. It enables Cos. to get data in local wage surveys to establish job classification.

**True/False**

Question: As per the Human Development Balance Sheet, 1997 30% of the total population (world) lives in absolute poverty.

Correct Answer: False
Your Answer: True

**Multiple Choice Multiple Answer**

Question: The budget of Feb 1997 presented by Finance minister Mr. P. Chidambaram showed a spirit of optimism & growth. What were its components?

Correct Answer: significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure
Your Answer: significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure

**Select The Blank**

Question: Ulrich (1994) says: The idea of utilising human resource as a strategic business partner is still at a level of ________ rather than reality.

Correct Answer: Rhetoric
Your Answer: infancy

Question: ________ are issued to the employees to be a shareholders in the company.

Correct Answer: ESOP
Your Answer: ESOP

**True/False**

Question: Majority of the disputes in industries are related to the problem of wages, salaries & benefits.

Correct Answer: True
Your Answer: True

**Select The Blank**

Question: Where the firm puts the proposed changes into practice is called ________ stage.

Correct Answer: Implementation
Your Answer: Implementation

**Select The Blank**

Question: Expenses incurred by a firm on recruitment, training & development of employees are treated as ________

Correct Answer: Current costs
Your Answer: Over head costs

**Multiple Choice Single Answer**

Question: Name the type of skill where the manager generally delegates and gets things done through others.
True/False

Question  The human resource department should move out from routine transactional activities and let IT take care of their activities.

Correct Answer  True

Your Answer  True
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The data obtained through job analysis are recorded on what is known as job analysis sheet.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which kind of literature identifies a number of systems &amp; subsystems?</td>
<td>HRD</td>
<td>HRD</td>
</tr>
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</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A fee market economy demands a transparent set of laws and _______ something that the archaic Indian judicial system is ill-equipped to cope with</td>
<td>quick disposal of litigation</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials of effective QC's</td>
<td>Prompt approval, Regular communication, Unconditional support</td>
</tr>
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</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
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<tbody>
<tr>
<td>It is said that versatility will be the key factor in determining employee value with following factors</td>
<td>Technology, Leadership, Motivation</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The job falling under the same grade get different wage scale.</td>
<td>False</td>
<td>True</td>
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</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
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<tbody>
<tr>
<td>Under Voluntary retirement scheme income tax</td>
<td></td>
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</table>
benefits for employees who have accepted the scheme are however, valid only for payouts of up to __________

Correct Answer: Rs. 5 lakh
Your Answer: Rs. 5 lakh

### Multiple Choice Multiple Answer

**Question**: Some questions that every corporation needs to address are as follows:-

**Correct Answer**: How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

**Your Answer**: How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

### True/False

**Question**: If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.

**Correct Answer**: False
**Your Answer**: True

### Multiple Choice Single Answer

**Question**: What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?

**Correct Answer**: Flexi work
**Your Answer**: Flexitime

### True/False

**Question**: Through consumers participation in management, consumer will lose their rights through served technique

**Correct Answer**: False
**Your Answer**: False

### Multiple Choice Multiple Answer

**Question**: Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in-

**Correct Answer**: Supportive atmosphere, Empathetic atmosphere, Setting goals
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
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<tbody>
<tr>
<td>Monitoring and Follow-up follows the distribution of questionnaires to all assessors.</td>
<td>True</td>
<td>True</td>
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### Select The Blank

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<tr>
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<th>Your Answer</th>
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<tbody>
<tr>
<td>In a re-engineering programme, when a process changes so does the _______ of the concerned employee.</td>
<td>job profile</td>
<td>job profile</td>
</tr>
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</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
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<th>Your Answer</th>
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<tbody>
<tr>
<td>Under the pre-Interview preparation it is useful to note the key points</td>
<td>Paper</td>
<td>Paper</td>
</tr>
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### Multiple Choice Single Answer

<table>
<thead>
<tr>
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<th>Your Answer</th>
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<tr>
<td>Which system emphasis a lot on the need to motivate people</td>
<td>Human Resourse Development</td>
<td>Human Resourse Development</td>
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### Select The Blank

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<th>Your Answer</th>
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</thead>
<tbody>
<tr>
<td>The whole process of conducting a 360 - Degree Feedback process in any Organisation could last about ________</td>
<td>One &amp; half to about 3 months</td>
<td>One &amp; half to about 3 months</td>
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### Select The Blank

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<tbody>
<tr>
<td>_______ is the example of the balanced score card applications in some companies.</td>
<td>AT &amp; T</td>
<td>AT &amp; T</td>
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### Select The Blank

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<thead>
<tr>
<th>Question</th>
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<th>Your Answer</th>
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<tr>
<td>A strong _______ can have a lasting effect and</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
provide sustenance to an organisation.

Correct Answer: Culture
Your Answer: Vision

Multiple Choice Multiple Answer

Question: Within the establishment stage of the career development cycle, what are very important occasions for a young employee?

Correct Answer: The first promotion, Successfully completed assignment, The first performance appraisal
Your Answer: The first promotion, Successfully completed assignment, The first performance appraisal

Select The Blank

Question: ________ is known not to hold overly one-sided views.

Correct Answer: Judgement
Your Answer: Judgement

Select The Blank

Question: ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.

Correct Answer: Rapport building
Your Answer: Rapport building

Match The Following

<table>
<thead>
<tr>
<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group goals Vs. Organisational goals</td>
<td>Course organisational Politics</td>
<td>Course organisational Politics</td>
</tr>
<tr>
<td>Better decisions about people based on improved information system</td>
<td>HRA benefits</td>
<td>HRA benefits</td>
</tr>
<tr>
<td>Standard cost method</td>
<td>value of human resources for accounting purposes</td>
<td>value of human resources for accounting purposes</td>
</tr>
<tr>
<td>It is &quot;endemic to every organisation regardless of size, function or character of ownership&quot;</td>
<td>Organisational politidering</td>
<td>HRA model</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer
<table>
<thead>
<tr>
<th>Question</th>
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<tr>
<td>The Main contribution of HRD audit is to focus on</td>
<td>Value-adding HRD</td>
<td>Value-function HRD</td>
</tr>
<tr>
<td>Select The Blank</td>
<td></td>
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</tr>
<tr>
<td>The ________ provide resources to approved employment schemes in the organised &amp; marginised sectors</td>
<td>Employment Generation Fund</td>
<td>National Renewal Grant Fund</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traditionally, human resources has been perceived as,</td>
<td>Bureacratic</td>
<td>Lazziz-faire</td>
</tr>
<tr>
<td>Multiple Choice Multiple Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How can the limitations/ misgivings of management participation in employees organisations be overcome?</td>
<td>by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept &amp; value in strengthening union functioning, minimising misunderstandings</td>
<td>by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept &amp; value in strengthening union functioning, minimising misunderstandings</td>
</tr>
<tr>
<td>Select The Blank</td>
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</tr>
<tr>
<td>Federation &amp; union at all levels are managed on the lines of management of ________</td>
<td>A political body</td>
<td>A social organisation</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HR managers to guarantee their viability need to think themselves as -</td>
<td>Strategic partners</td>
<td>Strategic partners</td>
</tr>
<tr>
<td>Multiple Choice Multiple Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Correct Answer</td>
<td>Your Answer</td>
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<td>------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>What are the general characteristics of a Technical - functional competence?</td>
<td>Primary interest in functional work, They would like to remain expert rather than become general managers. They consider managerial and administrative responsibilities as avoidable irritants</td>
<td>Primary interest in functional work, They would like to remain expert rather than become general managers. They consider managerial and administrative responsibilities as avoidable irritants</td>
</tr>
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**Multiple Choice Single Answer**

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<tr>
<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which practices are service related and human resources related?</td>
<td>Organisational</td>
<td>Organisational</td>
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</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizations gear most of their management succession activities to the immediate past.</td>
<td>False</td>
<td>False</td>
</tr>
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</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
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</table>

**Select The Blank**

<table>
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<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance &amp; ________</td>
<td>Development needs for growth</td>
<td>Development needs for growth</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD should be series of adhoc decisions and practices.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>
### Question
Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.

**Correct Answer**: True

**Your Answer**: True

### Multiple Choice Single Answer

**Question**: In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a

**Correct Answer**: "Swim or Sink approach"

**Your Answer**: Job rotation

### Multiple Choice Multiple Answer

**Question**: In an interview Method of Training Need identification, what do the Questions asked need to outline?

**Correct Answer**: Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

**Your Answer**: Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

### Multiple Choice Single Answer

**Question**: Accounting is a management science group, what are the managers perceived as,

**Correct Answer**: Decision-maker

**Your Answer**: Decision-maker

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continued self development</td>
<td>A leadership quality</td>
<td>A leadership quality</td>
</tr>
<tr>
<td>&quot;Working on your liabilities&quot;</td>
<td>Life long mission</td>
<td>Life long mission</td>
</tr>
<tr>
<td>Assignment to some important task force or committee</td>
<td>Offsetting Plateauing effect</td>
<td>Officiating Assignment</td>
</tr>
<tr>
<td>Need-opportunity Alignment</td>
<td>Crucial role played by HRD</td>
<td>Success formula</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question**
Name the internal operational measures dealing with how well HR practices are designed and delivered:

**Correct Answer**
Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

**Your Answer**
Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

### Multiple Choice Multiple Answer

**Question**
Under HRD, name the factors that act as motivating forces

**Correct Answer**
Job enrichment, Informal organisation, Participative management

**Your Answer**
Job enrichment, Informal organisation, Participative management

### True/False

**Question**
The reviewer has the prime role of recording major appraisal details.

**Correct Answer**
False

**Your Answer**
False

### True/False

**Question**
Trade union is a group of two people who come to strengthen their bargaining position.

**Correct Answer**
False

**Your Answer**
True

### Multiple Choice Multiple Answer

**Question**
Membership of the nation wide consumer councils (as formed by the Government) would comprise representative of

**Correct Answer**
various ministries, manufactures of commerce, cost account & Consumer

**Your Answer**
employess organisations, manufactures of commerce, cost account & Consumer

### Multiple Choice Single Answer

**Question**
Participation of management representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -

**Correct Answer**
To exchange their contradictory views

**Your Answer**
To exchange their contradictory views
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is it that Moon-lighting by employees, if extensively part taken,</td>
<td>Disharmony in individual &amp; organisational goal balance.</td>
<td>Disharmony in individual &amp; organisational goal balance.</td>
</tr>
<tr>
<td>affect Human Resource Manager in the future adversely?</td>
<td></td>
<td></td>
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</tbody>
</table>
**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
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<th>Your Answer</th>
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<tbody>
<tr>
<td>Organisations should pay for the value of the job but not for the value of the person.</td>
<td>False</td>
<td>False</td>
</tr>
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</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?</td>
<td>It's own approach to problem solving technique</td>
<td>To act as a liaison between the problem &amp; union</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>One of the importance of HRD is</td>
<td>Role clarity</td>
<td>Role clarity</td>
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</table>

**True/False**

<table>
<thead>
<tr>
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<th>Your Answer</th>
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</thead>
<tbody>
<tr>
<td>Counselling involves a one to one discussion between the participant and administrator.</td>
<td>True</td>
<td>True</td>
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**Select The Blank**

<table>
<thead>
<tr>
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<th>Your Answer</th>
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<tbody>
<tr>
<td>______ is indicated by work effort and it should be continuous.</td>
<td>Commitment</td>
<td>Commitment</td>
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**True/False**

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<th>Question</th>
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<th>Your Answer</th>
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<tbody>
<tr>
<td>Establishment of trade unions by workers in small industries is not common</td>
<td>False</td>
<td>False</td>
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<tr>
<td>The job evaluation programme once installed must be continued on a ______ basis.</td>
<td>permanent</td>
<td>permanent</td>
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</table>
### Multiple Choice Multiple Answer
**Question** Why was workers participation in managament initiated?

**Correct Answer** to satisfy workers psychological needs, to develop a source of belongingness, to establish industrial peace

**Your Answer** to satisfy workers psychological needs, to battle the mounting problems of worker, to establish industrial peace

### Multiple Choice Single Answer
**Question** Whose study provides that one create appropriate HRD climate only through good practices.

**Correct Answer** Abraham

**Your Answer** Abraham

### Select The Blank
**Question** The ______ provides funds to meet the compensation & training expenditure of retrenched workers.

**Correct Answer** National Renewal Grant Fund

**Your Answer** National Renewal Grant Fund

### True/False
**Question** If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.

**Correct Answer** False

**Your Answer** False

### Multiple Choice Multiple Answer
**Question** While planning for surplus, the following are the options:

**Correct Answer** Reduce work hours, Redesign the jobs, Reassign the jobs

**Your Answer** Reduce work hours, Redesign the jobs, Reassign the jobs

### True/False
**Question** Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining.

**Correct Answer** True

**Your Answer** True

### Multiple Choice Single Answer
**Question** What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job?

**Correct Answer** Moon-lighting
<table>
<thead>
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<td><strong>Question</strong></td>
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</table>

<table>
<thead>
<tr>
<th><strong>True/False</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
</tr>
</tbody>
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<thead>
<tr>
<th><strong>Select The Blank</strong></th>
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<tbody>
<tr>
<td><strong>Question</strong></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
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<table>
<thead>
<tr>
<th><strong>Multiple Choice Multiple Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
</tr>
</tbody>
</table>
### Inadequate institutional reform, the speed and sequence of reform measures, inadequacies in the communication & political management of these measures

**Multiple Choice Single Answer**

**Question**: What is concerned with developing a pool of candidates in line with the human resources plan

**Correct Answer**: Recruitment

**Your Answer**: Recruitment

**True/False**

**Question**: An employee who is categorised as Dead wood is one who has absolutely no potential for growth & should be included in a rationalization programme.

**Correct Answer**: False

**Your Answer**: True

**Multiple Choice Multiple Answer**

**Question**: List the measures to overcome the HRD problems in India

**Correct Answer**: Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

**Your Answer**: Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

**Select The Blank**

**Question**: ________ is route to be followed in order to realise vision and overall purpose.

**Correct Answer**: Strategy

**Your Answer**: Strategy

**Multiple Choice Single Answer**

**Question**: Why is it that today, more so than the past, employees take to Moon Lighting activities

**Correct Answer**: Decreasing purchasing power

**Your Answer**: Change in expectations

**Select The Blank**

**Question**: In Indian since the liberalisation process in 19991, FDI flows have developed each year & exports are up by more than ________

**Correct Answer**: 0.5

**Your Answer**: 0.5
### Multiple Choice Multiple Answer

**Question**
How would the representative of consumer association be able to make a difference in the consumerism movement?

**Correct Answer**
by participating in collective bargaining, to demands good supply of quality goods at fair practices, to demands good supply of quality goods at fairs prices.

**Your Answer**
by participating in collective bargaining, to holds rallies bandhs & morchas against in fairs consumer practicess, to demands good supply of quality goods at fairs prices.

### Multiple Choice Multiple Answer

**Question**
Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:

**Correct Answer**
Skill, Efforts, Accountability.

**Your Answer**
Skill, Efforts

### True/False

**Question**
Trade union is a group of two people who come to strengthen their bargaining position.

**Correct Answer**
False.

**Your Answer**
False.

### Multiple Choice Multiple Answer

**Question**
Name the process of 360 degree appraisal which can be broken into three stages or levels -

**Correct Answer**
Planning, Implementation, Result.

**Your Answer**
Planning, Implementation, Result.

### Multiple Choice Single Answer

**Question**
Name the method where common factors to all the jobs are identified.

**Correct Answer**
Point.

**Your Answer**
Point.

### Multiple Choice Single Answer

**Question**
Name the system which is simple, less expensive & less time consuming.

**Correct Answer**
Ranking.

**Your Answer**
Grading.

### Multiple Choice Single Answer

**Question**
Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?

**Correct Answer**
Representatives from line & personnel department.
**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>__________ means every employee is an active participant in goal attainment.</td>
<td>Employee involvement</td>
<td>Employee empowerment</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which kind of literature identifies a number of systems &amp; subsystems?</td>
<td>HRD</td>
<td>HR</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The budget of Feb 1997 presented by Finance minister Mr. P. Chidambaram showed a spirit of optimism &amp; growth. What were its components</td>
<td>significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure</td>
<td>significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mention the objective of the potential appraisal.</td>
<td>To assess an individual in terms of the highest level of work,</td>
<td>To assist the organisation in discharging its responsibility of selecting managers.</td>
</tr>
<tr>
<td></td>
<td>To assist the organisation in discharging its responsibility of selecting managers.</td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The differences in which kind of faiths among the people is hurdle in the HRD</td>
<td>Religious</td>
<td>Religious</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly successful functional benchmarking models developed by the Japanese have been adopted the world over. Name some of Matsushita's Systems of benchmarking?</td>
<td>Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system</td>
<td>Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why is it found that federations &amp; Unions constitute an important</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
& crucial wing of an organisation?
Correct Answer: If mismanaged they affect industrial peace
Your Answer: If mismanaged they affect industrial peace

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is it that can be defined as a written record of the duties, responsibilities and conditions of job.</td>
<td>Job description</td>
<td>Job description</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limitation of manpower planning.</td>
<td>Inaccuracy.</td>
<td>Inaccuracy.</td>
</tr>
<tr>
<td>Manpower planning method.</td>
<td>Long range estimates of vacancies.</td>
<td>Long range estimates of vacancies.</td>
</tr>
<tr>
<td>Step involved in manpower planning</td>
<td>Selecting adequate source of recruitment.</td>
<td>Selecting adequate source of recruitment.</td>
</tr>
<tr>
<td>Name the three types of forecast</td>
<td>Economic, employee market, co's sales expansion forecasts.</td>
<td>Long, short and medium forecasts.</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer has to pay ________ of the basic wages to the employees during the lay off period</td>
<td>0.5</td>
<td>0.5</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section ________ of the Industrial Disputes Act 1947 , states that an employer should only retrench employees who have been most recently hired.</td>
<td>25-G</td>
<td>25-G</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the steps that develop strategic framework for HRD</td>
<td>Realistic employee development , Measurable employee development , Well costed employee development</td>
<td>Realistic employee development , Measurable employee development , Well costed employee development</td>
</tr>
</tbody>
</table>
**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What were the key components of the New Economic Policy?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Market friendly state, Liberalisation, Privatization</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Liberalisation, Privatization, Market friendly state</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Creative imagination, Sense of reality, Effective leadership</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Creative imagination, Sense of reality, Effective leadership</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>________ manpower plan need the involvement of top management as well as HR exports.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Long-term</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Large recruitment ________ problematic and vice-versa.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Less</td>
</tr>
<tr>
<td>Your Answer</td>
<td>More</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>The process of analysing jobs from which job descriptions are developed are called ________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job Analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job Analysis</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Analysis of ________ data can give a lot of insights into the HRD assets and liabilities of the company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Secondary</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Quantitative</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What is it that good HR practices can build?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Competencies</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Competencies</td>
</tr>
</tbody>
</table>
Select The Blank
<table>
<thead>
<tr>
<th>Question</th>
<th>The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Recruitment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

Select The Blank
<table>
<thead>
<tr>
<th>Question</th>
<th>Most HR audit are due to failures of ________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Implementation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Implementation</td>
</tr>
</tbody>
</table>

True/False
<table>
<thead>
<tr>
<th>Question</th>
<th>Successful HR departments will focus on motivational performance .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

True/False
<table>
<thead>
<tr>
<th>Question</th>
<th>Under the balanced score card approach the expectation of three shareholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

Select The Blank
<table>
<thead>
<tr>
<th>Question</th>
<th>Generally, training need identification forms a part of ________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Management Appraisal System</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Management Development Committee.</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer
<table>
<thead>
<tr>
<th>Question</th>
<th>Performance counselling should not give a chance in discussion like -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Increments, Salaries, Rewards</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Increments, Salaries, Rewards</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer
<table>
<thead>
<tr>
<th>Question</th>
<th>Five main phases make up the process of the feedback exercise, name the PHASE 4-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Data feeding Reports &amp; Analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Data feeding Reports &amp; Analysis</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Exporatory stage</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Exporatory stage</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the workshop methodology, a series of diagnostic exercises through question are taken, these are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
</tr>
<tr>
<td>Your Answer</td>
<td>How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the recruitment process which is said to be a costly affair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>External</td>
</tr>
<tr>
<td>Your Answer</td>
<td>External</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>As per the Human Developent balance sheet, 1997, 45 million children were out of promary school in 1995</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Eight members is considered to be the norm as to the no. of members constituting a QC-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>&quot;Swim or Sink approach&quot;</td>
</tr>
<tr>
<td>Your Answer</td>
<td>&quot;Swim or Sink approach&quot;</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>At a certain stage the upword mobility stops for many employees. This is inescapable in view of pyramid organisation structure. This phenomenon is called :</th>
</tr>
</thead>
</table>
### Multiple Choice Single Answer

**Question**
What form of resource allocation unit was originally created to impart training retain workers through skill upgradation & prevention of redundancy due to the technology gap?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>National Renewal Fund</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>National Renewal Fund</td>
</tr>
</tbody>
</table>

### True/False

**Question**
Proper implementation and support of all management levels are not very crucial for the success of HRD audit

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>False</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**
In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>LARSEN &amp; TUBRO LTD.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>LARSEN &amp; TUBRO LTD.</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

**Question**
Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Divisional / departmental manager &amp; personnel manager.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Representatives from line &amp; personnel departments.</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**
People take ________ supportively and use it for development.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Feedback</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**
Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.-

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Supportive atmosphere, Empathetic atmosphere, Setting goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Supportive atmosphere, Empathetic atmosphere, Setting goals</td>
</tr>
</tbody>
</table>
**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The data obtained through job analysis are recorded on what is known as job analysis sheet.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the technique used by the point system and factor comparison system to list the job.</td>
<td>Quantitative</td>
<td>Quantitative</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the 'Point rating system' name the important steps mentioned:</td>
<td>Construction of the yardsticks , Wage survey , Designing wage structure.</td>
<td>Construction of the yardsticks , Wage survey , Designing wage structure.</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job knowledge defined in Appraisal form</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
</tr>
<tr>
<td>Decision - making defined in the appraisal form</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
</tr>
<tr>
<td>Communicating defined in the appraisal form</td>
<td>Ability to consider clarity and precision of verbal and written expression of ideas and feelings.</td>
<td>Ability to marshal and analyse relevant data anticipate eventualities.</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The HRD programmes fail due to poverty, social injustice.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:</td>
<td>Suitable compensation plan , Selection of the right people , Good performance appraisal system</td>
<td>Selection of the right people , Good performance appraisal system , Training to managers</td>
</tr>
</tbody>
</table>
True/False
Question: It is very easy to write grade description, as the number of jobs increases.
Correct Answer: False
Your Answer: False

Multiple Choice Single Answer
Question: What is the general principle (as per P.A.S policy of premier) of Assessment Routes?
Correct Answer: 2nd Assessor-superior of first assessor, 2nd Assessor-superior of the 1st assessor
Your Answer: 1st Assessor-immediate superior, 2nd Assessor HR manager

True/False
Question: HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc.
Correct Answer: True
Your Answer: True

Match The Following
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arthur</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
</tr>
<tr>
<td>Macduffie</td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
</tr>
<tr>
<td>Huselied</td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
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</tr>
<tr>
<td>Welbourne and Andrews</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer
Question: Name the three phases of recruitment process:
Correct Answer: Planning, Implementing, Evaluating
Your Answer: Planning, Evaluating, Screening

True/False
Question: Human resource management is responsible for getting the best people, training and providing mechanism.
## Multiple Choice Multiple Answer

**Question**
Name the two chairman of Hindustan Lever who both followed the pattern of nurturing and handling over to competent successors from within.

**Correct Answer**
Vasant, T. Thomas

**Your Answer**
Vasant, T. Thomas

## Multiple Choice Single Answer

**Question**
The concept of quality control as a distinct discipline emerged in the United States in the early -

**Correct Answer**
1920's

**Your Answer**
1920's

## True/False

**Question**
After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.

**Correct Answer**
False

**Your Answer**
False

## Multiple Choice Multiple Answer

**Question**
What kind of Grading must be brought to the notice of the vice-president of the Company.

**Correct Answer**
Excellent, Poor

**Your Answer**
Excellent, Poor

## Multiple Choice Multiple Answer

**Question**
Under HRD, name the factors that act as motivating forces

**Correct Answer**
Job enrichment, Informal organisation, Participative management

**Your Answer**
Job enrichment, Informal organisation, Participative management

## Multiple Choice Single Answer

**Question**
The key to the whole SSL programme lies in the identification of -

**Correct Answer**
Supervisor's weaknesses

**Your Answer**
Supervisor's performance

## Multiple Choice Multiple Answer

**Question**
What are the areas where the auditors should physically visit the workplace?

**Correct Answer**

**Your Answer**

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Canteens, Living colony, Training rooms</th>
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<tr>
<td>Your Answer</td>
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<th>Question</th>
<th>For closure government permission is required at least ________ days before the intended closure</th>
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<tr>
<td>Correct Answer</td>
<td>90</td>
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## LIST OF ATTEMPTED QUESTIONS AND ANSWERS

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**Question**

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If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.

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### Multiple Choice Single Answer

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<th>Question</th>
<th>What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?</th>
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<tr>
<td>Correct Answer</td>
<td>Flexi work</td>
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<td>Your Answer</td>
<td>Flexitime</td>
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### True/False

**Question**

Through consumers participation in management, consumer will lose their rights through served technique

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### Multiple Choice Multiple Answer

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<th>Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in-</th>
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<tr>
<td>Correct Answer</td>
<td>Supportive atmosphere, Empathetic atmosphere, Setting goals</td>
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<td>Your Answer</td>
<td>Supportive atmosphere, Empathetic atmosphere, Setting goals</td>
</tr>
<tr>
<td>True/False</td>
<td>Question</td>
</tr>
<tr>
<td>------------</td>
<td>----------</td>
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<td></td>
<td>Monitoring and Follow-up follows the distribution of questionnaires to all assessors.</td>
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<td></td>
<td>In a re-engineering programme, when a process changes so does the _______ of the concerned employee.</td>
<td>job profile</td>
<td>job profile</td>
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<th>Your Answer</th>
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<td>Under the pre-Interview preparation it is useful to note the key points</td>
<td>Paper</td>
<td>Paper</td>
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<td>Which system emphasis a lot on the need to motivate people</td>
<td>Human Resource Development</td>
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<td></td>
<td>The whole process of conducting a 360 - Degree Feedback process in any Organisation could last about _______.</td>
<td>One &amp; half to about 3 months</td>
<td>One &amp; half to about 3 months</td>
</tr>
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<td></td>
<td>_______ is the example of the balanced score card applications in some companies.</td>
<td>AT &amp; T</td>
<td>AT &amp; T</td>
</tr>
</tbody>
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<tr>
<td></td>
<td>A strong _______ can have a lasting effect and</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Your Answer: Supportive atmosphere, Empathetic atmosphere, Setting goals
provide sustenance to an organisation.

Correct Answer: Culture
Your Answer: Vision

**Multiple Choice Multiple Answer**

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<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within the establishment stage of the career development cycle, what are very important occasions for a young employee?</td>
<td>The first promotion, Successfully completed assignment, The first performance appraisal</td>
<td>The first promotion, Successfully completed assignment, The first performance appraisal</td>
</tr>
</tbody>
</table>

**Select The Blank**

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<th>Your Answer</th>
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<tbody>
<tr>
<td>________ is known not to hold overly one-sided views.</td>
<td>Judgement</td>
<td>Judgement</td>
</tr>
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</table>

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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.</td>
<td>Rapport building</td>
<td>Rapport building</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group goals Vs. Organisational goals</td>
<td>Course organisational Politics</td>
<td>Course organisational Politics</td>
</tr>
<tr>
<td>Better decisions about people based on improved information system</td>
<td>HRA benefits</td>
<td>HRA benefits</td>
</tr>
<tr>
<td>Standard cost method</td>
<td>value of human resources for accounting purposes</td>
<td>value of human resources for accounting purposes</td>
</tr>
<tr>
<td>It is &quot;endemic to every organisation regardless of size, function or character of ownership&quot;</td>
<td>Organisational politiding</td>
<td>HRA model</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>The Main contribution of HRD audit is to focus on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Value-adding HRD</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Value-function HRD</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The ________ provide resources to approved employment schemes in the organised &amp; marginised sectors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Employment Generation Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>National Renewal Grant Fund</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Traditionally, human resources has been perceived as,</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Bureaucratic</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Lazziz-faire</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>How can the limitations/ misgivings of management participation in employees organisations be overcome?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept &amp; value in strengthening union functioning, minimising misunderstandings</td>
</tr>
<tr>
<td>Your Answer</td>
<td>by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept &amp; value in strengthening union functioning, minimising misunderstandings</td>
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<table>
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<th>Question</th>
<th>Federation &amp; union at all levels are managed on the lines of management of ________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>A political body</td>
</tr>
<tr>
<td>Your Answer</td>
<td>A social organisation</td>
</tr>
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</table>

**Multiple Choice Single Answer**

<table>
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<tr>
<th>Question</th>
<th>HR managers to guarantee their viability need to think themselves as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic partners</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Strategic partners</td>
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**Multiple Choice Multiple Answer**
Question: What are the general characteristics of a Technical-functional competence?

Correct Answer: Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants

Your Answer: Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants

Multiple Choice Single Answer

Question: Which practices are service related and human resources related?

Correct Answer: Organisational

Your Answer: Organisational

True/False

Question: Organizations gear most of their management succession activities to the immediate past.

Correct Answer: False

Your Answer: False

Multiple Choice Multiple Answer

Question: Name the three performance counselling phase.

Correct Answer: Rapport building, Exploration, Action Planning

Your Answer: Rapport building, Exploration, Action Planning

Select The Blank

Question: In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ________.

Correct Answer: Development needs for growth

Your Answer: Development needs for growth

True/False

Question: HRD should be series of adhoc decisions and practices.

Correct Answer: False

Your Answer: False

True/False
## Question
Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.

### Correct Answer
True

### Your Answer
True

## Multiple Choice Single Answer

### Question
In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a

### Correct Answer
"Swim or Sink approach"

### Your Answer
Job rotation

## Multiple Choice Multiple Answer

### Question
In an interview Method of Training Need identification, what do the Questions asked need to outline?

### Correct Answer

- Inputs expected from the Training Department
- To prove weakness & strengths of individuals
- Opportunities available to overcome such weaknesses.

### Your Answer

- Inputs expected from the Training Department
- To prove weakness & strengths of individuals
- Opportunities available to overcome such weaknesses.

## Multiple Choice Single Answer

### Question
Accounting is a management science group, what are the managers perceived as,

### Correct Answer
Decision-maker

### Your Answer
Decision-maker

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<td>Continued self development</td>
<td>A leadership quality</td>
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<td>&quot;Working on your liabilities&quot;</td>
<td>Life long mission</td>
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<td>Assignment to some important task force or committee</td>
<td>Offsetting Plateauing effect</td>
<td>Officiating Assignment</td>
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<td>Need-opportunity Alignment</td>
<td>Crucial role played by HRD</td>
<td>Success formula</td>
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### Multiple Choice Multiple Answer

**Question**
Name the internal operational measures dealing with how well HR practices are designed and delivered:

**Correct Answer**
Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

**Your Answer**
Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

### Multiple Choice Multiple Answer

**Question**
Under HRD, name the factors that act as motivating forces

**Correct Answer**
Job enrichment, Informal organisation, Participative management

**Your Answer**
Job enrichment, Informal organisation, Participative management

### True/False

**Question**
The reviewer has the prime role of recording major appraisal details.

**Correct Answer**
False

**Your Answer**
False

### True/False

**Question**
Trade union is a group of two people who come to strengthen their bargaining position.

**Correct Answer**
False

**Your Answer**
True

### Multiple Choice Multiple Answer

**Question**
Member ship of the nation wide consumer councils (as formed by the Government) would comprise representative of

**Correct Answer**
various ministries, manufactures of commerce, cost account & Consumer

**Your Answer**
employees organisations, manufactures of commerce, cost account & Consumer

### Multiple Choice Single Answer

**Question**
Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -

**Correct Answer**
To exchange their contradictory views

**Your Answer**
To exchange their contradictory views
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<td>Your Answer</td>
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Your Answer: How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

True/False

Question: If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.

Correct Answer: False
Your Answer: True

Multiple Choice Single Answer

Question: What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?

Correct Answer: Flexi work
Your Answer: Flexitime

True/False

Question: Through consumers participation in management, consumer will lose their rights through served technique

Correct Answer: False
Your Answer: False

Multiple Choice Multiple Answer

Question: Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in-

Correct Answer: Supportive atmosphere, Empathetic atmosphere, Setting goals
<table>
<thead>
<tr>
<th><strong>True/False</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Monitoring and Follow-up follows the distribution of questionnaires to all assessors.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>True</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Select The Blank</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>In a re-engineering programme, when a process changes so does the ________ of the concerned employee.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>job profile</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>job profile</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Under the pre-Interview preparation it is useful to note the key points</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Paper</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Paper</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Which system emphasis a lot on the need to motivate people</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Human Resource Development</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Human Resource Development</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Select The Blank</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>The whole process of conducting a 360-Degree Feedback process in any Organisation could last about_______.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>One &amp; half to about 3 months</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>One &amp; half to about 3 months</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Select The Blank</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>________ is the example of the balanced score card applications in some companies.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>AT &amp; T</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>AT &amp; T</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Select The Blank</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>A strong ________ can have a lasting effect and</td>
</tr>
</tbody>
</table>
provide sustenance to an organisation.

Correct Answer: Culture
Your Answer: Vision

**Multiple Choice Multiple Answer**

Question: Within the establishment stage of the career development cycle, what are very important occasions for a young employee?

Correct Answer: The first promotion, Successfully completed assignment, The first performance appraisal
Your Answer: The first promotion, Successfully completed assignment, The first performance appraisal

**Select The Blank**

Question: ________ is known not to hold overly one-sided views.

Correct Answer: Judgement
Your Answer: Judgement

**Select The Blank**

Question: ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.

Correct Answer: Rapport building
Your Answer: Rapport building

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group goals Vs. Organisational goals</td>
<td>Course organisational Politics</td>
<td>Course organisational Politics</td>
</tr>
<tr>
<td>Better decisions about people based on improved information system</td>
<td>HRA benefits</td>
<td>HRA benefits</td>
</tr>
<tr>
<td>Standard cost method</td>
<td>value of human resources for accounting purposes</td>
<td>value of human resources for accounting purposes</td>
</tr>
<tr>
<td>It is <em>endemic to every organisation regardless of size, function or character of ownership</em></td>
<td>Organisational politidering</td>
<td>HRA model</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>The Main contribution of HRD audit is to focus on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Value-adding HRD</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Value-function HRD</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>The ________ provide resources to approved employment schemes in the organised &amp; marginised sectors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Employment Generation Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>National Renewal Grant Fund</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Traditionally, human resources has been perceived as,</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Bureacratic</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Lazziz-faire</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>How can the limitations/ misgivings of management participation in employees organisations be overcome?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept &amp; value in strengthening union functioning, minimising misunderstandings</td>
</tr>
<tr>
<td>Your Answer</td>
<td>by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept &amp; value in strengthening union functioning, minimising misunderstandings</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Federation &amp; union at all levels are managed on the lines of management of ________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>A political body</td>
</tr>
<tr>
<td>Your Answer</td>
<td>A social organisation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>HR managers to guarantees their viability need to think themselves as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic partners</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Strategic partners</td>
</tr>
</tbody>
</table>

<p>| Multiple Choice Multiple Answer | |
|---------------------------------|</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>What are the general characteristics of a Technical-functional competence?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Which practices are service related and human resources related?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Organisational</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Organisational</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Organizations gear most of their management succession activities to the immediate past.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the three performance counselling phase.-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Rapport building, Exploration, Action Planning</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Rapport building, Exploration, Action Planning</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance &amp; _________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Development needs for growth</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Development needs for growth</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>HRD should be series of adhoc decisions and practices.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**True/False**
Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.

Correct Answer: True
Your Answer: True

Multiple Choice Single Answer

In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a...

Correct Answer: "Swim or Sink approach"
Your Answer: Job rotation

Multiple Choice Multiple Answer

In an interview Method of Training Need identification, what do the Questions asked need to outline?

Correct Answer: Inputs expected from the Training Department , To prove weakness & strengths of individuals , Opportunities available to overcome such weaknesses.
Your Answer: Inputs expected from the Training Department , To prove weakness & strengths of individuals , Opportunities available to overcome such weaknesses.

Multiple Choice Single Answer

Accounting is a management science group, what are the managers perceived as,

Correct Answer: Decision-maker
Your Answer: Decision-maker

Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continued self development</td>
<td>A leadership quality</td>
<td>A leadership quality</td>
</tr>
<tr>
<td>&quot;Working on your liabilities&quot;</td>
<td>Life long mission</td>
<td>Life long mission</td>
</tr>
<tr>
<td>Assignment to some important task force or committee</td>
<td>Offsetting Plateauing effect</td>
<td>Officiating Assignment</td>
</tr>
<tr>
<td>Need-opportunity Alignment</td>
<td>Crucial role played by HRD</td>
<td>Success formula</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the internal operational measures dealing with how well HR practices are designed and delivered:</td>
<td>Cycle time, quality &amp; cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.</td>
<td>Cycle time, quality &amp; cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

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<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under HRD, name the factors that act as motivating forces</td>
<td>Job enrichment, Informal organisation, Participative management</td>
<td>Job enrichment, Informal organisation, Participative management</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The reviewer has the prime role of recording major appraisal details.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
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<tbody>
<tr>
<td>Trade union is a group of two people who come to strengthen their bargaining position.</td>
<td>False</td>
<td>True</td>
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### Multiple Choice Multiple Answer

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<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member ship of the nation wide consumer councils (as formed by the Government) would comprise representative of</td>
<td>various ministries, manufactures of commerce, cost account &amp; Consumer</td>
<td>employees organisations, manufactures of commerce, cost account &amp; Consumer</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation of management representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -</td>
<td>To exchange their contradictory views</td>
<td>To exchange their contradictory views</td>
</tr>
<tr>
<td>Question</td>
<td>Correct Answer</td>
<td>Your Answer</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?</td>
<td>Disharmony in individual &amp; organisational goal balance.</td>
<td>Disharmony in individual &amp; organisational goal balance.</td>
</tr>
</tbody>
</table>
### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

#### True/False
- **Question**: Organisations should pay for the value of the job but not for the value of the person.
  - **Correct Answer**: False
  - **Your Answer**: False

#### Multiple Choice Single Answer
- **Question**: While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?
  - **Correct Answer**: It's own approach to problem solving technique
  - **Your Answer**: To act as a liaison between the problem & union

#### Multiple Choice Single Answer
- **Question**: One of the importance of HRD is
  - **Correct Answer**: Role clarity
  - **Your Answer**: Role clarity

#### True/False
- **Question**: Counselling involves a one to one discussion between the participant and administrator.
  - **Correct Answer**: True
  - **Your Answer**: True

#### Select The Blank
- **Question**: _______ is indicated by work effort and it should be continuous.
  - **Correct Answer**: Commitment
  - **Your Answer**: Commitment

#### True/False
- **Question**: Establishment of trade unions by workers in small industries is not common
  - **Correct Answer**: False
  - **Your Answer**: False

#### Select The Blank
- **Question**: The job evaluation programme once installed must be continued on a _______ basis.
  - **Correct Answer**: permanent
### Multiple Choice Multiple Answer

**Question**
Why was workers participation in management initiated?

**Correct Answer**
to satisfy workers psychological needs, to develop a source of belongingness, to establish industrial peace

**Your Answer**
to satisfy workers psychological needs, to battle the mounting problems of worker, to establish industrial peace

### Multiple Choice Single Answer

**Question**
Whose study provides that one create appropriate HRD climate only through good practices.

**Correct Answer**
Abraham

**Your Answer**
Abraham

### Select The Blank

**Question**
The ______ provides funds to meet the compensation & training expenditure of retrenched workers.

**Correct Answer**
National Renewal Grant Fund

**Your Answer**
National Renewal Grant Fund

### True/False

**Question**
If the assessee is transferred after Feb., the immediate superior will complete the appraisal as at 31st Aug.

**Correct Answer**
False

**Your Answer**
False

### Multiple Choice Multiple Answer

**Question**
While planning for surplus, the following are the options:

**Correct Answer**
Reduce work hours, Redesign the jobs, Reassign the jobs

**Your Answer**
Reduce work hours, Redesign the jobs, Reassign the jobs

### True/False

**Question**
Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining.

**Correct Answer**
True

**Your Answer**
True

### Multiple Choice Single Answer

**Question**
What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job?

**Correct Answer**
Moon-lighting
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
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<tbody>
<tr>
<td>Which system emphasis a lot on the need to motivate people</td>
<td>Human Resource Development</td>
<td>Human Resource Development</td>
</tr>
<tr>
<td>According to Lahiry what is the simple act of comparison &amp; learning for organisational improvement?</td>
<td>Benchmarking</td>
<td>Benchmarking</td>
</tr>
<tr>
<td>The human resource department should move out from routine transactional activities and let IT take care of their activities.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>Some problems are inherent in the performance Appraisal System, they are -</td>
<td>Discrimination , First impression , Central tendency</td>
<td>First impression , Central tendency , Discrimination</td>
</tr>
<tr>
<td>When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgement.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>Assignment can also be recommended for career development.</td>
<td>Rotational</td>
<td>Rotational</td>
</tr>
<tr>
<td>According to shroff (1995) the government needs to focus on three areas which are likely to inpute the effective implementation of the economic policy, they are</td>
<td>Inadequate institutional reform , the speed and sequence of reform measures , Inadequacies in the communication &amp;</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication &amp; political management of these measures</td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is concerned with developing a pool of candidates in line with the human resources plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Recruitment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>An employee who is categorised as Dead wood is one who has absolutely no potential for growth &amp; should be included in a rationalization programme.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>List the measures to overcome the HRD problems in India</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>________ is route to be followed in order to realise vision and overall purpose.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategy</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Strategy</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Why is it that today, more so than the past, employees take to Moon Lighting activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Decreasing purchasing power</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Change in expectations</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>In Indian since the liberalisation process in 19991, FDI flows have developed each year &amp; exports are up by more than</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>0.5</td>
</tr>
<tr>
<td>Your Answer</td>
<td>0.5</td>
</tr>
</tbody>
</table>
**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How would the representative of consumer association be able to make a difference in the consumerism movement</td>
<td>by participating in collective bargaining, to demands good supply of quality goods at fair practices, to demands good supply of quality goods at fairs prices</td>
<td>by participating in collective bargaining, to holds rallies bandhs &amp; morchas against in fairs consumer practicess, to demands good supply of quality goods at fairs prices</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:</td>
<td>Skill, Efforts, Accountability</td>
<td>Skill, Efforts</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade union is a group of two people who come to strengthen their bargaining position.</td>
<td>False</td>
<td>False</td>
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</table>

**Multiple Choice Multiple Answer**

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<tr>
<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the process of 360 degree appraisal which can be broken into three stages or levels -</td>
<td>Planning, Implementation, Result</td>
<td>Planning, Implementation, Result</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the method where common factors to all the jobs are identified.</td>
<td>Point</td>
<td>Point</td>
</tr>
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</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
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<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the system which is simple, less expensive &amp; less time consuming.</td>
<td>Ranking</td>
<td>Grading</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Federations may invite the management's representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?</td>
<td>Representatives from line &amp; personnel department.</td>
<td></td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

**Question:** Which kind of literature identifies a number of systems & subsystems?

**Correct Answer:** HRD

**Your Answer:** HR

### Select The Blank

**Question:** ______ means every employee is an active participant in goal attainment.

**Correct Answer:** Employee involvement

**Your Answer:** Employee empowerment

### Multiple Choice Multiple Answer

**Question:** The budget of Feb 1997 presented by Finance minister Mr. P. Chidambaram showed a spirit of optimism & growth. What were its components?

**Correct Answer:** significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure

**Your Answer:** significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure

### Multiple Choice Multiple Answer

**Question:** Mention the objective of the potential appraisal.

**Correct Answer:** To assess an individual in terms of the highest level of work., To assist the organisation in discharging its responsibility of selecting managers.

**Your Answer:** To assess an individual in terms of the highest level of work., To assist the organisation in discharging its responsibility of selecting managers.

### Multiple Choice Single Answer

**Question:** The differences in which kind of faiths among the people is hurdle in the HRD

**Correct Answer:** Religious

**Your Answer:** Religious

### Multiple Choice Multiple Answer

**Question:** Highly successful functional benchmarking models developed by the Japanese have been adopted the world over. Name some of Matsushita's Systems of benchmarking?

**Correct Answer:** Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system

**Your Answer:** Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system

### Multiple Choice Single Answer

**Question:** Why is it found that federations & Unions constitute an important...
& crucial wing of an organisation?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>If mismanaged they affect industrial peace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>If mismanaged they affect industrial peace</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

**Question**: What is it that can be defined as a written record of the duties, responsibilities and conditions of job.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Job discription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Job discription</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limitation of manpower planning.</td>
<td>Inaccuracy.</td>
<td>Inaccuracy.</td>
</tr>
<tr>
<td>Manpower planning method.</td>
<td>Long range estimates of vacancies.</td>
<td>Long range estimates of vacancies.</td>
</tr>
<tr>
<td>Step involved in manpower planning</td>
<td>Selecting adequate source of recruitment.</td>
<td>Selecting adequate source of recruitment.</td>
</tr>
<tr>
<td>Name the three types of forecast</td>
<td>Economic, employee market, co's sales expansion forecasts.</td>
<td>Long, short and medium forecasts.</td>
</tr>
</tbody>
</table>

**Select The Blank**

**Question**: Employer has to pay ________ of the basic wages to the employees during the lay off period

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>0.5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>0.5</td>
</tr>
</tbody>
</table>

**Select The Blank**

**Question**: Section ________ of the Industrial Disputes Act 1947, states that an employer should only retrench employees who have been most recently hired.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>25-G</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>25-G</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

**Question**: Name the steps that develop strategic framework for HRD

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Realistic employee development, Measurable employee development, Well costed employee development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Realistic employee development, Measurable employee development, Well costed employee development</td>
</tr>
</tbody>
</table>
### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
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<tr>
<td>Correct Answer</td>
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<tr>
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<table>
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<tr>
<td>Question</td>
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<table>
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<th>Select The Blank</th>
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<tr>
<td>Question</td>
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<table>
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<td>Question</td>
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<tr>
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</tr>
<tr>
<td>Your Answer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
</tr>
<tr>
<td>Correct Answer</td>
</tr>
<tr>
<td>Your Answer</td>
</tr>
<tr>
<td>Select The Blank</td>
</tr>
<tr>
<td>-------------------------------------</td>
</tr>
<tr>
<td>Correct Answer</td>
</tr>
<tr>
<td>Your Answer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Most HR audit are due to failures of _________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Implementation</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Implementation</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Successful HR departments will focus on motivational performance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Under the balanced score card approach the expectation of three shareholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Generally, training need identification forms a part of _________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Management Appraisal System</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Management Development Committee.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Question</th>
<th>Performance counselling should not give a chance in discussion like -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Increments, Salaries, Rewards</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Increments, Salaries, Rewards</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>Five main phases make up the process of the feedback exercise, name the PHASE 4-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Data feeding Reports &amp; Analysis</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Data feeding Reports &amp; Analysis</td>
<td></td>
</tr>
</tbody>
</table>

2nd Sem – HR Management
Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Experatory stage</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Experatory stage</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the workshop methodology, a series of diagnostic exercises through question are taken, theses are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
</tr>
<tr>
<td>Your Answer</td>
<td>How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the recruitment process which is said to be a costly affair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>External</td>
</tr>
<tr>
<td>Your Answer</td>
<td>External</td>
</tr>
</tbody>
</table>

True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>As per the Human Development balance sheet, 1997, 45 million children were out of primary school in 1995</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Eight members is considered to be the norm as to the no. of members constituting a QC-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>&quot;Swim or Sink approach&quot;</td>
</tr>
<tr>
<td>Your Answer</td>
<td>&quot;Swim or Sink approach&quot;</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>At a certain stage the upward mobility stops for many employees. This is inescapable in view of pyramid organisation structure. This phenomenon is called:</th>
</tr>
</thead>
</table>

2nd Sem – HR Management
### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What form of resource allocation unit was originally created to impart training retain workers through skill upgradation &amp; prevention of redundancy due to the technology gap?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>National Renewal Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>National Renewal Fund</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Proper implementation and support of all management levels are not very crucial for the success of HRD audit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>In _______ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>LARSEN &amp; TUBRO LTD.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>LARSEN &amp; TUBRO LTD.</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Divisional / departmental manager &amp; personnel manager.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Representatives from line &amp; personnel departments.</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>People take _______ supportively and use it for development.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Feedback</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Feedback</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Supportive atmosphere, Empathetic atmosphere, Setting goals</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Supportive atmosphere, Empathetic atmosphere, Setting goals</td>
</tr>
</tbody>
</table>
True/False

**Question**
The data obtained through job analysis are recorded on what is known as job analysis sheet.

**Correct Answer**
True

**Your Answer**
True

Multiple Choice Single Answer

**Question**
Name the technique used by the point system and factor comparison system to list the job.

**Correct Answer**
Quantitative

**Your Answer**
Quantitative

Multiple Choice Multiple Answer

**Question**
Under the 'Point rating system' name the important steps mentioned:

**Correct Answer**
Construction of the yardsticks, Wage survey, Designing wage structure.

**Your Answer**
Construction of the yardsticks, Wage survey, Designing wage structure.

Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job knowledge defined in the appraisal form</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
</tr>
<tr>
<td>Decision-making defined in the appraisal form</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
</tr>
<tr>
<td>Communicating defined in the appraisal form</td>
<td>Ability to consider clarity and precision of verbal and written expression of ideas and feelings.</td>
<td>Ability to marshal and analyse relevant data, anticipate eventualities.</td>
</tr>
</tbody>
</table>

True/False

**Question**
The HRD programmes fail due to poverty, social injustice.

**Correct Answer**
True

**Your Answer**
True

Multiple Choice Multiple Answer

**Question**
Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:

**Correct Answer**
Suitable compensation plan, Selection of the right people, Good performance appraisal system

**Your Answer**
Selection of the right people, Good performance appraisal system, Training to managers
**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is very easy to write grade description, as the number of jobs increases.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the general principle (as per P.A.S policy of premier) of Assessment Routes?</td>
<td>2nd Assessor-superior of first assessor, 2nd Assessor- superior of the 1st assessor</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
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</thead>
<tbody>
<tr>
<td>Arthur</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
</tr>
<tr>
<td>Macduffie</td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
</tr>
<tr>
<td>Huselied</td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
</tr>
<tr>
<td>Welbourne and Andrews</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
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<tbody>
<tr>
<td>Name the three phases of recruitment process:</td>
<td>Planning , Implementing , Evaluating</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
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<tbody>
<tr>
<td>Human resource management is responsible for getting the best people, training and providing mechanism.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>True</td>
<td></td>
</tr>
<tr>
<td>----------------</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the two chairman of Hindustan Lever who both followed the pattern of nurturing and handling over to competent successors from within.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Vasant, T. Thomas</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Vasant, T. Thomas</td>
</tr>
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**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>The concept of quality control as a distinct discipline emerged in the United States in the early -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>1920's</td>
</tr>
<tr>
<td>Your Answer</td>
<td>1920's</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What kind of Grading must be brought to the notice of the vice-president of the Company.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Excellent, Poor</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Excellent, Poor</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Under HRD, name the factors that act as motivating forces</th>
</tr>
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<tbody>
<tr>
<td>Correct Answer</td>
<td>Job enrichment, Informal organisation, Participative management</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job enrichment, Informal organisation, Participative management</td>
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</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>The key to the whole SSL programme lies in the identification of -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Supervisor's weaknesses</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Supervisor's performance</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What are the areas where the auditors should physically visit the workplace?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job enrichment, Informal organisation, Participative management</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job enrichment, Informal organisation, Participative management</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Canteens , Living colony , Training rooms</td>
</tr>
<tr>
<td>----------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Canteens , Living colony , Training rooms</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
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<tr>
<th>Question</th>
<th>For closure government permission is required at least ________ days before the intended closure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>90</td>
</tr>
<tr>
<td>Your Answer</td>
<td>90</td>
</tr>
</tbody>
</table>
**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The data obtained through job analysis are recorded on what is known as job analysis sheet.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which kind of literature identifies a number of systems &amp; subsystems?</td>
<td>HRD</td>
<td>HRD</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A fee market economy demands a transparent set of laws and ________ somethething that the archaic Indian judicial system is ill-equipped to cope with quick disposal of litigation</td>
<td>a set of social security legislation</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials of effective QC's :-</td>
<td>Prompt approval, Regular communication, Unconditional support</td>
<td>Prompt approval, Regular communication, Unconditional support</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is said that versality will be the key factor in determining employee value with following factors :</td>
<td>Technology, Leadership, Motivation</td>
<td>Technology, Leadership, Motivation</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The job falling under the same grade get different wage scale.</td>
<td>False</td>
<td>True</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under Voluntary retirement scheme income tax</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
benefits for employees who have accepted the scheme are however, valid only for payouts of up to Rs. 5 lakh.

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Some questions that every corporation needs to address are as follows:-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>How well are HR practices linked to business goals, Are good HR practices &amp; HRD systems &amp; processed being designed, Are the systems internally sound consistent &amp; relevant</td>
</tr>
<tr>
<td>Your Answer</td>
<td>How well are HR practices linked to business goals, Are good HR practices &amp; HRD systems &amp; processed being designed, Are the systems internally sound consistent &amp; relevant</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Flexi work</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Flexitime</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Through consumers participation in management, consumer will lose their rights through served technique</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in:-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Supportive atmosphere, Empethetic atmosphere, Setting goals</td>
</tr>
<tr>
<td>Question</td>
<td>Correct Answer</td>
</tr>
<tr>
<td>----------</td>
<td>----------------</td>
</tr>
<tr>
<td>Monitoring and Follow-up follows the distribution of questionnaires to all assessors.</td>
<td>True</td>
</tr>
<tr>
<td>In a re-engineering programme, when a process changes so does the ________ of the concerned employee.</td>
<td>job profile</td>
</tr>
<tr>
<td>Under the pre-Interview preparation it is useful to note the key points</td>
<td>Paper</td>
</tr>
<tr>
<td>Which system emphasis a lot on the need to motivate people</td>
<td>Human Resource Development</td>
</tr>
<tr>
<td>The whole process of conducting a 360-Degree Feedback process in any Organisation could last about ________.</td>
<td>One &amp; half to about 3 months</td>
</tr>
<tr>
<td>________ is the example of the balanced score card applications in some companies.</td>
<td>AT &amp; T</td>
</tr>
<tr>
<td>A strong ________ can have a lasting effect and</td>
<td>Supportive atmosphere, Empathetic atmosphere, Setting goals</td>
</tr>
</tbody>
</table>
provide sustenance to an organisation.

Correct Answer: Culture
Your Answer: Vision

### Multiple Choice Multiple Answer

**Question:** Within the establishment stage of the career development cycle, what are very important occasions for a young employee?

**Correct Answer:** The first promotion, Successfully completed assignment, The first performance appraisal

**Your Answer:** The first promotion, Successfully completed assignment, The first performance appraisal

### Select The Blank

**Question:** _______ is known not to hold overly one-sided views.

**Correct Answer:** Judgement

**Your Answer:** Judgement

### Select The Blank

**Question:** _______ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.

**Correct Answer:** Rapport building

**Your Answer:** Rapport building

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group goals Vs. Organisational goals</td>
<td>Course organisational Politics</td>
<td>Course organisational Politics</td>
</tr>
<tr>
<td>Better decisions about people based on improved information system</td>
<td>HRA benefits</td>
<td>HRA benefits</td>
</tr>
<tr>
<td>Standard cost method</td>
<td>value of human resources for accounting purposes</td>
<td>value of human resources for accounting purposes</td>
</tr>
<tr>
<td>It is &quot;endemic to every organisation regardless of size, function or character of ownership&quot;</td>
<td>Organisational politiding</td>
<td>HRA model</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer
<table>
<thead>
<tr>
<th>Question</th>
<th>The Main contribution of HRD audit is to focus on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Value-adding HRD</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Value-function HRD</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The ________ provide resources to approved employment schemes in the organised &amp; marginised sectors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Employment Generation Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>National Renewal Grant Fund</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Traditionally, human resources has been perceived as,</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Bureacratic</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Lazziz-faire</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>How can the limitations/ misgivings of management participation in employees organisations be overcome?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>by gaining the confidence of union leaders from the inital stages, managements should educate the members about the concept &amp; value in strengthening union functioning, minimising misunderstandings</td>
</tr>
<tr>
<td>Your Answer</td>
<td>by gaining the confidence of union leaders from the inital stages, managements should educate the members about the concept &amp; value in strengthening union functioning, minimising misunderstandings</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Federation &amp; union at all levels are managed on the lines of management of ________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>A political body</td>
</tr>
<tr>
<td>Your Answer</td>
<td>A social organisation</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>HR managers to gurantee their viability need to think themselves as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic partners</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Strategic partners</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the general characteristics of a Technical-functional competence?</td>
<td>Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants</td>
<td>Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which practices are service related and human resources related?</td>
<td>Organisational</td>
<td>Organisational</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizations gear most of their management succession activities to the immediate past.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the three performance counselling phase.-</td>
<td>Rapport building, Exploration, Action Planning</td>
<td>Rapport building, Exploration, Action Planning</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance &amp; ________</td>
<td>Development needs for growth</td>
<td>Development needs for growth</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD should be series of adhoc decisions and practices.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

**True/False**
### Question
Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.

**Correct Answer**: True

**Your Answer**: True

---

### Multiple Choice Single Answer

**Question**: In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a

**Correct Answer**: "Swim or Sink approach"

**Your Answer**: Job rotation

---

### Multiple Choice Multiple Answer

**Question**: In an interview Method of Training Need identification, what do the Questions asked need to outline?

**Correct Answer**: Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

**Your Answer**: Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

---

### Multiple Choice Single Answer

**Question**: Accounting is a management science group, what are the managers perceived as,

**Correct Answer**: Decision-maker

**Your Answer**: Decision-maker

---

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continued self development</td>
<td>A leadership quality</td>
<td>A leadership quality</td>
</tr>
<tr>
<td>&quot;Working on your liabilities&quot;</td>
<td>Life long mission</td>
<td>Life long mission</td>
</tr>
<tr>
<td>Assignment to some important task force or committee</td>
<td>Offsetting Plateauing effect</td>
<td>Officiating Assignment</td>
</tr>
<tr>
<td>Need-opportunity Alignment</td>
<td>Crucial role played by HRD</td>
<td>Success formula</td>
</tr>
<tr>
<td>Question</td>
<td>Name the internal operational measures dealing with how well HR practices are designed and delivered:</td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td>-----------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Cycle time, quality &amp; cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Cycle time, quality &amp; cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Under HRD, name the factors that act as motivating forces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job enrichment, Informal organisation, Participative management</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job enrichment, Informal organisation, Participative management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>The reviewer has the prime role of recording major appraisal details.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Trade union is a group of two people who come to strengthen their bargaining position.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Member ship of the nation wide consumer councils (as formed by the Government) would comprise representative of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>various ministries, manufactures of commerce, cost account &amp; Consumer</td>
</tr>
<tr>
<td>Your Answer</td>
<td>employers organisations, manufactures of commerce, cost account &amp; Consumer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>To exchange their contradictory views</td>
</tr>
<tr>
<td>Your Answer</td>
<td>To exchange their contradictory views</td>
</tr>
<tr>
<td>Question</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>---</td>
</tr>
<tr>
<td>What is it that Moon-lighting by employees, if extensively part taken,</td>
<td>affect Human Resource Manager in the future adversely?</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Disharmony in individual &amp; organisational goal balance.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Disharmony in individual &amp; organisational goal balance.</td>
</tr>
<tr>
<td>Type</td>
<td>Question</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>True/False</td>
<td>Workers and trade unions never participate in the management of human resources</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td>Under the pre-Interview preparation it is useful to note the key points</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>______ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.</td>
</tr>
<tr>
<td>Multiple Choice Multiple Answer</td>
<td>Name the various HRD outcomes variables :</td>
</tr>
<tr>
<td>Multiple Choice Multiple Answer</td>
<td>Name the process in the development of managerial personnel.</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td>One of the importance of HRD is</td>
</tr>
</tbody>
</table>
### Select The Blank

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<thead>
<tr>
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<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>While evaluating ________ jobs, where nature of work is difficult to be expressed in quantifiable numbers.</td>
<td>manegerial</td>
<td>manegerial</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which practices should be linked to business goals and corporate strategy :</td>
<td>HRD &amp; HR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>HRD &amp; HRM</td>
<td></td>
</tr>
</tbody>
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<td>Under HRD, name the factors that act as motivating forces</td>
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### True/False

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<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>An employee who is categorised as Dead wood is one who has absolutely no potential for growth &amp; should be included in a rationalization programme.</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ is known not to hold overly one-sided views.</td>
<td>Judgement</td>
<td>Performance</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>According to Gurucharan Das what should Indian companies focus its effort to emerge winners in the light of the liberalization &amp; globalization?</td>
<td>Be able to capitalize on global trade, Not ignore quality, Product development</td>
<td>Diversity rather than focus on a single area of competence, Be able to capitalize on global trade, Not ignore quality</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the limitations of HRD Audits?</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Your Answer</td>
</tr>
<tr>
<td>----------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Becoming more of a political game than a genuine effort for improvement. Failures of implementations, Does not give evaluation of individuals but focuses on unit &amp; systems</td>
<td>Failures of implementations, Does not give evaluation of individuals but focuses on unit &amp; systems, Becoming more of a social game than a genuine effort for improvement</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -</td>
<td>To exchange their contradictory views</td>
<td>To realise each others faults</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A multi-Rate Appraisal and feedback system is essentially</td>
<td>a 360 degree Appraisal</td>
<td>a 360 degree Appraisal</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR stands for Human Resource Strategies</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ leads to conflict between various departments is a functional organisation</td>
<td>The lack of appreciation for the constraints of other department</td>
<td>High degree of autonomy</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are several ways in which human resource management can strengthen relationships to accomplish organisational goals. What was one of the findings from the survey of 1996 from some</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Indian Experiences?

Correct Answer: An increasing number of human resources professionals have been included in the top management.
Your Answer: Building synergies across the organisation.

Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>The ______ are mostly for the employees of the marketing department.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Commissions</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Commissions</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Federations may invite the management's representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Representatives from line &amp; personnel department.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Divisional / departmental manager &amp; personnel manager.</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Upto late seventies, how many organisations were with HRD department?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Twelve</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Six</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Within the establishment stage of the career development cycle, what are very important occasions for a young employee?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>The first promotion , Successfully completed assignment , The first performance appraisal</td>
</tr>
<tr>
<td>Your Answer</td>
<td>The first promotion , Successfully completed assignment , The first performance appraisal</td>
</tr>
</tbody>
</table>

True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Performance development plan is set for the employee by his immediate boss.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>In some cases, individual and group interviews are substituted by ________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>LSIP</td>
</tr>
<tr>
<td>Your Answer</td>
<td>LSIP</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

**Question**
The key to the whole SSL programme lies in the identification of

**Correct Answer**
Supervisor’s weaknesses

**Your Answer**
Supervisor’s leadership skills

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indian subsidies</td>
<td>P. Chidambaram</td>
<td>Narasimha Rao</td>
</tr>
<tr>
<td>India’s backwardness in human development</td>
<td>Primary reasons why economic growth has no impact on the level of the ordinary people</td>
<td>Peacemeal measures do not achieve deliveries in terms of poverty</td>
</tr>
<tr>
<td>Child labour</td>
<td>Poor quality of primary &amp; secondary education</td>
<td>Gurncharan Das</td>
</tr>
<tr>
<td>Reforms to be an integrated process</td>
<td>Peacemeal measures do not achieve deliveries in terms of poverty</td>
<td>Primary reasons why economic growth has no impact on the level of the ordinary people</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**
Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:

**Correct Answer**
Suitable compensation plan, Selection of the right people, Good performance appraisal system

**Your Answer**
Suitable compensation plan, Selection of the right people, Good performance appraisal system

### Multiple Choice Single Answer

**Question**
Self-questionnaires is to be filled by whom?

**Correct Answer**
Participant

**Your Answer**
Participant

### Select The Blank

**Question**
________ is the example of the balanced score card applications in some companies.

**Correct Answer**
AT & T

**Your Answer**
L & T
### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ________ role is to ensure the deserving managers should get appropriate opportunities for job Rotation.</td>
<td>Reviewer</td>
<td>Administrator</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is Business Process Re-engineering?</td>
<td>The ability of an organisation to step back &amp; rethink the way it does business, Focus on all form business components: strategy, business process, people and technology, Encouraging enterprenewal adaptation on capabilities with stress on innovative skills &amp; collaborative decision-making</td>
<td>Process re-design &amp; system re-engineering, The ability of an organisation to step back &amp; rethink the way it does business, Encouraging enterprenewal adaptation on capabilities with stress on innovative skills &amp; collaborative decision-making</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abraham has identified seven practices of successful organisations.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the three aspects of manpower planning:</td>
<td>Who should plan?, Planning for whom, Timing for plan</td>
<td>Why should we plan?, Planning for whom, Timing for plan</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name one of the processes of job evaluation</td>
<td>Select the method</td>
<td>Ranking system</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through consumers participation in management, consumer will lose their rights through served technique</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>
### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>The________ can be made using a checklist of questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Observation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Questionnaire method</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Some organisations use ______ &amp; committee management as techniques of training &amp; development for flexitime systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job rotation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job rotation</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Organisations presently are taking measures to satisfy the workers through various methods including the schemes of worker &amp; participation in management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Flexitime works better when the employees have self-determination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Which system emphasis a lot on the need to motivate people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Human Resourse Development</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Human Resource Development</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Analysis of ______ data can give a lot of insights into the HRD assets and liabilities of the company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Secondary</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Qualitative</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Why do employees adopt proxy system? In order to improve ______</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>their social status, their economic status, their psychological</td>
</tr>
</tbody>
</table>
status
Your Answer to their social status, their economic status, their psychological well being

**Multiple Choice Multiple Answer**

**Question** Through the BPR Programme an experience a sense of ownership in a company only if the organisation believes in:

**Correct Answer** Caring (honest & open communication & mutual support), Sharing (with teams having a common objectives), Daring (encouraging enterprenueiral adaptation capabilities)

**Your Answer** Caring (honest & open communication & mutual support), Sharing (with teams having a common objectives), Daring (encouraging enterprenueiral adaptation capabilities)

**True/False**

**Question** Analysis of secondary data can give a lot of insights into the HRD assets & liabilities of the company

**Correct Answer** True

**Your Answer** True

**Multiple Choice Single Answer**

**Question** What is that describes the duties of the job, authority relationship, skills requirement, conditions of work etc.

**Correct Answer** Job analysis

**Your Answer** Job analysis

**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

**Select The Blank**

**Question** A fee market economy demands a transparent set of laws and _______ something that the archaic Indian judicial system is ill-equipped to cope with

**Correct Answer** quick disposal of litigation

**Your Answer** quick disposal of litigation

**Select The Blank**

**Question** Generally, training need identification forms a part of ________.

**Correct Answer** Management Appraisal System

**Your Answer** Management Appraisal System

**Multiple Choice Multiple Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>In an interview Method of Training Need identification, what do the Questions asked need to outline?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Inputs expected from the Training Department, To prove weakness &amp; strengths of individuals, Opportunities available to overcome such weaknesses.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>The personal problems faced by individual employees on the job, To prove weakness &amp; strengths of individuals, Opportunities available to overcome such weaknesses.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>A________ having openness, trust, authenticity as its bed rock is highly suitable for 360-degree appraisal.</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Culture</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Culture</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>Why is it that some managements may be disinterested in participation in Trade Unions?</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Possibility of cropping up misunderstandings among leaders &amp; members</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Possibility of cropping up misunderstandings among leaders &amp; members</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>Monitoring and Follow-up follows the distribution of questionnaires to all assessors.</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>A new management profile where managers take into cognisance the fact that organisational competitiveness is linked to human resource competence, was suggested by whom?</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Roetting (1995)</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Roetting (1995)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>__________ means providing the employee with necessary tools &amp;</td>
</tr>
</tbody>
</table>
authority to overcome obstacles to achieving goals.

Correct Answer  Employee empowerment
Your Answer  Employee empowerment

**Multiple Choice Multiple Answer**

**Question**
What are the elements of a quality control system?

**Correct Answer**
A means of measurement of accomplishment, A means of standard, A comparison of actual results with the standard.

**Your Answer**
A means of measurement of accomplishment, A means of standard, A comparison of actual results with the standard.

**Multiple Choice Multiple Answer**

**Question**
What are the general characteristics of a Technical - functional competence?

**Correct Answer**
Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants.

**Your Answer**
Primary interest in functional work, Such individuals start a new business, less for making money than for creating product that could be identified as theirs, They would like to remain expert rather than become general managers.

**Multiple Choice Multiple Answer**

**Question**
List the measures to overcome the HRD problems in India

**Correct Answer**
Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance.

**Your Answer**
Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance.

**True/False**

**Question**
The Asian Institute of Management have introduced a unique course called "Managerial Walkabout". The idea of the course came from Prof. M. Gibbons of Simon Fraser University, British Columbia.

**Correct Answer** True

**Your Answer** True

**Select The Blank**

**Question**
__________ are the visible amounts given for fertilizers export promotion, etc.

**Correct Answer** Explicit subsidies
**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The scheme of participation of consumer representative is impracticable, difficult &amp; not feasible in the present circumstances owing to</td>
<td>illiteracy levels, possible opposition from employees &amp; then unions, Negligence on part of the consumer</td>
<td>illiteracy levels, possible opposition from employees &amp; then unions, Negligence on part of the consumer</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>__________ are those who provide competitive advantage to corporations.</td>
<td>People</td>
<td>Managers</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job knowledge defined in the appraisal form</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
</tr>
<tr>
<td>Decision-making defined in the appraisal form</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
</tr>
<tr>
<td>Communicating defined in the appraisal form</td>
<td>Ability to consider clarity and precision of verbal and written expression of ideas and feelings.</td>
<td>Ability to analyse completion of the factual data</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>An employee sponsor, the HR manager plays an integral role in organisational success.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why would management participation in trade union be open to opposition by a few?</td>
<td>trade union leader may feel thire influence decelerated among trade union members, member may view thire movement weekend with the influence of management, due to misunderstandings cropping up among leader &amp; members</td>
<td>trade union leader may feel thire influence decelerated among trade union members, member may view thire movement weekend with the influence of management, due to misunderstandings cropping up among leader &amp; members</td>
</tr>
</tbody>
</table>
Your Answer: member may feel thire privacy being voileted, member may view thire movement weakend with the influence of management, due to misunderstandings cropping up among leader & members

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>HRD audit can also be used against the HRD department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>The HRD programmes fail due to poverty, social injustice.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>Why is it found that federations &amp; Unions constitute an important &amp; crucial wing of an organisation?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>If mismanaged they affect industrial peace</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>If mismanaged they affect industrial peace</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Human resource management is responsible for getting the best people, training and providing mechanism.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Under ________ method jobs are arranged from highest to lowest, in order of their value to the organisation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>ranking</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>ranking</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>Name the technique used by the point system and factor comparison system to list the job.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Quantitative</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Quantitative</td>
<td></td>
</tr>
</tbody>
</table>
## Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which kind of appraisal done separately will provide feedback on the potential of these managers.</td>
<td>Potential appraisal</td>
<td>Potential appraisal</td>
</tr>
</tbody>
</table>

## True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is very easy to write grade description, as the number of jobs increases.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

## Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the two important responsibilities of top management of all organisations.</td>
<td>Organisational survival, Organisational growth</td>
<td>Organisational planning, Organisational forecasts</td>
</tr>
</tbody>
</table>

## Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name one of the components systems of HRD:</td>
<td>Career system</td>
<td>Career system</td>
</tr>
</tbody>
</table>

## True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Majority of the disputes in industries are related to the problem of wages, salaries &amp; benefits</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

## True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective of performance appraisal system is to identify the developmental needs of each employee.</td>
<td>True</td>
<td>False</td>
</tr>
</tbody>
</table>

## Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the process which is continuous and stops only when the organisation ceases to exist</td>
<td>Hiring</td>
<td></td>
</tr>
</tbody>
</table>
### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>The problem and challenges of continuous improvement can be effectively tackled by taking advantage of _________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Synergy of teams</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Synergy of teams</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>In the orientation phase, all participants are to submit a list of appraisers by whom they would like to be assessed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What is the long form of CII?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Confederation of Indian Industry</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Confederation of Indian Industry</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>For closure, if there is no response (from government) within permission is deemed to have been granted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>60</td>
</tr>
<tr>
<td>Your Answer</td>
<td>90</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What is it that is treated as a soul of the HR functions?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>HRD</td>
</tr>
<tr>
<td>Your Answer</td>
<td>HRD</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Skill, Efforts, Accountability</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Skill, Efforts, Accountability</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer
<table>
<thead>
<tr>
<th>Question</th>
<th>If supply of labour is higher than demand, which factor would be relatively low?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Wage</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Wage</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Experience has shown HRD audit has tremendous impact on business in areas like:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>strategic Planning, role clarity, Streamlining practices</td>
</tr>
<tr>
<td>Your Answer</td>
<td>strategic Planning, role clarity, Streamlining practices</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Every employee also has a succession plan to him, which is also known as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Shadow planning</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Shadow planning</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Federation &amp; unions at few levels are managed on the lines of management of a political body</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>________ manpower plan need the involvement of top management as well as HR exports.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Strategic</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>The differences in which kind of faiths among the people is hurdle in the HRD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Religious</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Religious</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>An efficient plant layout &amp; a good benchmark</td>
<td>Ford Motors</td>
<td>Ford Motors</td>
</tr>
</tbody>
</table>
Simple act of comparison & learning for organisational improvement

<table>
<thead>
<tr>
<th>Benchmarking</th>
<th>Benchmarking</th>
</tr>
</thead>
</table>

The Malcolm Bridge National Quality Award

|--------------|-----------------|

Japanese firms had long been benchmarking other companies, many of them American

<table>
<thead>
<tr>
<th>Ohirata (1994)</th>
<th>BPR</th>
</tr>
</thead>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is concerned with developing a pool of candidates in line with the human resources plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Recruitment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the steps that develop strategic framework for HRD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Realistic employee development, Measurable employee development, Well costed employee development</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Realistic employee development, Measurable employee development, Well costed employee development</td>
</tr>
</tbody>
</table>
### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

#### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What were the key components of the New Economic Policy?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Market friendly state, Liberalisation, Privatization</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Liberalisation, Privatization, Market friendly state</td>
</tr>
</tbody>
</table>

#### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Creative imagination, Sense of reality, Effective leadership</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Creative imagination, Sense of reality, Effective leadership</td>
</tr>
</tbody>
</table>

#### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>__________ manpower plan need the involvement of top management as well as HR exports.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Long-term</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Large recruitment __________ problematic and vice-versa.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Less</td>
</tr>
<tr>
<td>Your Answer</td>
<td>More</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>The process of analysing jobs from which job descriptions are developed are called __________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job Analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job Analysis</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Analysis of __________ data can give a lot of insights into the HRD assets and liabilities of the company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Secondary</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Quantitative</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What is it that good HR practices can build?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Competencies</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Competencies</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>The major issue to be resolved while framing________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Recruitment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Most HR audit are due to failures of________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Implementation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Implementation</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Successful HR departments will focus on motivational performance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the balanced score card approach the expectation of three shareholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Generally, training need identification forms a part of________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Management Appraisal System</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Management Development Committee.</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Performance counselling should not give a chance in discussion like -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Increments, Salaries, Rewards</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

**Question**
Five main phases make up the process of the feedback exercise, name the PHASE 4-

**Correct Answer**
Data feeding Reports & Analysis

**Your Answer**
Data feeding Reports & Analysis

### Multiple Choice Single Answer

**Question**
In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?

**Correct Answer**
Exporatory stage

**Your Answer**
Exporatory stage

### Multiple Choice Multiple Answer

**Question**
Under the workshop methodology, a series of diagnostic exercises through question are taken, theses are:

**Correct Answer**
How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths & weaknesses of your training policies & practice?

**Your Answer**
How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths & weaknesses of your training policies & practice?

### Multiple Choice Single Answer

**Question**
Name the recruitment process which is said to be a costly affair

**Correct Answer**
External

**Your Answer**
External

### True/False

**Question**
As per the Human Development balance sheet, 1997, 45 million children were out of primary school in 1995

**Correct Answer**
True

**Your Answer**
True

### True/False

**Question**
Eight members is considered to be the norm as to the no. of members constituting a QC-

**Correct Answer**
True
### Multiple Choice Single Answer

**Question**
In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -

**Correct Answer**
"Swim or Sink approach"

**Your Answer**
"Swim or Sink approach"

### Multiple Choice Single Answer

**Question**
At a certain stage the upword mobility stops for many employees. This is inescapable in view of pyramid organisation structure. This phenomenon is called:

**Correct Answer**
Plateauing

**Your Answer**
Plateauing

### Multiple Choice Single Answer

**Question**
What form of resource allocation unit was originally created to impart training retain workes through skill upgradation & prevention of redundancy due to the technology gap?

**Correct Answer**
National Renewal Fund

**Your Answer**
National Renewal Fund

### True/False

**Question**
Proper implementation and support of all management levels are not very crucial for the success of HRD audit

**Correct Answer**
False

**Your Answer**
False

### Select The Blank

**Question**
In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.

**Correct Answer**
LARSEN & TUBRO LTD.

**Your Answer**
LARSEN & TUBRO LTD.

### Multiple Choice Single Answer

**Question**
Federations may invite the management's representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings?
Correct Answer: Divisional / departmental manager & personnel manager.
Your Answer: Representatives from line & personnel departments.

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>People take ________ supportively and use it for development.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Feedback</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Feedback</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Supportive atmosphere , Empathetic atmosphere , Setting goals</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Supportive atmosphere , Empathetic atmosphere , Setting goals</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>The data obtained through job analysis are recorded on what is known as job analysis sheet.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the technique used by the point system and factor comparison system to list the job.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Quantitative</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Quantitative</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the 'Point rating system' name the important steps mentioned:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Construction of the yardsticks , Wage survey , Designing wage structure.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Construction of the yardsticks , Wage survey , Designing wage structure.</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job knowledge defined in Appraisal form</td>
<td>Ability to consider the extent and depth of demonstrated technical</td>
<td>Ability to consider the extent and depth of demonstrated technical</td>
</tr>
</tbody>
</table>
### Decision-making defined in the appraisal form
Ability to analyse relevant facts, evaluate various alternatives.

### Communicating defined in the appraisal form
Ability to consider clarity and precision of verbal and written expression of ideas and feelings.
Ability to marshal and analyse relevant data to anticipate eventualities.

---

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The HRD programmes fail due to poverty, social injustice.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:</td>
<td>Suitable compensation plan, Selection of the right people, Good performance appraisal system</td>
<td>Selection of the right people, Good performance appraisal system, Training to managers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>It is very easy to write grade description, as the number of jobs increases.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>What is the general principle (as per P.A.S policy of premier) of Assessment Routes?</td>
<td>2nd Assessor-superior of first assessor, 2nd Assessor- superior of the 1st assessor</td>
<td>1st Assessor-immediate superior, 2nd Assessor HR manager</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

### Match The Following
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arthur</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
</tr>
<tr>
<td>Macduffie</td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
</tr>
<tr>
<td>Huselied</td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
</tr>
<tr>
<td>Welbourne and Andrews</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

**Question**
Name the three phases of recruitment process:

**Correct Answer**
Planning, Implementing, Evaluating

**Your Answer**
Planning, Evaluating, Screening

**True/False**

**Question**
Human resource management is responsible for getting the best people, training and providing mechanism.

**Correct Answer**
True

**Your Answer**
True

**Multiple Choice Multiple Answer**

**Question**
Name the two chairman of Hindustan Lever who both followed the pattern of nurturing and handling over to competent successors from within.

**Correct Answer**
Vasant, T. Thomas

**Your Answer**
Vasant, T. Thomas

**Multiple Choice Single Answer**

**Question**
The concept of quality control as a distinct discipline emerged in the United States in the early -

**Correct Answer**
1920's

**Your Answer**
1920's
<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>What kind of Grading must be brought to the notice of the vice-president of the Company.</td>
<td>Excellent, Poor</td>
<td>Excellent, Poor</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Under HRD, name the factors that act as motivating forces</td>
<td>Job enrichment, Informal organisation, Participative management</td>
<td>Job enrichment, Informal organisation, Participative management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The key to the whole SSL programme lies in the identification of -</td>
<td>Supervisor's weaknesses</td>
<td>Supervisor's weaknesses</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>What are the areas where the auditors should physically visit the workplace?</td>
<td>Canteens, Living colony, Training rooms</td>
<td>Canteens, Living colony, Training rooms</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>For closure government permission is required at least 90 days before the intended closure</td>
<td>90</td>
<td>90</td>
</tr>
</tbody>
</table>
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The data obtained through job analysis are recorded on what is known as</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>job analysis sheet.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which kind of literature identifies a number of systems &amp; subsystems?</td>
<td>HRD</td>
<td>HRD</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A fee market economy demands a transparent set of laws and________somthing that the archaic Indian judicial system is ill-equipped to cope with</td>
<td>quick disposal of litigation</td>
<td>a set of social security legislation</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials of effective QC’s :-</td>
<td>Prompt approval , Regular communication , Unconditional support</td>
<td>Prompt approval , Regular communication , Unconditional support</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is said that versality will be the key factor in determining employee</td>
<td>Technology , Leadership , Motivation</td>
<td>Technology , Leadership , Motivation</td>
</tr>
<tr>
<td>value with following factors :</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technology , Leadership , Motivation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The job falling under the same grade get different wage scale.</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under Voluntary retirement scheme income tax benefits for employees who</td>
<td>Rs. 5 lakh</td>
<td>Rs. 5 lakh</td>
</tr>
<tr>
<td>have accepted the scheme are however , valid only for payouts of</td>
<td></td>
<td></td>
</tr>
<tr>
<td>upto________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some questions that every corporation needs to address are as follows:-</td>
<td>How well are HR practices linked to business goals , Are good HR practices &amp;</td>
<td>How well are HR practices linked to business goals , Are good HR practices &amp;</td>
</tr>
<tr>
<td></td>
<td>HRD systems &amp; processed being designed , Are the systems internally sound</td>
<td>HRD systems &amp; processed being designed , Are the systems internally sound</td>
</tr>
<tr>
<td></td>
<td>consistent &amp; relevant</td>
<td>consistent &amp; relevant</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the assessee is transferred after Feb. the immediate superior will</td>
<td>False</td>
<td>False</td>
</tr>
<tr>
<td>complete the appraisal as at 31st Aug.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>True/False</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?</td>
<td>True</td>
<td>Flexi work</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through consumers participation in management, consumer will lose their rights through served technique</td>
<td>False</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.-</td>
<td>Supportive atmosphere, Empathetic atmosphere, Setting goals</td>
<td>Supportive atmosphere, Empathetic atmosphere, Setting goals</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring and Follow-up follows the distribution of questionnaires to all assessors.</td>
<td>True</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In a re-engineering programme, when a process changes so does the of the concerned employee.</td>
<td>job profile</td>
<td>job profile</td>
<td>job profile</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the pre-Interview preparation it is useful to note the key points</td>
<td>Paper</td>
<td>Paper</td>
<td>Paper</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which system emphasis a lot on the need to motivate people</td>
<td>Human Resourse Development</td>
<td>Human Resourse Development</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The whole process of conducting a 360 - Degree Feedback process in any Organisation could last about __________.</td>
<td>One &amp; half to about 3 months</td>
<td>One &amp; half to about 3 months</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>__________ is the example of the balanced score card applications in some companies.</td>
<td>AT &amp; T</td>
<td>AT &amp; T</td>
<td>AT &amp; T</td>
</tr>
</tbody>
</table>
### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>A strong ________ can have a lasting effect and provide sustenance to an organisation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Culture</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Vision</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Within the establishment stage of the career development cycle, what are very important occasions for a young employee?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>The first promotion, Successfully completed assignment, The first performance appraisal</td>
</tr>
<tr>
<td>Your Answer</td>
<td>The first promotion, Successfully completed assignment, The first performance appraisal</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>________ is known not to hold overly one-sided views.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Judgement</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Judgement</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Rapport building</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Rapport building</td>
</tr>
</tbody>
</table>

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group goals Vs. Organisational goals</td>
<td>Course organisational Politics</td>
<td>Course organisational Politics</td>
</tr>
<tr>
<td>Better decisions about people based on improved information system</td>
<td>HRA benefits</td>
<td>HRA benefits</td>
</tr>
<tr>
<td>Standard cost method</td>
<td>value of human resources for accounting purposes</td>
<td>value of human resources for accounting purposes</td>
</tr>
<tr>
<td>It is &quot;endemic to every organisation regardless of size, function or character of ownersh Ship&quot;</td>
<td>Organisational politidering</td>
<td>HRA model</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>The Main contribution of HRD audit is to focus on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Value-adding HRD</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Value-function HRD</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>The ________ provide resources to approved employment schemes in the organised &amp; marginised sectors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Employment Generation Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>National Renewal Grant Fund</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Traditionally, human resources has been perceived as,</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Bureaucratic</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Lazziz-faire</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer
### Question
How can the limitations/ misgivings of management participation in employees organisations be overcome?

#### Correct Answer
by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings.

#### Your Answer
by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings.

### Select The Blank
#### Question
Federation & union at all levels are managed on the lines of management of ________

#### Correct Answer
A political body

#### Your Answer
A social organisation

### Multiple Choice Single Answer
#### Question
HR managers to guarantee their viability need to think themselves as -

#### Correct Answer
Strategic partners

#### Your Answer
Strategic partners

### Multiple Choice Multiple Answer
#### Question
What are the general characteristics of a Technical - functional competence?

#### Correct Answer
Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants

#### Your Answer
Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants

### Multiple Choice Single Answer
#### Question
Which practices are service related and human resources related?

#### Correct Answer
Organisational

#### Your Answer
Organisational

### True/False
#### Question
Organizations gear most of their management succession activities to the immediate past.

#### Correct Answer
False

#### Your Answer
False

### Multiple Choice Multiple Answer
#### Question
Name the three performance counselling phase.

#### Correct Answer
Rapport building, Exploration, Action Planning

#### Your Answer
Rapport building, Exploration, Action Planning

### Select The Blank
#### Question
In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ________.

#### Correct Answer
Development needs for growth

#### Your Answer
Development needs for growth

### True/False
#### Question
HRD should be series of adhoc decisions and practices.

#### Correct Answer
False
<table>
<thead>
<tr>
<th>True/False</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>True</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a - &quot;Swim or Sink approach&quot;</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>&quot;Swim or Sink approach&quot;</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Job rotation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>In an interview Method of Training Need identification, what do the Questions asked need to outline?</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Inputs expected from the Training Department, To prove weakness &amp; strengths of individuals, Opportunities available to overcome such weaknesses.</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Inputs expected from the Training Department, To prove weakness &amp; strengths of individuals, Opportunities available to overcome such weaknesses.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Accounting is a management science group, what are the managers perceived as,</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Decision-maker</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Decision-maker</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Match The Following</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Continued self development</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>A leadership quality</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>A leadership quality</td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>&quot;Working on your liabilities&quot;</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Life long mission</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Life long mission</td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>Assignment to some important task force or committee</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Offsetting Plateauing effect</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Officiating Assignment</td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>Need-opportunity Alignment</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Crucial role played by HRD</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Success formula</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Name the internal operational measures dealing with how well HR practices are designed and delivered:</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Cycle time, quality &amp; cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Cycle time, quality &amp; cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Under HRD, name the factors that act as motivating forces</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Job enrichment, Informal organisation, Participative management</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Job enrichment, Informal organisation, Participative management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>The reviewer has the prime role of recording major appraisal details.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>False</td>
</tr>
<tr>
<td>True/False</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>Trade union is a group of two people who come to strengthen their bargaining position.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>False</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Member ship of the nation wide consumer councils (as formed by the Government) would comprise representative of</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>various ministeries, manufactures of commerce, cost account &amp; Consumer employess organisations, manufactures of commerce, cost account &amp; Consumer</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Participation of management’ representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>To exchange their contradictory views</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>To exchange their contradictory views</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Disharmony in individual &amp; organisational goal balance.</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Disharmony in individual &amp; organisational goal balance.</td>
</tr>
</tbody>
</table>
**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The components of a compensation system includes:</td>
<td>Job Evaluation, Job Description, Job Analysis</td>
<td>Job Evaluation, Job Description, Job Analysis</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The first HRD department in the Indian corporate sector was started in 1975 in Larsen &amp; Toubro (L &amp; T).</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A paper prepared by Mr. P Chidambaram, titled Indian subsidies reveals that in order to clean its fiscal difficulties in a few years, India needs to cut down about 50% of subsidies in ________ goods since it yields only 10% returns</td>
<td>Non-merit</td>
<td>Non-merit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The factors coming under Discipline &amp; Attendance are Time keeping and ________.</td>
<td>Obedience</td>
<td>Obedience</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the general principle (as per P.A.S policy of premier) of Assessment Routes?</td>
<td>2nd Assessor-superior of first assessor, 2nd Assessor-superior of the 1st assessor</td>
<td>1st Assessor-immediate superior, 2nd Assessor HR manager</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>It can be enounced that globalization has reduced poverty in India and China, home to move that half a billion of the world's poor income group</td>
<td></td>
</tr>
</tbody>
</table>
Correct Answer | True  
---|---
Your Answer | True  

**Select The Blank**

| Question | _______ means providing the employee with necessary tools & authority to overcome obstacles to achieving goals. 
---|---
Correct Answer | Employee empowerment  
Your Answer | Employee empowerment  

**Multiple Choice Single Answer**

| Question | What is the primary objective behind SSL? 
---|---
Correct Answer | To not only measure training supervisors by comparing their performance with that of several thousand supervisors in other Cos.  
Your Answer | To objectively measure training needs  

**Multiple Choice Single Answer**

| Question | Who is the person who should always remain away from Doppelganger effect. 
---|---
Correct Answer | Chief Executive  
Your Answer | Chief Executive  

**Multiple Choice Single Answer**

| Question | What is one of the major reasons for a perceived rise in number of moon - lights in the coming future? 
---|---
Correct Answer | Change in values & expectations.  
Your Answer | A change in standard of living  

**Multiple Choice Multiple Answer**

| Question | Why do most companies want HRD audit? 
---|---
Correct Answer | Change of Leadership , To make HR function business-driven , For growth & diversification  
Your Answer | Change of Leadership , To make HR function business-driven , For growth & diversification  

**Select The Blank**

| Question | _______ are those who provide competitive advantage to corporations. 
---|---
Correct Answer | True  
Your Answer | True
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the factors that warrant the attention for successful implementation?</td>
<td>Feedback management, Action planning, Reinforcement of new behaviour</td>
<td>Feedback management, Action planning, Feedback analysis</td>
</tr>
<tr>
<td>The functioning of federations and unions has its impact on human resources management of various industries &amp; organisation</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>The role of which manager must parallel the needs of his changing organisation.</td>
<td>HR</td>
<td>HR</td>
</tr>
<tr>
<td>What is the long form of CII?</td>
<td>Confederation of Indian Industry</td>
<td>Confederation of Indian Industry</td>
</tr>
<tr>
<td>Name one of the components / elements of the flow of decisions in the Management quadrant :</td>
<td>Sound Industrial relations</td>
<td>Sound Industrial relations</td>
</tr>
<tr>
<td>It is not necessary that the subordinate should feel free to participate without fear in the process of review &amp; feedback.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Most HRD audit are due to failures of ________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Implementation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Implementation</td>
</tr>
</tbody>
</table>

Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Rs. 5 lakh</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Rs. 3 lakh</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>The liberalization swept through the nation bringing in a new era which compelled Indian business to value up from shumber &amp; reassess its assumption. The characteristics were that of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>a complete or perish situation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>an open economy</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the two factors which lead people to work:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Economic , Motivation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Economic , Motivation</td>
</tr>
</tbody>
</table>

Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>For closure , if there is no response ( from government ) within ________ permission is deemed to have been granted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>60</td>
</tr>
<tr>
<td>Your Answer</td>
<td>90</td>
</tr>
</tbody>
</table>

Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>________ system stresses on discipline and there is simplicity in the form.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Your Answer</td>
</tr>
<tr>
<td>----------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Merit rating</td>
<td>Rating scale</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The individual with a deep speed insight will not go quickly to the least of a problem.</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>An employee who is categorised as Dead wood is one who has absolutely no potential for growth &amp; should be included in a rationalization programme.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some organisations have successfully experimented with foreign assignment in the career path model. What are the benefits of this form of assignment?</td>
<td>The individual is tested in an alien environment, He is trained to see the business in a global context, Lack of opportunity in our country don't come in the way of career progression</td>
<td>The individual is tested in an alien environment, He is trained to see the business in a global context, Lack of opportunity in our country don't come in the way of career progression</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD ________ is in methodology of evaluating various elements of HRD.</td>
<td>Audit</td>
<td>Audit</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The first HRD department in the Indian corporate sector was started in which year?</td>
<td>1975</td>
<td>1975</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question**: what are the common objections against the treatment of people as assets in a HRM system

**Correct Answer**: There is no assurance of future benefits, people are not owned by the organisation, it may not be recognised by tax laws

**Your Answer**: There is no assurance of future benefits, it does not recognise the human side human side to mgmt side to side to mgmt of human resources, people are not owned by the organisation

### Select The Blank

**Question**: Employer has to pay ________ of the basic wages to the employees during the lay off period

**Correct Answer**: 0.5

**Your Answer**: 0.5

### Multiple Choice Multiple Answer

**Question**: Name the three important components in aligning business strategy with HR practice:

**Correct Answer**: Business Strategy, Human Resource Practices, Organisational Capabilities


### True/False

**Question**: Employees feel frustrated due to low specialisation in the work

**Correct Answer**: True

**Your Answer**: True

### Multiple Choice Single Answer

**Question**: Under the pre-Interview preparation it is useful to note the key points

**Correct Answer**: Paper

**Your Answer**: Paper

### Select The Blank

**Question**: The link between sense of reality and ________ is important for proper understanding of the definition of sense of reality

**Correct Answer**: imagination
Multiple Choice Single Answer

Question: Five main phases make up the process of the feedback exercise, name the PHASE 4-

Correct Answer: Data feeding Reports & Analysis

Your Answer: Data feeding Reports & Analysis

Multiple Choice Multiple Answer

Question: What are the major advantages of a Generic Benchmarking Technique?

Correct Answer: It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals. Proven systems can be implemented with minimal modification

Your Answer: It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals. Proven systems can be implemented with minimal modification

Multiple Choice Single Answer

Question: What is it that Union leader usually do to gain the confidence of its member?

Correct Answer: Win something in grievance procedure

Your Answer: Challenge management

Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of the subject hand work &amp; a sincere approach</td>
<td>requisites for consumersim</td>
<td>one of the roles of the advisory committee</td>
</tr>
<tr>
<td>To divert manufacturing activities from urban to rural areas</td>
<td>one of the roles of the consumer council</td>
<td>a much neglected sphere of the market</td>
</tr>
<tr>
<td>The mechanism of price fixation</td>
<td>a much neglected sphere of the market</td>
<td>one of the roles of the consumer council</td>
</tr>
<tr>
<td>These are not the days of individualism &amp; unorganisation</td>
<td>unionsim</td>
<td>unionsim</td>
</tr>
</tbody>
</table>

True/False
<table>
<thead>
<tr>
<th>Question</th>
<th>Objective of performance appraisal system is to identify the developmental needs of each employee.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice**  **Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What were the unmet deliverables of the economic refructing or what were its put falls?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>unmet social objectives , status of small-scale industries , advantage MNC's had over their Indian compethitions</td>
</tr>
<tr>
<td>Your Answer</td>
<td>unmet social objectives , reliance on agriculture , status of small-scale industries</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>The process of 360 Degree appraisal is broken into two stages - planning, implementation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Organisations should pay for the value of the job but not for the value of the person.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice**  **Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Experience has shown HRD audit has tremendous impact on business in areas like:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>strategic Planning , role clarity , Streamlining practices</td>
</tr>
<tr>
<td>Your Answer</td>
<td>strategic Planning , role clarity , Streamlining practices</td>
</tr>
</tbody>
</table>

**Multiple Choice**  **Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>In order to attain the support of Line Managers many organisations have formulated Training Committees or Management Development Committee, membership consists of -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Mostly of Line Managers , The Chief Executive or a very senior managers take up the role of Chairman , Training Managers is the member-Secretary in such committee.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Supervisory staff for their effective participation in management. , Mostly of Line Managers , The Chief Executive or a very senior managers take up the role of</td>
</tr>
</tbody>
</table>
Chairman

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Succession planning is done in three time frames, those are-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Immediate, Intermediate, Long range</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Immediate, Intermediate, Long range</td>
</tr>
</tbody>
</table>
## List of Attempted Questions and Answers

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Self-questionnaires is to be filled by whom?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Participant</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Participant</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>In an employees organisation the flow of decisions from the Working Committee flows to -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>President / Secretary of Branch Union</td>
</tr>
<tr>
<td>Your Answer</td>
<td>President / Secretary of Branch Union</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>What can give significant inputs about existing state of accountability of employees.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>HRD audit</td>
</tr>
<tr>
<td>Your Answer</td>
<td>HRD audit</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What are the objectives of inspection?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Removing defects, Consumer satisfaction, Quality product</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Removing defects, Consumer satisfaction, Quality product</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the process of 360 degree appraisal which can be broken into three stages or levels -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Planning, Implementation, Result</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Planning, Implementation, Result</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>HRD should be series of adhoc decisions and practices.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>The role of the organisation in career planning is to introduce &amp; strengthen systems to ensure ________ of employees</th>
</tr>
</thead>
</table>
### Multiple Choice Multiple Answer

**Question**
Name the various HRD outcomes variables:

**Correct Answer**
Better organisational health, Better developed roles, Better utilisation of human resources

### Select The Blank

**Question**
The factors coming under Discipline & Attendance are Time keeping and ________.

**Correct Answer**
Obedience

### Multiple Choice Multiple Answer

**Question**
Name the three important components in aligning business strategy with HR practice:

**Correct Answer**

### True/False

**Question**
A major beneficiary of liberalization and consequently competition not been the consumer ….. But the inustry

**Correct Answer**
False

### Multiple Choice Single Answer

**Question**
The differences in which kind of faiths among the people is hurdle in the HRD

**Correct Answer**
Religious

### Multiple Choice Single Answer

**Question**
Which system emphasis a lot on the need to motivate people

**Correct Answer**
Human Resource Development

### Match The Following
### Major sources of recruitment in private sector.

- Employee recommendations and advertisement.

### Sandoz India Ltd.

- Internal Advertising is restored for all vacancies.

### National Machinery Manufacturers Ltd.

- Vacancy is filled in by promoting the employees seniority, merits.

### Major sources of recruitment in public sector.

- Scheduled tribes and scheduled castes & employee recommendations.

---

#### Multiple Choice Single Answer

**Question**

When was the act of absorbing & incorporating the best contemporary practices relevant to the companies needs & by whom?

**Correct Answer**

Xerox (mid 70's)

**Your Answer**

Xerox (mid 70's)

---

#### True/False

**Question**

At Intel the Work Force Solution Company (WFS) was framed & given monopoly over business process.

**Correct Answer**

False

**Your Answer**

False

---

#### Multiple Choice Multiple Answer

**Question**

How can the limitations/ misgivings of management participation in employees organisations be overcome ?

**Correct Answer**

by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings

**Your Answer**

by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings

---

#### True/False

**Question**

Flexitime works better when the employees have self-determination

**Correct Answer**

True

**Your Answer**

True
**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The _________ management of the organisation is committed to develop the competencies of employees on a continuous basis</td>
<td>Top</td>
<td>Top</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limitation of manpower planning.</td>
<td>Inaccuracy.</td>
<td>Inaccuracy.</td>
</tr>
<tr>
<td>Manpower planning method.</td>
<td>Long range estimates of vacancies.</td>
<td>Long range estimates of vacancies.</td>
</tr>
<tr>
<td>Step involved in manpower planning</td>
<td>Selecting adequate source of recruitment.</td>
<td>Selecting adequate source of recruitment.</td>
</tr>
<tr>
<td>Name the three types of forecast</td>
<td>Economic, employee market, co's sales expansion forecasts.</td>
<td>Economic, employee market, co's sales expansion forecasts.</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The functioning of federations and unions has its impact on human resources management of various industries &amp; organisation</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why would management participation in trade union be open to opposition by a few?</td>
<td>trade union leader may feel thire influence decelerated among trade union members , member may view thire movement weakend with the influence of management , due to misunderstandings cropping up among leader &amp; members</td>
<td>trade union leader may feel thire influence decelerated among trade union members , member may view thire movement weakend with the influence of management , due to misunderstandings cropping up among leader &amp; members</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation level deals with the actual conduct of the appraisal process.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer
**Question**  
One of the importance of HRD is

**Correct Answer**  
Role clarity

**Your Answer**  
Role clarity

### Multiple Choice Multiple Answer
**Question**  
What kind of Grading must be brought to the notice of the vice-president of the Company.

**Correct Answer**  
Poor, Excellent

**Your Answer**  
Excellent, Poor

### Multiple Choice Multiple Answer
**Question**  
Western and Third World Studies of organisational excellence indicate major keys to organisational excellence, those are -

**Correct Answer**  
Mission, Goals, Policies

**Your Answer**  
Mission, Goals, Policies

### Select The Blank
**Question**  
________ means every employee is an active participant in goal attainment.

**Correct Answer**  
Employee involvement

**Your Answer**  
Employee involvement

### Select The Blank
**Question**  
________ is a difficult exercise, therefore it should be done with care.

**Correct Answer**  
Potential appraisal

**Your Answer**  
Potential appraisal

### Select The Blank
**Question**  
Under training and development plan, the form is to be prepared in ________ form.

**Correct Answer**  
Duplicate

**Your Answer**  
Duplicate

### Multiple Choice Single Answer
**Question**  
Name the system which is simple, less expensive & less time consuming.

**Correct Answer**  
Ranking
**Multiple Choice Single Answer**

**Question** What form of resource allocation unit was originally created to impart training retain workes through skill upgradation & prevention of redundancy due to the technology gap?

**Correct Answer** National Renewal Fund

**Your Answer** HRD

**Select The Blank**

**Question** Analysis of _______ data can give a lot of insights into the HRD assets and liabilities of the company

**Correct Answer** Secondary

**Your Answer** Secondary

**Multiple Choice Single Answer**

**Question** When employees takes up other occupation & spend more or less 70% of their time & resources for their business or industrial unit. Second job activity to this extent may be called as :

**Correct Answer** Three quarter Moon Lighting

**Your Answer** Three quarter Moon Lighting

**True/False**

**Question** Long range planning are beyond eight years

**Correct Answer** False

**Your Answer** False

**Multiple Choice Single Answer**

**Question** TISCO is one Indian Organisation which, historically, has taken the lead in following a proactive approach to progressive personnel policies. In which year did TISCO induce an eight hour workday?

**Correct Answer** 1912

**Your Answer** 1912

**True/False**

**Question** Organizations gear most of their management succession activities to the immediate past.

**Correct Answer** False
### Multiple Choice Single Answer

**Question**
What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job?

**Correct Answer**
Moon-lighting

**Your Answer**
Moon-lighting

### True/False

**Question**
Performance appraisals can not be fair unless the appraiser is clear in his mind about the job requirements.

**Correct Answer**
True

**Your Answer**
True

### Select The Blank

**Question**
HRD _______ is in methodology of evaluating various elements of HRD.

**Correct Answer**
Audit

**Your Answer**
Planning

### Multiple Choice Single Answer

**Question**
In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -

**Correct Answer**
"Swim or Sink approach"

**Your Answer**
Job rotation

### Multiple Choice Multiple Answer

**Question**
List the basic managerial skills:

**Correct Answer**
To supervise, To stimulate, To motivate

**Your Answer**
To supervise, To motivate, To control

### Select The Blank

**Question**
_______ is the pay which the employee gets based on his performance in the company as per his set role and responsibilities.

**Correct Answer**
Merit Pay

**Your Answer**
Incentive
<table>
<thead>
<tr>
<th>Question</th>
<th>One of the feature HRD goals are, ________ is a perishable commodity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Labour</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Labour</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>If supply of labour is higher than demand, which factor would be relatively low?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Wage</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Wage</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name some of the strategic role of HR :</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Successful HR department will focus on organisational performance. , HR's value will be to have the right people ready at right time. , The focus of the HR function will be human capital development &amp; organisational productivity.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Successful HR department will focus on organisational performance. , HR's value will be to have the right people ready at right time. , The focus of the HR function will be human capital development &amp; organisational productivity.</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Business re-engineering often shift the power base, changing the 'command - and - control' approach to ________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>'Mobilised -and - enable'</td>
</tr>
<tr>
<td>Your Answer</td>
<td>'Mobilised -and - enable'</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>The dimensions of the Human Resources portfolio matrix do not have the same form as for product &amp; market portfolio.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>
Hi folks,

List of Questions that i had.......as much as i can remember.......... 

Please make it a point to go thru all assgns.......50% paper is from them......the rest 50% is logical and requires text book reading like who did what when and stated what.....historical facts kind of.....

**HRM Exam dump-Petrina**

*Questions that I had in my HR paper on 24th July 6:30 pm*

**Multiple Choice Single Answer**

1) What leads to uniformity in Performance Appraisal?
   Ans:

2) A programme that allows flexible entering & learning (the organisation) times for the employees is known as -
   Ans: Flexitime

3) Question on Full Moon Lighting

4) Almost all organisations train employees either in their own training colleges or in the training colleges of other organisations. Employees may spend many years at various educational institutes before joining their organisation as employees, which may extend upto -
   Ans: 15 years

5) What is the full form of SWOT analysis?
   Ans: Strengths Weaknesses Opportunity Threats.

9) What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?
   Ans: Flexi work

10) Name one of the steps to design a performance appraisal plan.
    Ans: Establish performance standards

11) Why are training sessions criticized?
    Ans:

12) Which kind of relationship does system of a job-evaluation maintain while rating for different jobs?
    Ans: Equitable

14) What should be suggestive and not prescriptive?
    Options:
15) Name the recruitment process, which is said to be a costly affair?
Ans: External

**Multiple Choice Multiple Answer**

16) What are the uses of the 'Balanced Score Card' as a strategic management system?
Ans: i) It is used to clarify & translate vision & strategy,
   ii) It is used as a management tool.
   iii) It is used to enhance strategic feedback and learning curves

17) According to Ulrich (1994), today's human resource professionals need to move towards effectively fulfilling the multiple roles of -
Ans: i) Employee champions who are able to relate to & meet the needs of employees,
   ii) Strategic partners,
   iii) Change agents

18) What are the factors that warrant the attention for successful implementation?
Ans: i) Feedback management,
   ii) Action planning,
   iii) Reinforcement of new behavior

19) Role of Reviewer

20) Elements of good HRD

21) What are the common job responsibilities of an executive?
Ans: (i) Co-ordinate Training Programme,
   (ii) Keep cost within budget,
   (iii) Publish House Journal

22) HR professionals established organizational culture and climate in which people attain which kind of factor?
Options: (i) Commitment
   (ii) Cost
   (iii) Concern
   (iv) .......

23) What are the various HRD outcome variables?

**True/False**

26) Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning.
Ans: False

27) It is very easy to write grade description, as the number of jobs increases.
Ans: False

28) Under point method, common factors to all the jobs are identified.
Ans: True

**Fill in the blanks**

31) A person who does not underestimate or overestimate........
Ans: sense of reality

33) (I dunt remember exactly.....) in 360 degree feedback
Ans: Culture

34) While evaluating _________ jobs, nature of work is difficult to be expressed in quantifiable numbers.
Ans: managerial

37) Walker (1990)........(I don’t remember this complete questions nor the answer........)

**Match the following**
1) Standard cost method - value of human resources for accounting purposes.
2) Groups goals vs organizational goals - course organizational politics
3) "endemic" - organizational politidetering
4) better decision abt people - HRA Benefits

2)
1) Kaplan and Norton
2) Ulrick and Lake
3) Ye... and Berman
4) Arthur Anderson
Options:
(i) Balanced score card approach  
(ii) Human man power appraisal approach
(iii) Human capital appraisal approach
(iv) Strategic HR framework
(v) Balanced Hr framework
(vi) Integrative framework recently offered

ALL THE BEST !!!!!!! to one and all....... :)  

Thanks.
With Regards.
Petrina Rodriguez.

Sr. Executive BIMS - (Business Information Management Systems)
Wipro Corporate - Wipro BPO Solutions Ltd- Powai,
"Spectra", High Street, Hiranandani Gardens, Powai,
Mumbai-400 076, INDIA.
☎: 9819690930
### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

<table>
<thead>
<tr>
<th><strong>True/False</strong></th>
<th><strong>Question</strong></th>
<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Organisations should pay for the value of the job but not for the value of the person.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
<th><strong>Question</strong></th>
<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?</td>
<td>It’s own approach to problem solving technique</td>
<td>To act as a liaison between the problem &amp; union</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
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<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>One of the importance of HRD is</td>
<td>Role clarity</td>
<td>Role clarity</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>True/False</strong></th>
<th><strong>Question</strong></th>
<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Counselling involves a one to one discussion between the participant and administrator.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Select The Blank</strong></th>
<th><strong>Question</strong></th>
<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>_________ is indicated by work effort and it should be continuous.</td>
<td>Commitment</td>
<td>Commitment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>True/False</strong></th>
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<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Establishment of trade unions by workers in small industries is not common</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Select The Blank</strong></th>
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<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The job evaluation programme once installed must be continued on a _________ basis.</td>
<td>permanent</td>
<td>permanent</td>
</tr>
</tbody>
</table>
**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Why was workers participation in management initiated?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>to satisfy workers psychological needs, to develop a source of belongingness, to establish industrial peace</td>
</tr>
<tr>
<td>Your Answer</td>
<td>to satisfy workers psychological needs, to battle the mounting problems of worker, to establish industrial peace</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Whose study provides that one create appropriate HRD climate only through good practices.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Abraham</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Abraham</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The ________ provides funds to meet the compensation &amp; training expenditure of retrenched workers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>National Renewal Grant Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>National Renewal Grant Fund</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>If the assessee is transferred after Feb., the immediate superior will complete the appraisal as at 31st Aug.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>While planning for surplus, the following are the options:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Reduce work hours, Redesign the jobs, Reassign the jobs</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Reduce work hours, Redesign the jobs, Reassign the jobs</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Representatives of the consumers association besides the representatives of employees &amp; employers have to participate in the meeting of collective bargaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Moon-lighting</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Moon-lighting</td>
</tr>
</tbody>
</table>

2nd Sem – HR Management
<table>
<thead>
<tr>
<th>Question</th>
<th>Which system emphasis a lot on the need to motivate people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Human Resource Development</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Human Resource Development</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>According to Lahiry what is the simple act of comparison &amp; learning for organisational improvement?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Benchmarking</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Benchmarking</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>The human resource department should move out from routine transactional activities and let IT take care of their activities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Some problems are inherent in the performance Appraisal System, they are</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Discrimination , First impression , Central tendency</td>
</tr>
<tr>
<td>Your Answer</td>
<td>First impression , Central tendency , Discrimination</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgement.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>________ assignment can also be recommended for career development.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Rotational</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Rotational</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>According to shroff (1995) the government needs to focuss on three areas which are likely to inpute the effective implementation of the economic policy, they are</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Inadequate institutional reform , the speed and sequence of reform measures , Inadequacies in the communication &amp; political management of there measures</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Inadequate institutional reform , the speed and sequence of reform measures , Inadequacies in the communication &amp; political management of there measures</td>
</tr>
</tbody>
</table>
Multiple Choice Single Answer
Question: What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer: Recruitment
Your Answer: Recruitment

True/False
Question: An employee who is categorised as Dead wood is one who has absolutely no potential for growth & should be included in a rationalization programme.
Correct Answer: False
Your Answer: True

Multiple Choice Multiple Answer
Question: List the measures to overcome the HRD problems in India
Correct Answer: Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance
Your Answer: Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

Select The Blank
Question: ________ is route to be followed in order to realise vision and overall purpose.
Correct Answer: Strategy
Your Answer: Strategy

Multiple Choice Single Answer
Question: Why is it that today, more so than the past, employees take to Moon Lighting activities
Correct Answer: Decreasing purchasing power
Your Answer: Change in expectations

Select The Blank
Question: In indian since the liberalisation process in 19991, FDI flows have developed each year & exports are up by more than ________
Correct Answer: 0.5
Your Answer: 0.5

Multiple Choice Multiple Answer
Question: How would the representative of consumer association be able to make a difference in the consumerism movement
Correct Answer: by participating in collective bargaining, to demands good supply of quality goods at fair practices, to demands good supply of quality goods at fairs prices
Your Answer: by participating in collective bargaining, to holds rallies bandhs & morchas against in fairs consumer practicess, to demands good supply of quality goods at fairs prices
## Multiple Choice Multiple Answer

**Question**
Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:

- Skill
- Efforts
- Accountability

**Correct Answer**
Skill, Efforts, Accountability

**Your Answer**
Skill, Efforts

## True/False

**Question**
Trade union is a group of two people who come to strengthen their bargaining position.

**Correct Answer**
False

**Your Answer**
False

## Multiple Choice Multiple Answer

**Question**
Name the process of 360 degree appraisal which can be broken into three stages or levels -

- Planning
- Implementation
- Result

**Correct Answer**
Planning, Implementation, Result

**Your Answer**
Planning, Implementation, Result

## Multiple Choice Single Answer

**Question**
Name the method where common factors to all the jobs are identified.

**Correct Answer**
Point

**Your Answer**
Point

## Multiple Choice Single Answer

**Question**
Name the system which is simple, less expensive & less time consuming.

**Correct Answer**
Ranking

**Your Answer**
Grading

## Multiple Choice Single Answer

**Question**
Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?

**Correct Answer**
Representatives from line & personnel department.

**Your Answer**
Representatives from line & personnel department.

## Multiple Choice Single Answer

**Question**
Which kind of literature identifies a number of systems & subsystems?

**Correct Answer**
HRD

**Your Answer**
HR
Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>__________ means every employee is an active participant in goal attainment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Employee involvement</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Employee empowerment</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>The budget of Feb 1997 presented by Finance minister Mr. P. Chidambaram showed a spirit of optimism &amp; growth. What were its components</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure</td>
</tr>
<tr>
<td>Your Answer</td>
<td>significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Mention the objective of the potential appraisal.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>To assess an individual in terms of the highest level of work. To assist the organisation in discharging its responsibility of selecting managers.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>To assess an individual in terms of the highest level of work. To assist the organisation in discharging its responsibility of selecting managers.</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>The differences in which kind of faiths among the people is hurdle in the HRD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Religious</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Religious</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Highly successful functional benchmarking models developed by the Japanese have been adopted the world over. Name some of Matsushita’s Systems of benchmarking?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Why is it found that federations &amp; Unions constitute an important &amp; crucial wing of an organisation?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>If mismanaged they affect industrial peace</td>
</tr>
<tr>
<td>Your Answer</td>
<td>If mismanaged they affect industrial peace</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What is it that can be defined as a written record of the duties, responsibilities and conditions of job.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job discription</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job discription</td>
</tr>
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</table>
### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limitation of manpower planning.</td>
<td>Inaccuracy.</td>
<td>Inaccuracy.</td>
</tr>
<tr>
<td>Manpower planning method.</td>
<td>Long range estimates of vacancies.</td>
<td>Long range estimates of vacancies.</td>
</tr>
<tr>
<td>Step involved in manpower planning</td>
<td>Selecting adequate source of recruitment.</td>
<td>Selecting adequate source of recruitment.</td>
</tr>
<tr>
<td>Name the three types of forecast</td>
<td>Economic, employee market, co’s sales expansion forecasts.</td>
<td>Long, short and medium forecasts.</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Employer has to pay ________ of the basic wages to the employees during the lay off period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>0.5</td>
</tr>
<tr>
<td>Your Answer</td>
<td>0.5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Section ________ of the Industrial Disputes Act 1947 , states that an employer should only retrench employees who have been most recently hired.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>25-G</td>
</tr>
<tr>
<td>Your Answer</td>
<td>25-G</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the steps that develop strategic framework for HRD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Realistic employee development , Measurable employee development , Well costed employee development</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Realistic employee development , Measurable employee development , Well costed employee development</td>
</tr>
</tbody>
</table>

### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What were the key components of the New Economic Policy?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Market friendly state , Liberalisation , Privatization</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Liberalisation , Privatization , Market friendly state</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select The Blank</td>
<td>Question</td>
</tr>
<tr>
<td>------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Creative imagination, Sense of reality, Effective leadership</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Select the blank that need the involvement of top management as well as HR exports.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Long-term</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Large recruitment ______ problematic and vice-versa.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Less</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>More</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>The process of analysing jobs from which job descriptions are developed are called _______.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job Analysis</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job Analysis</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Analysis of ______ data can give a lot of insights into the HRD assets and liabilities of the company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Secondary</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Quantitative</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>What is it that good HR practices can build?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Competencies</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Competencies</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>The major issue to be resolved while framing _______ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Recruitment</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Recruitment</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Most HRD audit are due to failures of _______.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### True/False

**Question**  
Successful HR departments will focus on motivational performance.

**Correct Answer**  
False

**Your Answer**  
True

### True/False

**Question**  
Under the balanced score card approach the expectation of three shareholders

**Correct Answer**  
True

**Your Answer**  
True

### Select The Blank

**Question**  
Generally, training need identification forms a part of ________.

**Correct Answer**  
Management Appraisal System

**Your Answer**  
Management Development Committee.

### Multiple Choice Multiple Answer

**Question**  
Performance counselling should not give a chance in discussion like -

**Correct Answer**  
Increments, Salaries, Rewards

**Your Answer**  
Increments, Salaries, Rewards

### Multiple Choice Single Answer

**Question**  
Five main phases make up the process of the feedback exercise, name the PHASE 4-

**Correct Answer**  
Data feeding Reports & Analysis

**Your Answer**  
Data feeding Reports & Analysis

### Multiple Choice Single Answer

**Question**  
In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?

**Correct Answer**  
Exporatory stage

**Your Answer**  
Exporatory stage

### Multiple Choice Multiple Answer

**Question**  
Under the workshop methodology, a series of diagnostic exercises through question are taken, theses are:
<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths &amp; weaknesses of your training policies &amp; practice?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the recruitment process which is said to be a costly affair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>External</td>
</tr>
<tr>
<td>Your Answer</td>
<td>External</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>As per the Human Development balance sheet, 1997, 45 million children were out of primary school in 1995</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Eight members is considered to be the norm as to the no. of members constituting a QC-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>&quot;Swim or Sink approach&quot;</td>
</tr>
<tr>
<td>Your Answer</td>
<td>&quot;Swim or Sink approach&quot;</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>At a certain stage the upward mobility stops for many employees. This is inescapable in view of pyramid organisation structure. This phenomenon is called :</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Plateauing</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Plateauing</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What form of resource allocation unit was originally created to impart training retain workers through skill upgradation &amp; prevention of redundancy due to the technology gap?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>National Renewal Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>National Renewal Fund</td>
</tr>
</tbody>
</table>
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proper implementation and support of all management levels are not very</td>
<td>False</td>
<td>False</td>
</tr>
<tr>
<td>crucial for the success of HRD audit</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In ________ company, there is no sophisticated or detailed manpower</td>
<td>LARSEN &amp; TUBRO LTD.</td>
<td>LARSEN &amp; TUBRO LTD.</td>
</tr>
<tr>
<td>planning done covering the current and future needs of the entire</td>
<td></td>
<td></td>
</tr>
<tr>
<td>organisation.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federations may invite the management’s representatives to participate</td>
<td>Divisional / departmental manager &amp; personnel manager.</td>
<td>Representatives from line &amp; personnel departments.</td>
</tr>
<tr>
<td>in working committee meetings. Who would the unions at the department /</td>
<td></td>
<td></td>
</tr>
<tr>
<td>divisional level invite to attend such meetings?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>People take ________ supportively and use it for development.</td>
<td>Feedback</td>
<td>Feedback</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance counselling refers to the help provided by a manager to his</td>
<td>Supportive atmosphere , Empethetic atmosphere , Setting</td>
<td>Supportive atmosphere , Empethetic atmosphere , Setting</td>
</tr>
<tr>
<td>subordinates, it attempts to help the employee in.-</td>
<td>goals</td>
<td>goals</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The data obtained through job analysis are recorded on what is known as</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>job analysis sheet.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the technique used by the point system and factor comparison system</td>
<td>Quantitative</td>
<td>Quantitative</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question**
Under the 'Point rating system' name the important steps mentioned:

**Correct Answer**
Construction of the yardsticks, Wage survey, Designing wage structure.

**Your Answer**
Construction of the yardsticks, Wage survey, Designing wage structure.

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job knowledge defined in Appraisal form</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
</tr>
<tr>
<td>Decision - making defined in the appraisal form</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
</tr>
<tr>
<td>Communicating defined in the appraisal form</td>
<td>Ability to consider clarity and precision of verbal and written expression of ideas and feelings.</td>
<td>Ability to marshal and analyse relevant data anticipate eventualities.</td>
</tr>
</tbody>
</table>

### True/False

**Question**
The HRD programmes fail due to poverty, social injustice.

**Correct Answer**
True

**Your Answer**
True

### Multiple Choice Multiple Answer

**Question**
Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:

**Correct Answer**
Suitable compensation plan, Selection of the right people, Good performance appraisal system

**Your Answer**
Selection of the right people, Good performance appraisal system, Training to managers

### True/False

**Question**
It is very easy to write grade description, as the number of jobs increases.

**Correct Answer**
False

**Your Answer**
False

### Multiple Choice Single Answer

**Question**
What is the general principle (as per P.A.S policy of premier) of Assessment Routes?

**Correct Answer**
2nd Assessor-superior of first assessor, 2nd Assessor- superior of the 1st assessor

**Your Answer**
1st Assessor-immediate superior, 2nd Assessor HR manager

### True/False

**Question**

---

2nd Sem – HR Management 12
Question: HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc.
Correct Answer: True
Your Answer: True

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arthur</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
</tr>
<tr>
<td>Macduffie</td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
</tr>
<tr>
<td>Huselied</td>
<td>He used 2 scales - one to measure employee skills and the second to measure employee motivation.</td>
<td>He used 2 scales - one to measure employee skills and the second to measure employee motivation.</td>
</tr>
<tr>
<td>Welbourne and Andrews</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the three phases of recruitment process:</td>
<td>Planning , Implementing , Evaluating</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Planning , Evaluating , Screening</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human resource management is responsible for getting the best people, training and providing mechanism.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the two chairman of Hindustan Lever who both followed the pattern of nurturing and handling over to competent successors from within.</td>
<td>Vasant, T. Thomas</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Vasant, T. Thomas</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The concept of quality control as a distinct discipline emerged in the United States in the early -</td>
<td>1920's</td>
</tr>
<tr>
<td>Your Answer</td>
<td>1920's</td>
</tr>
</tbody>
</table>
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What kind of Grading must be brought to the notice of the vice-president of the Company.</td>
<td>Excellent, Poor</td>
<td>Excellent, Poor</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under HRD, name the factors that act as motivating forces</td>
<td>Job enrichment, Informal organisation, Participative management</td>
<td>Job enrichment, Informal organisation, Participative management</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The key to the whole SSL programme lies in the identification of -</td>
<td>Supervisor’s weaknesses</td>
<td>Supervisor’s performance</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the areas where the auditors should physically visit the workplace?</td>
<td>Canteens, Living colony, Training rooms</td>
<td>Canteens, Living colony, Training rooms</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>For closure government permission is required at least ________ days before the intended closure</td>
<td>90</td>
<td>90</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer
**Question** Which kind of literature identifies a number of systems & subsystems?

**Correct Answer** HRD

**Your Answer** HRD

### Select The Blank
**Question** A fee market economy demands a transparent set of laws and ______ something that the archaic Indian judicial system is ill-equipped to cope with.

**Correct Answer** quick disposal of litigation

**Your Answer** a set of social security legislation

### Multiple Choice Multiple Answer
**Question** Essentials of effective QC’s:

**Correct Answer** Prompt approval, Regular communication, Unconditional support

**Your Answer** Prompt approval, Regular communication, Unconditional support

### Multiple Choice Multiple Answer
**Question** It is said that versatility will be the key factor in determining employee value with following factors:

**Correct Answer** Technology, Leadership, Motivation

**Your Answer** Technology, Leadership, Motivation

### True/False
**Question** The job falling under the same grade get different wage scale.

**Correct Answer** False

**Your Answer** True

### Select The Blank
**Question** Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of up to ______

**Correct Answer** Rs. 5 lakh

**Your Answer** Rs. 5 lakh

### Multiple Choice Multiple Answer
**Question** Some questions that every corporation needs to address are as follows:
Correct Answer: How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant
Your Answer: How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

**True/False**

**Question:** If the assessees is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.

Correct Answer: False
Your Answer: True

**Multiple Choice Single Answer**

**Question:** What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?

Correct Answer: Flexi work
Your Answer: Flexitime

**True/False**

**Question:** Through consumers participation in management, consumer will lose their rights through served technique

Correct Answer: False
Your Answer: False

**Multiple Choice Multiple Answer**

**Question:** Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.-

Correct Answer: Supportive atmosphere, Empathetic atmosphere, Setting goals
Your Answer: Supportive atmosphere, Empathetic atmosphere, Setting goals

**True/False**

**Question:** Monitoring and Follow-up follows the distribution of questionnaires to all assessors.

Correct Answer: True
Your Answer: True

**Select The Blank**

**Question:** In a re-engineering programme, when a process changes so does the _______ of the concerned employee.

Correct Answer: job profile
Your Answer: job profile

**Multiple Choice Single Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>Under the pre-Interview preparation it is useful to note the key points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Paper</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Paper</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Which system emphasis a lot on the need to motivate people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Human Resource Development</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Human Resource Development</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The whole process of conducting a 360-Degree Feedback process in any Organisation could last about ______.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>One &amp; half to about 3 months</td>
</tr>
<tr>
<td>Your Answer</td>
<td>One &amp; half to about 3 months</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>________ is the example of the balanced score card applications in some companies.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>AT &amp; T</td>
</tr>
<tr>
<td>Your Answer</td>
<td>AT &amp; T</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>A strong ________ can have a lasting effect and provide sustenance to an organisation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Culture</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Vision</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Within the establishment stage of the career development cycle, what are very important occasions for a young employee?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>The first promotion, Successfully completed assignment, The first performance appraisal</td>
</tr>
<tr>
<td>Your Answer</td>
<td>The first promotion, Successfully completed assignment, The first performance appraisal</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>________ is known not to hold overly one-sided views.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Judgement</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Judgement</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.</th>
</tr>
</thead>
</table>
**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group goals Vs. Organisational goals</td>
<td>Course organisational Politics</td>
<td>Course organisational Politics</td>
</tr>
<tr>
<td>Better decisions about people based on improved information system</td>
<td>HRA benefits</td>
<td>HRA benefits</td>
</tr>
<tr>
<td>Standard cost method</td>
<td>value of human resources for accounting purposes</td>
<td>value of human resources for accounting purposes</td>
</tr>
<tr>
<td>It is &quot;endemic to every organisation regardless of size, function or character of ownership&quot;</td>
<td>Organisational politiding</td>
<td>HRA model</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Main contribution of HRD audit is to focus on</td>
<td>Value-adding HRD</td>
<td>Value-function HRD</td>
</tr>
</tbody>
</table>

**Select The Blank**

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<th>Question</th>
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<tbody>
<tr>
<td>The ________ provide resources to approved employment schemes in the organised &amp; marginalised sectors</td>
<td>Employment Generation Fund</td>
<td>National Renewal Grant Fund</td>
</tr>
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</table>

**Multiple Choice Single Answer**

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<tr>
<th>Question</th>
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<tr>
<td>Traditionally, human resources has been perceived as,</td>
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<td>Lazziz-faire</td>
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**Multiple Choice Multiple Answer**

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<td>How can the limitations/ misgivings of management participation in employees organisations be overcome?</td>
<td>by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept &amp; value in strengthening union functioning, minimising misunderstandings</td>
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**Select The Blank**

---

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<table>
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<tr>
<th>Question</th>
<th>Federation &amp; union at all levels are managed on the lines of management of ________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>A political body</td>
</tr>
<tr>
<td>Your Answer</td>
<td>A social organisation</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
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<tr>
<th>Question</th>
<th>HR managers to guarantee their viability need to think themselves as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic partners</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Strategic partners</td>
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**Multiple Choice Multiple Answer**

<table>
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<th>Question</th>
<th>What are the general characteristics of a Technical - functional competence?</th>
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</tbody>
</table>

**Multiple Choice Single Answer**

<table>
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<tr>
<th>Question</th>
<th>Which practices are service related and human resources related?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Organisational</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Organisational</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Organizations gear most of their management succession activities to the immediate past.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the three performance counselling phase.</th>
</tr>
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<tr>
<td>Correct Answer</td>
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</tr>
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**Select The Blank**

<table>
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<tr>
<th>Question</th>
<th>In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance &amp; _________.</th>
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<td>Your Answer</td>
<td>Development needs for growth</td>
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<tr>
<td>True/False</td>
<td>Question</td>
</tr>
<tr>
<td>------------</td>
<td>----------</td>
</tr>
<tr>
<td></td>
<td>HRD should be series of adhoc decisions and practices.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
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<th>Multiple Choice Single Answer</th>
<th>Question</th>
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<td></td>
<td>In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -</td>
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<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
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<td></td>
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<td></td>
<td>Accounting is a management science group, what are the managers perceived as,</td>
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<td>Decision-maker</td>
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<table>
<thead>
<tr>
<th>Match The Following</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Continued self development</td>
<td>A leadership quality</td>
<td>A leadership quality</td>
</tr>
<tr>
<td></td>
<td>&quot;Working on your liabilities&quot;</td>
<td>Life long mission</td>
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<td></td>
<td>Assignment to some important task force or committee</td>
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<td>Officiating Assignment</td>
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<td></td>
<td>Need-opportunity Alignment</td>
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<td>Success formula</td>
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### Multiple Choice Multiple Answer

**Question** Name the internal operational measures dealing with how well HR practices are designed and delivered:

<table>
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**Question** Under HRD, name the factors that act as motivating forces

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### True/False

**Question** The reviewer has the prime role of recording major appraisal details.

<table>
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<tr>
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### True/False

**Question** Trade union is a group of two people who come to strengthen their bargaining position.

<table>
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### Multiple Choice Multiple Answer

**Question** Member ship of the nation wide consumer councils (as formed by the Government) would comprise representative of

<table>
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<tr>
<th>Correct Answer</th>
<th>various ministeries, manufactures of commerce, cost account &amp; Consumer</th>
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<td><strong>Your Answer</strong></td>
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### Multiple Choice Single Answer

**Question** Participation of management’ representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -

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### Multiple Choice Single Answer

**Question** What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?

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LIST OF ATTEMPTED QUESTIONS AND ANSWERS

True/False
Question The data obtained through job analysis are recorded on what is known as job analysis sheet.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Which kind of literature identifies a number of systems & subsystems?
Correct Answer HRD
Your Answer HRD

Select The Blank
Question A fee market economy demands a transparent set of laws and________somthing that the archaic Indian judicial system is ill-equipped to cope with.
Correct Answer quick disposal of litigation
Your Answer a set of social security legislation

Multiple Choice Multiple Answer
Question Essentials of effective QC’s:
Correct Answer Prompt approval, Regular communication, Unconditional support
Your Answer Prompt approval, Regular communication, Unconditional support

Multiple Choice Multiple Answer
Question It is said that versality will be the key factor in determining employee value with following factors:
Correct Answer Technology, Leadership, Motivation
Your Answer Technology, Leadership, Motivation

True/False
Question The job falling under the same grade get different wage scale.
Correct Answer False
Your Answer True

Select The Blank
Question Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________
Correct Answer Rs. 5 lakh
Your Answer Rs. 5 lakh

Multiple Choice Multiple Answer
Question Some questions that every corporation needs to address are as follows:-
Correct Answer How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant
Your Answer How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

True/False
Question If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.
Correct Answer False
Your Answer True

Multiple Choice Single Answer
Question What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?

2nd Sem – HR Management
Correct Answer Flexi work
Your Answer Flexitime

True/False
Question Through consumers participation in management, consumer will lose their rights through
served technique
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question Performance counselling refers to the help provided by a manager to his subordinates, it
attempts to help the employee in.-
Correct Answer Supportive atmosphere, Empathetic atmosphere, Setting goals
Your Answer Supportive atmosphere, Empathetic atmosphere, Setting goals

True/False
Question Monitoring and Follow-up follows the distribution of questionnaires to all assessors.
Correct Answer True
Your Answer True

Select The Blank
Question In a re-engineering programme, when a process changes so does the ________ of the
concerned employee.
Correct Answer job profile
Your Answer job profile

Multiple Choice Single Answer
Question Under the pre-Interview preparation it is useful to note the key points
Correct Answer Paper
Your Answer Paper

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resource Development
Your Answer Human Resource Development

Select The Blank
Question The whole process of conducting a 360 - Degree Feedback process in any Organisation
could last about ________.
Correct Answer One & half to about 3 months
Your Answer One & half to about 3 months

Select The Blank
Question ________ is the example of the balanced score card applications in some companies.
Correct Answer AT & T
Your Answer AT & T

Select The Blank
Question A strong ________ can have a lasting effect and provide sustenance to an organisation.
Correct Answer Culture
Your Answer Vision

Multiple Choice Multiple Answer
Question Within the establishment stage of the career development cycle, what are very important
occasions for a young employee?
Correct Answer The first promotion, Successfully completed assignment, The first performance
appraisal
Select The Blank
Question _________ is known not to hold overly one-sided views.
Correct Answer Judgement
Your Answer Judgement

Select The Blank
Question _________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.
Correct Answer Rapport building
Your Answer Rapport building

Match The Following
Question Correct Answer Your Answer

Group goals Vs. Organisational goals Course organisational Politics Course organisational Politics
Better decisions about people based on improved information system HRA benefits HRA benefits
Standard cost method value of human resources for accounting purposes value of human resources for accounting purposes

It is "endemic to every organisation regardless of size, function or character of ownership"
Organisational politicalism HRA model

Multiple Choice Single Answer
Question The Main contribution of HRD audit is to focus on
Correct Answer Value-adding HRD
Your Answer Value-function HRD

Select The Blank
Question The _________ provide resources to approved employment schemes in the organised & marginised sectors
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Multiple Choice Single Answer
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Multiple Choice Multiple Answer
Question How can the limitations/ misgivings of management participation in employees organisations be overcome ?
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Select The Blank
Question Federation & union at all levels are managed on the lines of management of _________
Correct Answer A political body

2nd Sem – HR Management
Your Answer A social organisation

Multiple Choice Single Answer
Question HR managers to guarantee their viability need to think themselves as -
Correct Answer Strategic partners
Your Answer Strategic partners

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Question Which practices are service related and human resources related?
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Your Answer False

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True/False
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Your Answer True

Multiple Choice Single Answer
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Correct Answer "Swim or Sink approach"
Your Answer Job rotation

Multiple Choice Multiple Answer
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Your Answer: Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Multiple Choice Single Answer
Question: Accounting is a management science group, what are the managers perceived as,
Correct Answer: Decision-maker
Your Answer: Decision-maker

Match The Following
Question: Continued self development
Correct Answer: A leadership quality
Your Answer: A leadership quality

"Working on your liabilities" Life long mission
Correct Answer: Life long mission
Your Answer: Life long mission

Assignment to some important task force or committee
Correct Answer: Offsetting Plateauing effect
Your Answer: Officiating Assignment

Need-opportunity Alignment
Correct Answer: Crucial role played by HRD
Your Answer: Success formula

Multiple Choice Multiple Answer
Question: Name the internal operational measures dealing with how well HR practices are designed and delivered:
Correct Answer: Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.
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**Multiple Choice Single Answer**

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**Correct Answer** Disharmony in individual & organisational goal balance.

**Your Answer** Disharmony in individual & organisational goal balance.

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**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

### Multiple Choice Multiple Answer

**Question** The components of a compensation system includes:

- Job Evaluation
- Job Description
- Job Analysis

**Correct Answer** Job Evaluation, Job Description, Job Analysis

**Your Answer** Job Evaluation, Job Description, Job Analysis

### True/False

**Question** The first HRD department in the Indian corporate sector was started in 1975 in Larsen & Toubro (L & T).

**Correct Answer** True

**Your Answer** True

### Select The Blank

**Question** A paper prepared by Mr. P Chidambaram, titled Indian subsidies reveals that in order to clean its fiscal difficulty in a few years, India needs to cut down about 50% of subsidies in ________ goods since it yields only 10% returns.

**Correct Answer** Non-merit

**Your Answer** Non-merit

### Select The Blank

**Question** The factors coming under Discipline & Attendance are Time keeping and ________.

**Correct Answer** Obedience

**Your Answer** Obedience

### Multiple Choice Single Answer

**Question** What is the general principle (as per P.A.S policy of premier) of Assessment Routes?

- 2nd Assessor-superior of first assessor, 2nd Assessor-superior of the 1st assessor
- 1st Assessor-immediate superior, 2nd Assessor HR manager

**Correct Answer** 1st Assessor-immediate superior, 2nd Assessor HR manager

**Your Answer** 1st Assessor-immediate superior, 2nd Assessor HR manager

### True/False

**Question** It can be enagued that globalization has reduced poverty in India and China, home to move that half a billion of the world’s poor income group.
<table>
<thead>
<tr>
<th>Question Type</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select The Blank</td>
<td>______ means providing the employee with necessary tools &amp; authority to</td>
<td>Employee empowerment</td>
<td>Employee empowerment</td>
</tr>
<tr>
<td></td>
<td>overcome obstacles to achieving goals.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple Choice</td>
<td>What is the primary objective behind SSL?</td>
<td>To not only measure training supervisors by comparing their performance with</td>
<td>To objectively measure</td>
</tr>
<tr>
<td>Single Answer</td>
<td></td>
<td>that of several thousand supervisors in other Cos.</td>
<td>training needs</td>
</tr>
<tr>
<td>Multiple Choice</td>
<td>Who is the person who should always remain away from Doppelganger</td>
<td>Chief Executive</td>
<td>Chief Executive</td>
</tr>
<tr>
<td>Single Answer</td>
<td>effect.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple Choice</td>
<td>What is one of the major reasons for a perceived rise in number of moon</td>
<td>Change in values &amp; expectations.</td>
<td>A change in standard of</td>
</tr>
<tr>
<td>Single Answer</td>
<td>lights in the coming future?</td>
<td></td>
<td>living</td>
</tr>
<tr>
<td>Multiple Choice</td>
<td>Why do most companies want HRD audit?</td>
<td>Change of Leadership, To make HR function business-driven, For growth &amp;</td>
<td>Change of Leadership,</td>
</tr>
<tr>
<td>Multiple Answer</td>
<td></td>
<td>diversification</td>
<td>To make HR function</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>______ are those who provide competitive advantage to corporations.</td>
<td>People</td>
<td>Managers</td>
</tr>
<tr>
<td>Multiple Choice</td>
<td>What are the factors that warrant the attention for successful</td>
<td>Feedback management, Action planning, Reinforcement of new behaviour</td>
<td></td>
</tr>
<tr>
<td>Multiple Answer</td>
<td>implementation?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>True/False</td>
<td>Question</td>
<td>The functioning of federations and unions has its impact on human resources management of various industries &amp; organisation</td>
<td>Correct Answer</td>
</tr>
<tr>
<td>-----------</td>
<td>----------</td>
<td>------------------------------------------------------------------------------------------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td>Question</td>
<td>The role of which manager must parallel the needs of his changing organisation.</td>
<td>Correct Answer</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td>Question</td>
<td>What is the long form of CII?</td>
<td>Correct Answer</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td>Question</td>
<td>Name one of the components / elements of the flow of decisions in the Management quadrant :</td>
<td>Correct Answer</td>
</tr>
<tr>
<td>True/False</td>
<td>Question</td>
<td>It is not necessary that the subordinate should feel free to participate without fear in the process of review &amp; feedback.</td>
<td>Correct Answer</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>Question</td>
<td>Most HRD audit are due to failures of ________.</td>
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<tr>
<td>Select The Blank</td>
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### Multiple Choice Single Answer

**Question**
The liberalization swept through the nation bringing in a new era which compelled Indian business to value up from shumber & reassess its assumption. The characteristics were that of

<table>
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<th>Your Answer</th>
</tr>
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<tbody>
<tr>
<td>a complete or perish situation</td>
<td>an open economy</td>
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### Multiple Choice Multiple Answer

**Question**
Name the two factors which lead people to work:

<table>
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<th>Your Answer</th>
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<tbody>
<tr>
<td>Economic, Motivation</td>
<td>Economic, Motivation</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**
For closure, if there is no response (from government) within ________ permission is deemed to have been granted

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>90</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**
________ system stresses on discipline and there is simplicity in the form.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Merit rating</td>
<td>Rating scale</td>
</tr>
</tbody>
</table>

### True/False

**Question**
The individual with a deep speed insight will not go quickly to the least of a problem.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

### True/False

**Question**
An employee who is categorised as Deadwood is one who has absolutely no potential for growth & should be included in a rationalization programme.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**
Some organisations have successfully experimented with foreign assignment in the career path model. What are the benefits of this form of assignment?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The individual is tested in an alien environment, He is trained to see the business in a globale context, Lack of opportunity in our country doesn't come in the way of career progression</td>
<td></td>
</tr>
</tbody>
</table>
Your Answer: The individual is tested in an alien environment, He is trained to see the business in a global context, Lack of opportunity in our country doesn’t come in the way of career progression

Select The Blank
Question: HRD ________ is methodology of evaluating various elements of HRD.
Correct Answer: Audit
Your Answer: Audit

Multiple Choice Single Answer
Question: The first HRD department in the Indian corporate sector was started in which year?
Correct Answer: 1975
Your Answer: 1975

Multiple Choice Multiple Answer
Question: what are the common objections against the treatment of people as assets in a HRM system
Correct Answer: There is no assurance of future benefits, people are not owned by the organisation, it may not be recognised by tax laws
Your Answer: There is no assurance of future benefits, it does not recognise the human side human side to mgmt side to side to mgt of human resources, people are not owned by the organisation

Select The Blank
Question: Employer has to pay ________ of the basic wages to the employees during the lay off period
Correct Answer: 0.5
Your Answer: 0.5

Multiple Choice Multiple Answer
Question: Name the three important components in aligning business strategy with HR practice:

True/False
Question: Employees feel frustrated due to low specialisation in the work
Correct Answer: True
Your Answer: True

Multiple Choice Single Answer
Question: Under the pre-Interview preparation it is useful to note the key points
Correct Answer: Paper
Select The Blank

Question: The link between sense of reality and ________ is important for proper understanding of the definition of sense of reality.

Correct Answer: imagination

Your Answer: vision

Multiple Choice Single Answer

Question: Five main phases make up the process of the feedback exercise, name the PHASE 4-?

Correct Answer: Data feeding Reports & Analysis

Your Answer: Data feeding Reports & Analysis

Multiple Choice Multiple Answer

Question: What are the major advantages of a Generic Benchmarking Technique?

Correct Answer: It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals. Proven systems can be implemented with minimal modification.

Your Answer: It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals. Proven systems can be implemented with minimal modification.

Multiple Choice Single Answer

Question: What is it that Union leader usually do to gain the confidence of its member?

Correct Answer: Win something in grievance procedure

Your Answer: Challenge management

Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of the subject hand work &amp; a sincere approach</td>
<td>requisites for consumerism</td>
<td>one of the roles of the advisory committee</td>
</tr>
<tr>
<td>To divert manufacturing activities from urban to rural areas</td>
<td>one of the roles of the consumer council</td>
<td>a much neglected sphere of the market</td>
</tr>
<tr>
<td>The mechanism of price fixation</td>
<td>a much neglected sphere of the market</td>
<td>one of the roles of the consumer council</td>
</tr>
<tr>
<td>These are not the days of individualism &amp; unorganisation</td>
<td>unionsim</td>
<td>unionsim</td>
</tr>
</tbody>
</table>

True/False

Question: Objective of performance appraisal system is to identify the developmental needs of each employee.

Correct Answer: True
**Multiple Choice Multiple Answer**

**Question**
What were the unmet deliverables of the economic refructing or what were its put falls?

**Correct Answer**
unmet social objectives, status of small-scale industries, advantage MNC's had over their Indian competihons

**Your Answer**
unmet social objectives, reliance on agriculture, status of small-scale industries

**True/False**

**Question**
The process of 360 Degree appraisal is broken into two stages - planning, implementation.

**Correct Answer**
False

**Your Answer**
False

**True/False**

**Question**
Organisations should pay for the value of the job but not for the value of the person.

**Correct Answer**
False

**Your Answer**
True

**Multiple Choice Multiple Answer**

**Question**
Experience has shown HRD audit has tremendous impact on business in areas like:

**Correct Answer**
strategic Planning, role clarity, Streamlining practices

**Your Answer**
strategic Planning, role clarity, Streamlining practices

**Multiple Choice Multiple Answer**

**Question**
In order to attain the support of Line Managers many organisations have formulated Training Committees or Management Development Committee, membership consists of -

**Correct Answer**
 Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of Chairman, Training Managers is the member-Secretary in such committee.

**Your Answer**
 Supervisory staff for their effective participation in management., Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of Chairman

**Multiple Choice Multiple Answer**

**Question**
Succession planning is done in three time frames, those are-

**Correct Answer**
Immediate, Intermediate, Long range

**Your Answer**
Immediate, Intermediate, Long range

---

**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**
### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Why is it that today, more so than the past, employees take to Moon Lighting activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Decreasing purchasing power</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Decreasing purchasing power</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>The HRD programmes fail due to poverty, social injustice.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Financial difficulties, accumulation of stock, expiry of license or lease &amp; exhaustion of natural resources are not considered valid reasons for closure as there are ________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>avoidable circumstances</td>
</tr>
<tr>
<td>Your Answer</td>
<td>avoidable circumstances</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>When one's financial &amp; social position is almost entirely determined by the second occupation, the extent of second jobbing may be known as:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Full Moon Lighting</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Full Moon Lighting</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>True / False</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What are the prerequisites for the perfect functioning of management participation in trade unions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>The union should be well organised with sounds rules, the coverage of items for discussion &amp; participation should be pre-set, both parties should have implicit faith in information supplied by the other</td>
</tr>
<tr>
<td>Your Answer</td>
<td>The union should be well organised with sounds rules, the coverage of items for discussion &amp; participation should be pre-set, both parties should have implicit faith in information supplied by the other</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Generally, training need identification forms a part of ________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Management Appraisal System</td>
</tr>
</tbody>
</table>

---
### Multiple Choice Single Answer
**Question:** Retrenchment procedures are governed what method of Accounting?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIFO</td>
<td>LIFO</td>
</tr>
</tbody>
</table>

### True/False
**Question:** Human resource management is responsible for getting the best people, training and providing mechanism.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Question:** The final step in manpower planning is to ensure that the supply will match the demand in future.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank
**Question:** ______ is route to be followed in order to realise vision and overall purpose.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategy</td>
<td>Strategy</td>
</tr>
</tbody>
</table>

### True/False
**Question:** The individual with a deep speed insight will not go quickly to the least of a problem.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

**Question:** The data obtained through job analysis are recorded on what is known as job analysis sheet.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Question:** A leader who lacks the other basic qualities can lead others in the wrong direction.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>
**Multiple Choice Multiple Answer**

**Question**
Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:

**Correct Answer**
Suitable compensation plan, Selection of the right people, Good performance appraisal system

**Your Answer**
Suitable compensation plan, Selection of the right people, Good performance appraisal system

**Multiple Choice Single Answer**

**Question**
The capacity to take considerable responsibility, ability to influence and control others and skills in problem solving primarily show:

**Correct Answer**
Managerial competence

**Your Answer**
Managerial competence

**Select The Blank**

**Question**
A fee market economy demands a transparent set of laws and________somthing that the archaic Indian judicial system is ill-equipped to cope with

**Correct Answer**
quick disposal of litigation

**Your Answer**
quick disposal of litigation

**Select The Blank**

**Question**
Analysis of ________ data can give a lot of insights into the HRD assets and liabilities of the company

**Correct Answer**
Secondary

**Your Answer**
Secondary

**Select The Blank**

**Question**
________ means providing the employee with necessary tools & authority to overcome obstacles to achieving goals.

**Correct Answer**
Employee empowerment

**Your Answer**
Employee empowerment

**Multiple Choice Multiple Answer**

**Question**
How does the people in the organisation take feedback seriously and try to benefit from the same?

**Correct Answer**
The candidate is desirous to be better, The candidate has an attitude for healthy competition, The candidate is desirous of knowing himself through the eyes of others.

**Your Answer**
The candidate has an attitude for healthy competition, The candidate is desirous of knowing himself through the eyes of others, The candidate analyzes the data.

**Select The Blank**

**Question**
Most HRD audit are due to failures of ________.

**Correct Answer**
Implementation
**Multiple Choice Single Answer**

**Question**
In an employees organisation the flow of decisions from the President / Secretary of Branch Union flow to -

**Correct Answer**
President / Secretary & Craft / Unit level Union

**Your Answer**
Working Committee

**Multiple Choice Multiple Answer**

**Question**
Name the different types of compensations.

**Correct Answer**
Commissions , Overtime pay , Stock options

**Your Answer**
Commissions , Overtime pay , Gratuity

**Multiple Choice Single Answer**

**Question**
In resent times, which department and head of the same usually initiates the manpower plan.

**Correct Answer**
HR department

**Your Answer**
HR department

**Multiple Choice Single Answer**

**Question**
The anchor for an individual who is attached to an organisation or a location rather than to work is essentially termed :

**Correct Answer**
Search for security

**Your Answer**
Search for security

**Multiple Choice Single Answer**

**Question**
In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?

**Correct Answer**
Exporatory stage

**Your Answer**
Exporatory stage

**Multiple Choice Multiple Answer**

**Question**
Through the BPR Programme an experience a sense of ownership in a company only if the organisation believes in :

**Correct Answer**
Caring ( honest & open communication & mutual support) , Sharing (with teams having a common objectives) , Daring (encouraging enterpreneuial adaptation capabilities)

**Your Answer**
Caring ( honest & open communication & mutual support) , Sharing (with teams having a common objectives) , Daring (encouraging enterpreneuial adaptation capabilities)

**Multiple Choice Single Answer**

**Question**
Conventionally Personnel Managers & Manpower Development Managers took what form of approach for the development of human resource?
**Correct Answer**  Manufacturing approach  
**Your Answer**  "Walk about approach"

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Indian since the liberalisation process in 19991, FDI flows have developed each year &amp; exports are up by more than ________</td>
<td>0.5</td>
<td>0.5</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:</td>
<td>Skill, Efforts, Accountability</td>
<td>Skill, Job enrichment, Accountability</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the key essential objective of the changed economic policy at the global level</td>
<td>to integrate the Indian economy with the world economy,</td>
<td>to envisage a decontrolled business environment where free market forces would be given more freedom to operate</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The process of 360 Degree appraisal is broken into two stages - planning, implementation.</td>
<td>False</td>
</tr>
<tr>
<td>True/False</td>
<td>Questions</td>
</tr>
<tr>
<td>------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Some employees may not like flexibility in horizontal movement from one job to another</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Questions</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On recruitment, clarification are sought on which kind of issues?</td>
<td>Strategies of finding new talent, Opening expected in the next five years, Current system of recruitment.</td>
<td>Strategies of finding new talent, Opening expected in the next five years, Current system of recruitment.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Questions</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>While evaluating ________ jobs, where nature of work is difficult to be expressed in quantifiable numbers.</td>
<td>managerial</td>
<td>managerial</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Questions</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Under HRD, name the factors that act as motivating forces</td>
<td>Job enrichment, Informal organisation, Participative management</td>
<td>Job enrichment, Informal organisation, Participative management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Questions</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.</td>
<td>Supportive atmosphere, Empathetic atmosphere, Setting goals</td>
<td>Supportive atmosphere, Empathetic atmosphere, Setting goals</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Questions</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Women employees presently restrict / limit their career to selected jobs &amp; organisations. But, they will soon be ready to take up all types of jobs in different types of organisations. This phenomenon is known as -</td>
<td>Dual career group</td>
<td>Boundrylessness career group</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Questions</th>
<th>Correct Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The link between sense of reality and ________ is important for proper understanding of the definition of sense of reality</td>
<td>imagination</td>
<td></td>
</tr>
</tbody>
</table>
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factor comparison system consists of selection of key jobs.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>At Intel the Work Force Solution Company (WFS) was framed &amp; given monopoly over business process.</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the areas where the auditors should physically visit the workplace?</td>
<td>Canteens , Living colony , Training rooms</td>
<td>Canteens , Living colony , Training rooms</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name one of the components / elements of the flow of decisions in the employees organisation as a bid to increase union member loyalty :</td>
<td>Providing wrong information about management</td>
<td>Industrial relations about management</td>
</tr>
</tbody>
</table>

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Working on your liabilities&quot;</td>
<td>Life long mission</td>
<td>Life long mission</td>
</tr>
<tr>
<td>Assignment to some important task force or committee</td>
<td>Offsetting Plateauing effect</td>
<td>Offsetting Plateauing effect</td>
</tr>
<tr>
<td>Need-opportunity Alignment</td>
<td>Crucial role played by HRD</td>
<td>Crucial role played by HRD</td>
</tr>
<tr>
<td>Continued self development</td>
<td>A leadership quality</td>
<td>A leadership quality</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Politician as the custodian of the nation has the responsibility to protect the interest of all the parties envolved in the process of organisation</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>
# LIST OF ATTEMPTED QUESTIONS AND ANSWERS

## True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgement.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>It is very easy to write grade description, as the number of jobs increases.</td>
<td>False</td>
<td>False</td>
</tr>
<tr>
<td>As per the Human Developent balance sheet, 1997, 45 million children were out of promary school in 1995</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

## Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which practices are service related and human resources related?</td>
<td>Organisational</td>
<td>Organisational</td>
</tr>
<tr>
<td>What is the general principle (as per P.A.S policy of premier) of Assessment Routes?</td>
<td>2nd Assessor-superior of first assessor, 2nd Assessor- superior of the 1st assessor</td>
<td>2nd Assessor-superior of first assessor, 2nd Assessor- superior of the 1st assessor</td>
</tr>
<tr>
<td>The differences in which kind of faiths among the people is hurdle in the HRD</td>
<td>Religious</td>
<td>Religious</td>
</tr>
</tbody>
</table>

## Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the workshop methodology, a series of diagnostic exercises through question are taken, theses are:</td>
<td>How would you critically evaluate the job rotation in your company?, What are the three good things in your performance appraisal systems?, What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
<td>How would you critically evaluate the job rotation in your company?, What are the three good things in your performance appraisal systems?, What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
</tr>
</tbody>
</table>
**Select The Blank**

<table>
<thead>
<tr>
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<th>Your Answer</th>
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</thead>
<tbody>
<tr>
<td>The ________ provides funds to meet the compensation &amp; training expenditure of retrenched workers.</td>
<td>National Renewal Grant Fund</td>
<td>National Renewal Grant Fund</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.</td>
<td>LARSEN &amp; TUBRO LTD.</td>
<td>LARSEN &amp; TUBRO LTD.</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mention the objectives of Job evaluation</td>
<td>To maintain complete description of each occupation in the entire plant, To promote accurate consideration of all employees for advancement and transfer, To promote information for work organisation, employees section etc.</td>
<td>To maintain complete description of each occupation in the entire plant, To promote accurate consideration of all employees for advancement and transfer, To ensure that like wages are paid to all qualified employees on unlike work.</td>
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</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ and retainion of qualified employees is a common goal shared by many employers.</td>
<td>Recruitment</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem children</td>
<td>High potential</td>
<td>High potential</td>
</tr>
<tr>
<td>Concentration of developmental activities on certain categories</td>
<td>Gets the best results</td>
<td>Gets the best results</td>
</tr>
<tr>
<td>Creativity &amp; Practical skills</td>
<td>Walkabout challenges</td>
<td>Walkabout challenges</td>
</tr>
<tr>
<td>The ultimate goal of all job related training.</td>
<td>Long-term improvement.</td>
<td>Long-term improvement.</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>When effort to earn additional income through a second job does not bear fruit, such type of efforts &amp; the consequent results may be called as -</td>
<td>Blue Moon lighting</td>
</tr>
</tbody>
</table>
### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-quantitative job evaluation category.</td>
<td>Simple ranking and grading are placed under such category.</td>
<td>Simple ranking and grading are placed under such category.</td>
</tr>
<tr>
<td>Quantitative job evaluation</td>
<td>Point system and factor comparison methods are placed under such category.</td>
<td>Point system and factor comparison methods are placed under such category.</td>
</tr>
<tr>
<td>The beneficiaries to business firms by job evaluation</td>
<td>It enables Cos. to get data in local wage surveys to establish job classification.</td>
<td>It enables Cos. to get data in local wage surveys to establish job classification.</td>
</tr>
<tr>
<td>Job analysis</td>
<td>It is one of the job evaluation process which finds out relevant facts.</td>
<td>It is one of the job evaluation process which finds out relevant facts.</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

**Question**
When employees takes up other occupation & spend more or less 70% of their time & resources for their business or industrial unit. Second job activity to this extent may be called as :

**Correct Answer** Three quarter Moon Lighting

**Your Answer** Full Moon Lighting

### Multiple Choice Single Answer

**Question** One of the importance of HRD is

**Correct Answer** Role clarity

**Your Answer** Role clarity

### Select The Blank

**Question** _______ of managers assessed in the same study were positioned in the "Stars" category.

**Correct Answer** 0.15

**Your Answer** 0.15

### Select The Blank

**Question** The major issue to be resolved while framing _______ philosophy is whether to promote largely from whithin the organisation or to hire people from outside at all levels.

**Correct Answer** Recruitment

**Your Answer** Recruitment

### True/False

**Question** Career planning is essentially the process of aligning the career needs of the employee with the organisational career opportunities
### Multiple Choice Single Answer

**Question**
Why is it that management should take extra care while framing personnel policies, especially where an employees organisation does exist?

**Correct Answer**
Federations are eveready to challenge management action, particularly with respect to promotions, transfers, seniority

**Your Answer**
Employees organisations have a major impact on various aspects, policies & decisions

---

### True/False

**Question**
An employee sponsor, the HR manager plays an integral role in organisational success.

**Correct Answer**
True

**Your Answer**
True

---

### Multiple Choice Multiple Answer

**Question**
Name the various HRD values like :

**Correct Answer**
Openness, Trust, Autonomy

**Your Answer**
Openness, Aims, Trust

---

### True/False

**Question**
An urgency motivation can be explained by a situation where dynamic profitable organisations foresee a crisis and initiate a radical transformation by breaking status barriers & restructuring organisational relationships.

**Correct Answer**
True

**Your Answer**
True

---

### Multiple Choice Multiple Answer

**Question**
Western and Third World Studies of organisational excellence indicate major keys to organisational excellence, those are -

**Correct Answer**
Mission, Goals, Policies

**Your Answer**
Mission, Policies, Rewards

---

### Select The Blank

**Question**
A strategy based on superior service is very powerful as the ________ is high

**Correct Answer**
value added

**Your Answer**
value added

---

### Multiple Choice Single Answer

**Question**
Who found that customer perceptions & attitudes were affected by what employees experienced?
**Correct Answer** Schneider

**Your Answer** Johnson

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Under ________ method jobs are arranged from highest to lowest, in order of their value to the organisation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>ranking</td>
</tr>
<tr>
<td>Your Answer</td>
<td>ranking</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>There are companies where the HR department lists out the raters by choosing randomly from the participant's list of work related employees. Each rater receives an envelop having the following :-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Letter from the administrator , Letter from the participant soliciting feedback , Self addressed envelope from the administrator</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Letter from the administrator , Letter from the participant soliciting feedback , Self addressed envelope from the administrator</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>By building organisational capabilities , By improving employees satisfaction , By shaping customers and shareholders satisfaction</td>
</tr>
<tr>
<td>Your Answer</td>
<td>By building organisational capabilities , By improving employees satisfaction , By shaping customers and shareholders satisfaction</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The whole process of conducting a 360 - Degree Feedback process in any Organisation could last about ________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>One &amp; half to about 3 months</td>
</tr>
<tr>
<td>Your Answer</td>
<td>One &amp; half to about 3 months</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>How can the limitations/ misgivings of management participation in employees organisations be overcome ?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>by gaining the confidence of union leaders from the initail stages , managements should educate the members about the concept &amp; value in strenghening union functioning , minimising misunderstandings</td>
</tr>
<tr>
<td>Your Answer</td>
<td>by gaining the confidence of union leaders from the initail stages , managements should educate the members about the concept &amp; value in strenghening union functioning , Management should meet some of their early demands to act a peace offering</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>In which approach towards training and development stress is to be given on learning rather than on teaching?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Agricultural approach</td>
</tr>
<tr>
<td>Your Answer</td>
<td>SSL Technology</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer
**Question**
Which system emphasis a lot on the need to motivate people

**Correct Answer**
Human Resource Development

**Your Answer**
Human Resource Development

### Multiple Choice Multiple Answer
**Question**
Name the two factors which lead people to work:

**Correct Answer**
Economic, Motivation

**Your Answer**
Economic, Motivation, Controlling

### Multiple Choice Single Answer
**Question**
What was the key essential objective of the changed economic policy at the global level?

**Correct Answer**
to integrate the Indian economy with the world economy,

**Your Answer**
to integrate the Indian economy with the world economy,

### Multiple Choice Multiple Answer
**Question**
How would the representative of consumer association be able to make a difference in the consumerism movement?

**Correct Answer**
by participating in collective bargaining, to demands good supply of quality goods at fair practices, to demands good supply of quality goods at fair prices

**Your Answer**
by participating in collective bargaining, to demands good supply of quality goods at fair practices, to demands good supply of quality goods at fair prices

### True/False
**Question**
Eight members is considered to be the norm as to the no. of members constituting a QC-

**Correct Answer**
True

**Your Answer**
True

### Multiple Choice Multiple Answer
**Question**
What are the key characteristics / features of a Human Resource Audit.

**Correct Answer**
Employee competency check list, Evaluation by HR department in conjunction with internal customers, To find the competency gap

**Your Answer**
Measures the cost involved in hiring, training, developing employees, To find the competency gap

### True/False
**Question**
Workers and trade unions never participate in the management of human resources

**Correct Answer**
False

**Your Answer**
False
<table>
<thead>
<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>What can influence the organisation's business goals?</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>HRD outcomes</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>HRD outcomes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>True/False</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Employee's organisations in India have their impact on various aspects, policies pertaining to human resources management of various industries</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>True</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Every employee also has a succession plan to him, which is also known as -</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Shadow planning</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Career planning</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Select The Blank</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Factor comparison method is regarded as ________ method</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>complex</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>less expensive</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>True/False</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Performance appraisals can not be fair unless the appraiser is clear in his mind about the job requirements.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>True</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Multiple Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>What are the objectives of inspection?</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Removing defects, Consumer satisfaction, Quality product</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Removing defects, Consumer satisfaction, Quality product</td>
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<table>
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<tr>
<th><strong>Multiple Choice Multiple Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Name some of the strategic role of HR :</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Successful HR department will focus on organisational performance, HR's value will be to have the right people ready at right time, The focus of the HR function will be human capital development &amp; organisational productivity.</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Successful HR department will focus on organisational performance, HR's value will be to have the right people ready at right time, The focus of the HR function will be human capital development &amp; organisational productivity.</td>
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<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>Under the pre-Interview preparation it is useful to note the key points</td>
</tr>
<tr>
<td>----------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Paper</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Paper</td>
</tr>
</tbody>
</table>

**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Politician as the custodian of the nation has the responsibility to protect the interest of all the parties involved in the process of organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Blake and Mouton</td>
<td>Grid Seminars</td>
<td>HR portfolio matrix (classification Quadrants)</td>
</tr>
<tr>
<td>The Interview Methos</td>
<td>In the absence of appraisal system</td>
<td>Supervisory Skill Level Survey</td>
</tr>
<tr>
<td>The Questionnaire Method</td>
<td>A large target group</td>
<td>In the absence of appraisal system</td>
</tr>
<tr>
<td>Dr. George S. Odiorne</td>
<td>HR portfolio matrix (classification Quadrants)</td>
<td>Managerial Walkover</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>A programme that allows flexible entering &amp; learning (the organisation) times for the employees is known as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Flexitime</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Flexitime</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
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<th>Mention the objectives of Job evaluation</th>
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<tr>
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<td>Your Answer</td>
<td>To promote accurate consideration of all employees for advancement and transfer, To ensure that like wages are paid to all qualified employees on unlike work.</td>
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</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>The traditional methods of performance appraisal lay emphasis on the ratings of individual's personality traits such as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Initiative, Drive, Creativity</td>
</tr>
</tbody>
</table>

Page 8 of 195
### Multiple Choice Multiple Answer

**Question**
What is the need for HRA?

**Correct Answer**
No information about organisation human resource is available to manager in conventional accounting, the measure of the income which are provided in conventional statements do not accurately reflect the level of business performance, if the value of human resources is not duly reported in the P&L A/c & balance sheet impact of mgt decision of human asset can not be gauged.

**Your Answer**
The measure of the income which are provided in conventional statements do not accurately reflect the level of business performance, if the value of human resources is not duly reported in the P&L A/c & balance sheet impact of mgt decision of human asset can not be gauged.

### Multiple Choice Single Answer

**Question**
What are to be proccessed at a central place of the administrator?

**Correct Answer**
Questionnaires

**Your Answer**
Questionnaires

### True/False

**Question**
HRD should be series of adhoc decisions and practices.

**Correct Answer**
False

**Your Answer**
False

### Multiple Choice Single Answer

**Question**
According to Lahiry what is the simple act of comparison & learning for organisational improvement?

**Correct Answer**
Benchmarking

**Your Answer**
Benchmarking

### Select The Blank

**Question**
The factors coming under Discipline & Attendance are Time keeping and ________.

**Correct Answer**
Obedience

**Your Answer**
Obedience

### Multiple Choice Single Answer

**Question**
Five main phases make up the process of the feedback exercise, name the PHASE 4-

**Correct Answer**
Data feeding Reports & Analysis

**Your Answer**
Data feeding Reports & Analysis

### Multiple Choice Multiple Answer

**Question**
Initiative, Creativity
<table>
<thead>
<tr>
<th>Question</th>
<th>Name the various HRD outcomes variables:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Better organisational health, Better developed roles, Better utilisation of human resources</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Better organisational health, Better developed roles, Better utilisation of human resources</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>HRD audit can also be used against the HRD department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>The Asian Institute of Management have introduced a unique course called &quot;Managerial Walkabout&quot;. The idea of the course came from Prof. M. Gibbons of Simon Fraser University, British Columbia.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Federations may invite the management's representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Divisional / departmental manager &amp; personnel manager.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Divisional / departmental manager &amp; personnel manager.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Workers and trade unions never participate in the management of human resources</th>
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<tbody>
<tr>
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<td>False</td>
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<tr>
<td>Your Answer</td>
<td>False</td>
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</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>What are the objectives of inspection?</th>
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</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Removing defects, Consumer satisfaction, Quality product</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Quality product, Removing defects, Consumer satisfaction</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>In an organisation initiating career planning what modality would essentially form the basis for placement, transfer and rotation?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Career path model</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Career path model</td>
</tr>
</tbody>
</table>

| Select The Blank | |
**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The lack of appreciation for the constraints of other department leads to conflict between various departments is a functional organisation</td>
<td>The lack of appreciation for the constraints of other department</td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the two chairman of Hindustan Lever who both followed the pattern of nurturing and handling over to competent successors from within.</td>
<td>Vasant, T. Thomas</td>
<td>Vasant, T. Thomas</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In a re-engineering programme, when a process changes so does the ______ of the concerned employee.</td>
<td>job profile</td>
<td>job profile</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>______ and retention of qualified employees is a common goal shared by many employers.</td>
<td>Recruitment</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The reviewer has the prime role of recording major appraisal details.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the action steps for re-engineering?</td>
<td>Carry out a Need Assessment, Forming a steering Team &amp; Implementation Team</td>
<td>Carry out a Need Assessment, Forming a steering Team &amp; Implementation Team, Preparing employees for the change that lies ahead &amp; inherent changes</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The belief that a human resource, when put through different management development programmes, is converted into a good management resources is supported by which common approach?</td>
<td>Manufacturing approach</td>
<td>Manufacturing approach</td>
</tr>
</tbody>
</table>

**True/False**
### Question
Human resource management is responsible for getting the best people, training and providing mechanism.

**Correct Answer**: True

**Your Answer**: True

### Select The Blank
The ________ are mostly for the employees of the marketing department.

**Correct Answer**: Commissions

**Your Answer**: Commissions

### Select The Blank
HRD means competence building, commitment building, and ________ building.

**Correct Answer**: culture

**Your Answer**: culture

### Select The Blank
Under ________ method jobs are arranged from highest to lowest, in order of their value to the organisation.

**Correct Answer**: ranking

**Your Answer**: ranking

### True/False
Performance appraisals can not be fair unless the appraiser is clear in his mind about the job requirements.

**Correct Answer**: True

**Your Answer**: True

### True/False
Through consumers participation in management, consumer will lose their rights through served technique

**Correct Answer**: False

**Your Answer**: False

### Multiple Choice Multiple Answer
Name the factors which come under 'Work Planning' that is component systems of HRD:

**Correct Answer**: Performance appraisal, Role analysis, Contextual analysis

**Your Answer**: Performance appraisal, Role analysis, Contextual analysis
<table>
<thead>
<tr>
<th>Feedback</th>
<th>It should be data-based and not impressionistic</th>
<th>It should be data-based and not impressionistic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rapport building</td>
<td>In this case there is a climate of acceptance &amp; warmth</td>
<td>In this case there is a climate of acceptance &amp; warmth</td>
</tr>
<tr>
<td>Exploration</td>
<td>In this case, the employee should appreciate his strengths &amp; weakness.</td>
<td>These help in gathering more information and in stimulating thinking.</td>
</tr>
<tr>
<td>Action Planning</td>
<td>In this case, the interview should end with specific plans of action for the development of the employee.</td>
<td>In this case, the interview should end with specific plans of action for the development of the employee.</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Under training and development plan, the form is to be prepared in ________ form.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Duplicate</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Duplicate</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Upto late seventies, how many organisations were with HRD department?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Twelve</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Twelve</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The problem and challenges of continuous improvement can be effectively tackled by taking advantage of ________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Synergy of teams</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Synergy of teams</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>________ is known not to hold overly one-sided views.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Judgement</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Judgement</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Whose development plays an integral part in a Company today.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Employee</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Supervisor</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>A leader who lacks the other basic qualities can lead others in the wrong direction.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

Page 13 of 195
**Multiple Choice Single Answer**

**Question** Why is it that some managements may be disinterested in participation in Trade Unions?

**Correct Answer** Possibility of cropping up misunderstandings among leaders & members

**Your Answer** Possibility of cropping up misunderstandings among leaders & members

**Multiple Choice Single Answer**

**Question** Conventionally Personnel Managers & Manpower Development Managers took what form of approach for the development of human resource?

**Correct Answer** Manufacturing approach

**Your Answer** Custodian approach

**Multiple Choice Multiple Answer**

**Question** Name the two factors which lead people to work:

**Correct Answer** Economic, Motivation

**Your Answer** Economic, Motivation

**Multiple Choice Multiple Answer**

**Question** According to Gurucharan Das what should Indian companies focus its effort to emerge winners in the light of the liberalization & globalization?

**Correct Answer** Be able to capitalize on global trade, Not ignore quality, Product development

**Your Answer** Be able to capitalize on global trade, Not ignore quality, Product development

**Select The Blank**

**Question** While evaluating ________ jobs, where nature of work is difficult to be expressed in quantifiable numbers.

**Correct Answer** Managerial

**Your Answer** manegerial

**Multiple Choice Single Answer**

**Question** Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?

**Correct Answer** Representatives from line & personnel department.

**Your Answer** Divisional / departmental manager & line representatives.

**Multiple Choice Multiple Answer**

**Question** What are the general characteristics of a Technical - functional competence?

**Correct Answer** Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants
Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants

**Multiple Choice Multiple Answer**

**Question**
Name the first three phases that make up the process of the feedback exercise -

**Correct Answer**
Participants orientation, Questionnaire distribution, Monitoring & follow up

**Your Answer**
Participants orientation, Questionnaire distribution, Monitoring & follow up

---

**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

**Multiple Choice Multiple Answer**

**Question**
Performance counselling should not give a chance in discussion like -

**Correct Answer**
Rewards, Increments, Salaries

**Your Answer**
Rewards

---

**Multiple Choice Single Answer**

**Question**
In the future what sort of organisations would provide expert advice & consultancy & further will also supply human resources for executing their projects.

**Correct Answer**
Employee leasing

**Your Answer**
Employee leasing

---

**Select The Blank**

**Question**
One of the feature HRD goals are, ________ is a perishable commodity

**Correct Answer**
Labour

**Your Answer**
Labour

---

**Select The Blank**

**Question**
The national renewal fund is administered by the department of industrial development. The NRF was proposed to have a corpus of ________, which would be contributed from budgetory support

**Correct Answer**
Rs. 2000 crores

**Your Answer**
Rs. 2000 crores

---

**True/False**

**Question**
It is very easy to write grade description, as the number of jobs increases.

**Correct Answer**
False

**Your Answer**
False

---

**Select The Blank**
<table>
<thead>
<tr>
<th>Question</th>
<th>_____ manpower plan need the involvement of top management as well as HR exports.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Strategic</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the bank which was one of the earliest organisations in India to try Sensitivity training based interventions in the 60's:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>State Bank of India</td>
</tr>
<tr>
<td>Your Answer</td>
<td>State Bank of India</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>The reviewer has the prime role of recording major appraisal details.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>The data obtained through job analysis are recorded on what is known as job analysis sheet.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Which practices are service related and human resources related?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Organisational</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Organisational</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What were the features of globalization in the Indian content?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Expansion of business globally, Global market accessability, Global orientation of organisational structure</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Global market accessability, Global orientation of organisational structure</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is the percentage change in allocation for such a sector over the preceeding years allocation?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>0.5</td>
</tr>
<tr>
<td>Your Answer</td>
<td>0.5</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Correct Answer</td>
</tr>
<tr>
<td>----------</td>
<td>----------------</td>
</tr>
<tr>
<td>Disharmony in individual &amp; organisational goal balance.</td>
<td>Disharmony in individual &amp; organisational goal balance.</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>What is it that can be defined as a written record of the duties, responsibilities and conditions of job.</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Job discription</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job discription</td>
</tr>
<tr>
<td><strong>True/False</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Successful HR departments will focus on motivational performance.</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Essentials of effective QC's :-</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Prompt approval , Regular communication , Unconditional support</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Prompt approval , Regular communication , Unconditional support</td>
</tr>
<tr>
<td><strong>Select The Blank</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>In no phase of business life is _______ as important as in making promotion decisions.</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Integrity</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Integrity</td>
</tr>
<tr>
<td><strong>Select The Blank</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>In some cases, individual and group interviews are substituted by ________</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>LSIP</td>
</tr>
<tr>
<td>Your Answer</td>
<td>LSIP</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Name the first three phases that make up the process of the feedback exercise -</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Participants orientation , Questionnaire distribution , Monitoring &amp; follow up</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Participants orientation , Questionnaire distribution , Monitoring &amp; follow up</td>
</tr>
<tr>
<td><strong>Select The Blank</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>The ________ provides funds to meet the compensation &amp; training expenditure of retrenched workers.</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>National Renewal Grant Fund</td>
</tr>
</tbody>
</table>
**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD audit can also be used against the HRD department</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the essentially the most important principle of any Human Resource Development Activity?</td>
<td>Self development.</td>
<td>Self development.</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance &amp; ________.</td>
<td>Development needs for growth</td>
<td>Training needs to improve future performance.</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establishment of trade unions by workers in small industries is not common</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why is it that management should take extra care while framing personnel policies, especially where an employees organisation does exist?</td>
<td>Federations are eveready to challenge management action, particularly with respect to promotions, transfers, seniority</td>
<td>Employees organisations have a major impact on various aspects, policies &amp; decisions</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>No worker employed in any industry who has been in continuous service for more than ________, can be retrenched until prior permission from the govt. to retrench in undertakings employing more than 100 people</td>
<td>1 year</td>
<td>1 year</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mention the objectives of Job evaluation</td>
<td></td>
<td>To maintain complete descriptopn of each occupation in the entire plant, To promote accurate consideration of all employees for advancement and</td>
</tr>
</tbody>
</table>
transfer, To promote information for work organisation, employees section etc.

Your Answer: To promote accurate consideration of all employees for advancement and transfer, To ensure that like wages are paid to all qualified employees on unlike work.

Select The Blank

Question: Financial difficulties, accumulation of stock, expiry of license or lease & exhaustion of natural resources are not considered valid reasons for closure as there are __________

Correct Answer: avoidable circumstances

Your Answer: avoidable circumstances

Select The Blank

Question: A fee market economy demands a transparent set of laws and ______something that the archaic Indian judicial system is ill-equipped to cope with

Correct Answer: quick disposal of litigation

Your Answer: a strong labour policy

Multiple Choice Multiple Answer

Question: Name the process of 360 degree appraisal which can be broken into three stages or levels -

Correct Answer: Planning, Implementation, Result

Your Answer: Controlling, Planning, Implementation

Multiple Choice Multiple Answer

Question: While planning for surplus, the following are the options:

Correct Answer: Reduce work hours, Redesign the jobs, Reassign the jobs

Your Answer: Increase work hours, Redesign the jobs, Reassign the jobs

True/False

Question: Politician as the custodian of the nation has the responsibility to protect the interest of all the parties involved in the process of organisation

Correct Answer: False

Your Answer: False

Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role of HRD Audit in business improvement</td>
<td>It helps in changes in the styles of the top management</td>
<td>It helps in changes in the styles of the top management</td>
</tr>
<tr>
<td>Need for HRD Audit</td>
<td>It attempts to find out the future HRD needs of the company after assessing the current HRD activities &amp; inputs</td>
<td>It attempts to find out the future HRD needs of the company after assessing the current HRD activities &amp; inputs</td>
</tr>
</tbody>
</table>
**Limitation of HRD Audit**

It does not give evaluation of individuals but focuses on unit and systems.

**Definition of HRD Audit**

It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company.

### Multiple Choice Multiple Answer

**Question**

Experience has shown HRD audit has tremendous impact on business in areas like:

- strategic Planning
- role clarity
- Streamlining practices

**Correct Answer**

role clarity, better motivation

### Multiple Choice Single Answer

**Question**

In an employees organisation the flow of decisions from the President / Secretary of Branch Union flow to -

**Correct Answer**

President / Secretary & Craft / Unit level Union

**Your Answer**

General Secretary

### Multiple Choice Single Answer

**Question**

The concept of quality control as a distinct discipline emerged in the United States in the early -

**Correct Answer**

1920's

**Your Answer**

1930's

### Multiple Choice Single Answer

**Question**

Name one of the components / elements of the flow of decisions in the Management quadrant:

**Correct Answer**

Sound Industrial relations

**Your Answer**

Sound Industrial relations

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The monitoring stage</td>
<td>The firm checks the new system against strategy.</td>
<td>The firm checks the new system against strategy.</td>
</tr>
<tr>
<td>The clarification stage</td>
<td>The firm identifies and confirms the overall business direction.</td>
<td>The firm identifies and confirms the overall business direction.</td>
</tr>
<tr>
<td>The assessment stage</td>
<td>The firm calculates the cost of investment on the human capital and the value placed by employees on this investment.</td>
<td>The firm calculates the cost of investment on the human capital and the value placed by employees on this investment.</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The design stage</td>
<td>The firm plans the proposed changes into practice.</td>
<td>The firm create programmes that yield better returns on human capital.</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**
Name the three aspects of manpower planning:

**Correct Answer**
Who should plan? , Planning for whom , Timing for plan

**Your Answer**
Why should we plan? , Who should plan? , Planning for whom

### Multiple Choice Multiple Answer

**Question**
Name the two factors which lead people to work:

**Correct Answer**
Economic , Motivation

**Your Answer**
Motivation , Controlling

### True/False

**Question**
Workers and trade unions never participate in the management of human resources

**Correct Answer**
False

**Your Answer**
False

### True/False

**Question**
The job falling under the same grade get different wage scale.

**Correct Answer**
False

**Your Answer**
False

### True/False

**Question**
Under point method, common factors to all the jobs are identified.

**Correct Answer**
True

**Your Answer**
True

### Select The Blank

**Question**
________ leads to conflict between various departments is a functional organisation

**Correct Answer**
The lack of appreciation for the constraints of other department

**Your Answer**
The lack of appreciation for the constraints of other department

### Multiple Choice Multiple Answer
**Question**
Why do most companies want HRD audit?

**Correct Answer**
Change of Leadership, To make HR function business-driven, For growth & diversification

**Your Answer**
Change of Leadership, To make HR function business-driven, For growth & diversification

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is concerned with developing a pool of candidates in line with the human resources plan</td>
<td>Recruitment</td>
<td>Training</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the basic appraisal qualities:</td>
<td>Action, Judgement, Alertness</td>
<td>Action, Judgement, Alertness</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>360-Degree Feedback enhances the quality of ________ decisions.</td>
<td>HR</td>
<td>HRD</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the limitations of HRD Audits?</td>
<td>Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Does not give evaluation of individuals but focuses on unit &amp; systems</td>
<td>Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Does not give evaluation of individuals but focuses on unit &amp; systems</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under HRD, name the factors that act as motivating forces</td>
<td>Job enrichment, Informal organisation, Participative management</td>
<td>Employee enrichment, Job enrichment, Participative management</td>
</tr>
</tbody>
</table>

### Select The Blank
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
</table>
| The factors coming under Discipline & Attendance are Time keeping and _____.
Your Answer                                                                 | Manners                                                                       |

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:</td>
<td>Suitable compensation plan, Selection of the right people, Good performance appraisal system</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Suitable compensation plan, Selection of the right people, Good performance appraisal system</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>When employees spend half of the time and / or resources available to them on a second job / occupation for luxuries / comforts it is known as :</td>
<td>Half Moon lighting</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Half Moon lighting</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is it that Union leader usually do to gain the confidence of its member?</td>
<td>Win something in grievance procedure</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Win something in grievance procedure</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The main focus of attention today is the employee.</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>At Hewlett Packard, as part of their BPR programme, the ________directs resources from applicants to a centralised employment response centre.</td>
<td>EMS</td>
</tr>
<tr>
<td>Your Answer</td>
<td>EMS</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The role of the organisation in career planning is to introduce &amp; strengthen systems to ensure ________ of employees</td>
<td>Career Progression</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Participation</td>
</tr>
</tbody>
</table>

**True/False**
Question: Federations & unions constitute not only a part of organisations but also an important and crucial wing of them
Correct Answer: True

Your Answer: True

Multiple Choice Single Answer
Question: In an employees organisation the flow of decisions from the President / Secretary & Craft / Unit level Union flow to -
Correct Answer: General body of Members of employees organisations

Your Answer: General Secretary

True/False
Question: Majority of the disputes in industries are related to the problem of wages, salaries & benefits
Correct Answer: True

Your Answer: True

Match The Following
Question: Need for HRD Audit
Correct Answer: It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs
Your Answer: It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs

Limitation of HRD Audit
Correct Answer: It does not give evaluation of individuals but focuses on unit and systems.
Your Answer: It does not give evaluation of individuals but focuses on unit and systems.

Definition of HRD Audit
Correct Answer: It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company
Your Answer: It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company

Role of HRD Audit in business improvement
Correct Answer: It helps in changes in the styles of the top management
Your Answer: It helps in changes in the styles of the top management

Multiple Choice Multiple Answer
Question: If employee fedrations & unious are mismanaged they-
Correct Answer: Disturb the smooth functioning & growth of organisations, affect industrial peace, affect effective management of personnel
Your Answer: Disturb the smooth functioning & growth of organisations, affect industrial peace, affect effective management of personnel

Multiple Choice Multiple Answer
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>List the measures to overcome the HRD problems in India</td>
<td>Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance</td>
<td>Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance</td>
</tr>
<tr>
<td>Multiple Choice Multiple Answer</td>
<td>There are companies where the HR department lists out the raters by choosing randomly from the participant's list of work related employees. Each rater receives an envelop having the following: -</td>
<td>Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator</td>
<td>Letter from the administrator, Letter from the participant soliciting feedback, Letter from the monitors</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>A paper prepared by Mr. P Chidambaram, titled Indian subsidies reveals that in order to clean its fiscal difficult in a few year, India needs to out down about 50% of subsidies in ______ goods since it yields only 10% returns</td>
<td>Non-merit</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Non-merit</td>
<td>Merit</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>Expenses incurred by a firm on recruitment, training &amp; development of employees are treated as ________</td>
<td>Revenue costs</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Expenses incurred by a firm on recruitment, training &amp; development of employees are treated as ________</td>
<td>Current costs</td>
</tr>
</tbody>
</table>
True/False
Question: Potential refers to the likelihood of the job holder making a future contribution to the employing organisation.
Correct Answer: True
Your Answer: True

Multiple Choice Multiple Answer
Question: Why do most companies want HRD audit?
Correct Answer: Change of Leadership, To make HR function business-driven, For growth & diversification
Your Answer: Change of Leadership, To make HR function business-driven, For growth & diversification

Select The Blank
Question: Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________
Correct Answer: Rs. 5 lakh
Your Answer: Rs. 5 lakh

Multiple Choice Multiple Answer
Question: Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance:
Correct Answer: By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction
Your Answer: By building vision capabilities, By building organisational capabilities, By improving employees satisfaction

Multiple Choice Multiple Answer
Question: Job performance refers to:
Correct Answer: The actual achievements compared with the objectives of the job.
Your Answer: Successful completion of an assigned task contributing to the organisation goals, The actual achievements compared with the objectives of the job, The actual achievements of the individual compared with the target / expectations.

Select The Blank
Question: A strong ________ can have a lasting effect and provide sustenance to an organisation.
Correct Answer: Culture
Your Answer: Vision

Multiple Choice Single Answer
Question: HR managers to guarantee their viability need to think themselves as:
Correct Answer: Strategic partners
**Multiple Choice Multiple Answer**

**Question**
Name the steps that develop strategic framework for HRD

**Correct Answer**
Realistic employee development, Measurable employee development, Well costed employee development

**Your Answer**
Realistic employee development, Measurable employee development, Well costed employee development

**Multiple Choice Multiple Answer**

**Question**
While planning for surplus, the following are the options:

**Correct Answer**
Reduce work hours, Redesign the jobs, Reassign the jobs

**Your Answer**
Increase work hours, Redesign the jobs

**True/False**

**Question**
A major beneficiary of liberalization and consequently competition not been the consumer ..... But the industry

**Correct Answer**
False

**Your Answer**
False

**Select The Blank**

**Question**
A dynamic and everchanging environment calls for a shift in approach from ________ human resource management to a proactive and innovative one.

**Correct Answer**
reactive

**Your Answer**
conservative

**Select The Blank**

**Question**
________ are issued to the employees to be a shareholders in the company.

**Correct Answer**
ESOP

**Your Answer**
ESOP

**True/False**

**Question**
Proper implementation and support of all management levels are not very crucial for the success of HRD audit

**Correct Answer**
False

**Your Answer**
False

**True/False**

**Question**
Successful HR departments will focus on motivational performance.

**Correct Answer**
False

**Your Answer**
True
### Multiple Choice Single Answer

**Question** Which system emphasis a lot on the need to motivate people

**Correct Answer** Human Resource Development

**Your Answer** Human Resource Development

### Multiple Choice Single Answer

**Question** Which kind of literature identifies a number of systems & subsystems?

**Correct Answer** HRD

**Your Answer** HRD

### Multiple Choice Single Answer

**Question** The differences in which kind of faiths among the people is hurdle in the HRD

**Correct Answer** Religious

**Your Answer** Political

### Multiple Choice Single Answer

**Question** What is concerned with developing a pool of candidates in line with the human resources plan

**Correct Answer** Recruitment

**Your Answer** Training

### Multiple Choice Multiple Answer

**Question** Name the various Organisational effectiveness dimensions.

**Correct Answer** Higher productivity, Cost reduction, More profit

**Your Answer** Higher productivity, Cost reduction, More profit

### Multiple Choice Single Answer

**Question** One of the importance of HRD is

**Correct Answer** Role clarity

**Your Answer** System clarity

### True/False

**Question** Establishment of trade unions by workers in small industries is not common

**Correct Answer** False

**Your Answer** False

### True/False

**Question** Politician as the custodian of the nation has the responsibility to protect the interest of all the parties envolved in the process of organisation

**Correct Answer** False
**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership of the nation wide consumer councils (as formed by the</td>
<td>various ministeries, manufactures of commerce, cost account &amp; Consumer</td>
<td>various ministeries, employess organisations, manufactures of commerce</td>
</tr>
<tr>
<td>Government) would comprise representative of</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the process which is continous and stops only when the organisation</td>
<td>Hiring</td>
<td>Supplying</td>
</tr>
<tr>
<td>ceases to exist</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The relationship between good HR practices and organisational</td>
<td>False</td>
<td>False</td>
</tr>
<tr>
<td>effectiveness is very simple.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

**Select The Blank**

**Question**

Expenses incurred by a firm on recruitment, training & development of employees are treated as ________

**Correct Answer**

Current costs

**Your Answer**

Over head costs

**Multiple Choice Single Answer**

**Question**

Every employee also has a succession plan to him, which is also known as -

**Correct Answer**

Shadow planning

**Your Answer**

Career planning
True/False

Question
Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning

Correct Answer
False

Your Answer
True

Multiple Choice Multiple Answer

Question
Why do employees adopt proxy system ? In order to improve

Correct Answer
to their social status , their economic status , their psychological status

Your Answer
to their social status , their economic status , their psychological well being

Multiple Choice Single Answer

Question
What is concerned with developing a pool of candidates in line with the human resources plan

Correct Answer
Recruitment

Your Answer
Recruitment

Select The Blank

Question
________ is the pay which the employee gets based on his performance in the company as per his set role and responsibilities.

Correct Answer
Merit Pay

Your Answer
Merit Pay
**Multiple Choice Single Answer**

Question
The differences in which kind of faiths among the people is hurdle in the HRD

Correct Answer
Religious

Your Answer
Religious

**Multiple Choice Multiple Answer**

Question
List the measures to overcome the HRD problems in India

Correct Answer
Govt. to take steps to alleviate poverty , Govt. to take steps to accelerate economic development , People to practice religious tolerance

Your Answer
Govt. to take steps to alleviate poverty , Govt. to take steps to accelerate economic development , People to practice religious tolerance

**True/False**

Question
True / False

Correct Answer
True

Your Answer
True

**Multiple Choice Multiple Answer**

Question
360 - Degree Appraisal is to get a broad assessment of an individual from different
sources, following factors need to be watched at this stage -

Correct Answer
Individual learning , Organisational learning , Improved Individual behaviour

Your Answer
Individual learning , Organisational learning , Improved Individual behaviour ,
Improved Action planning

Select The Blank

Question
One of the feature HRD goals are, ________ is a perishable commodity

Correct Answer
Labour

Your Answer
Organisation

Select The Blank

Question
The link between sense of reality and ________ is important for proper
understanding of the definition of sense of reality

Correct Answer
imagination

Your Answer
imagination

True/False

Question
It is not necessary that the subordinate should feel free to participate without fear
in the process of review & feedback.

Correct Answer
False

Your Answer
False

Multiple Choice Single Answer
Question
Name the technique which determines the relevant worth of a job with respect to other jobs.

Correct Answer
Job Evaluation

Your Answer
Job Evaluation

True/False

Question
Some employees may not like flexibility in horizontal movement from one job to another

Correct Answer
True

Your Answer
True

Multiple Choice Multiple Answer

Question
Under the phase 3 "Monitoring and Follow Up" the rater also identifies himself in several roles in the questionnaire like a -

Correct Answer
Superior , Subordinate , Colleague

Your Answer
Superior , Subordinate , Colleague

True/False

Question
The main focus of attention today is the employee.

Correct Answer
False

Your Answer
True

Select The Blank
Question
A strong ________ can have a lasting effect and provide sustenance to an organisation.

Correct Answer
Culture

Your Answer
Culture

Multiple Choice Single Answer

Question
Which management is committed adequately to competency building through multi-rater feedback -

Correct Answer
Top

Your Answer
HRD

Select The Blank

Question
Large recruitment ________ problematic and vice-versa.

Correct Answer
Less

Your Answer
Less

Select The Blank

Question
_______ of managers assessed in the same study were positioned in the "Stars" category.

Correct Answer
0.15

Your Answer
0.12
**Select The Blank**

**Question**
________ assignment can also be recommended for career development.

**Correct Answer**
Rotational

**Your Answer**
Special

**Multiple Choice Multiple Answer**

**Question**
Name the steps that develop strategic framework for HRD

**Correct Answer**
Realistic employee development, Measurable employee development, Well costed employee development

**Your Answer**
Realistic employee development, Measurable employee development, Under costed employee development

**Select The Blank**

**Question**
In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.

**Correct Answer**
LARSEN & TUBRO LTD.

**Your Answer**
LARSEN & TUBRO LTD.

**Match The Following**

**Question**
Correct Answer
Your Answer

Job analysis
It is one of the job evaluation process which finds out relevant facts.
It is one of the job evaluation process which finds out relevant facts.
Non-quantitative job evaluation category.
Simple ranking and grading are placed under such category.
It is considered to be complex to cos. as it is not understood by all.

Quantitative job evaluation
Point system and factor comparison methods are placed under such category.
Simple ranking and point system are placed under such category.

The beneficiaries to business firms by job evaluation
It enables Cos. to get data in local wage surveys to establish job classification.
It enables Cos. to get data in local wage surveys to establish job classification.

Multiple Choice Multiple Answer

Question
Essentials of effective QC’s :-

Correct Answer
Prompt approval , Regular communication , Unconditional support

Your Answer
Prompt approval , Regular communication , Unconditional support

Multiple Choice Single Answer

Question
Name the person who lacks the other basic qualities can lead others in the wrong direction.

Correct Answer
Leader

Your Answer
Leader

Select The Blank
Question
The whole process of conducting a 360-Degree Feedback process in any Organisation could last about ________.

Correct Answer
One & half to about 3 months

Your Answer
One & half to about 3 months

True/False

Question
As per the Human Developent balance sheet, 1997, 45 million children were out of primary school in 1995

Correct Answer
True

Your Answer
True

Multiple Choice Multiple Answer

Question
Mention the objectives of Job evaluation

Correct Answer
To maintain complete description of each occupation in the entire plant, To promote accurate consideration of all employees for advancement and transfer, To promote information for work organisation, employees section etc.

Your Answer
To maintain complete description of each occupation in the entire plant, To promote accurate consideration of all employees for advancement and transfer, To promote information for work organisation, employees section etc.

Multiple Choice Single Answer

Question
How can management representatives essentially help employees' organisations?

Correct Answer
Formulation of plans & providing information

Your Answer
Formulation of plans & providing information
Multiple Choice Single Answer

Question
Name one of the components systems of HRD :

Correct Answer
Career system

Your Answer
Potential system

Multiple Choice Multiple Answer

Question
Name the factors which come under ' Career System' that is component system of HRD:

Correct Answer
Career planning, Career development, Potential appraisals

Your Answer
Performance appraisal, Career planning, Career development, Potential appraisals

Multiple Choice Multiple Answer

Question
What were the elements of the liberalization Movement?

Correct Answer
Abolishment of licensing, MRTP limit, Foreign Investment

Your Answer
Abolishment of licensing, MRTP limit, Foreign Investment

Multiple Choice Multiple Answer

Question
Name of the various HRD score card:
Correct Answer
HRD systems maturity score, Competency score, HRD competencies systems maturity score

Your Answer
HRD systems maturity score, Competency score, HRD competencies systems maturity score

Multiple Choice Multiple Answer

Question
How does the people in the organisation take feedback seriously and try to benefit from the same?

Correct Answer
The candidate is desirous to be better, The candidate has an attitude for healthy competition, The candidate is desirous of knowing himself through the eyes of others.

Your Answer
The candidate is desirous to be better, The candidate has an attitude for healthy competition, The candidate is desirous of knowing himself through the eyes of others.

True/False

Question
Proper implementation and support of all management levels are not very crucial for the success of HRD audit

Correct Answer
False

Your Answer
False

True/False

Question
Organisations should pay for the value of the job but not for the value of the person.

Correct Answer
False

Your Answer
True
**Multiple Choice Single Answer**

Question
One of the importance of HRD is

Correct Answer
Role clarity

Your Answer
Role clarity

**True/False**

Question
Monitoring and Follow-up follows the distribution of questionnaires to all assessors.

Correct Answer
True

Your Answer
False

**Select The Blank**

Question
Financial difficulties, accumulation of stock, expiry of license or lease & exhaustion of natural resources are not considered valid reasons for closure as there are ________

Correct Answer
avoidable circumstances

Your Answer
beyond the contrast of the employer

**Multiple Choice Multiple Answer**

Question
Besides business process re-engineering & benchmarking; then are some other useful tools to bring about continuous improvement in an organisation.

Correct Answer
Human Resource Audit, Human Resource Accounting, Urgency Motivation

Your Answer
Multiple Choice Single Answer

Question
What is it that some of the companies have borrowed from professionally managed Cos'?

Correct Answer
HRD practices

Your Answer
HRD staff

Multiple Choice Single Answer

Question
The concept of quality control as a distinct discipline emerged in the United States in the early -

Correct Answer
1920's

Your Answer
1920's

Multiple Choice Multiple Answer

Question
Name the process in the development of managerial personnel.

Correct Answer
Performance planning, Performance appraisal, Coaching

Your Answer
Performance planning, Performance appraisal, Coaching

Multiple Choice Single Answer

Question
Which system emphasis a lot on the need to motivate people
**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>_______ of managers assessed in the same study were positioned in the &quot;Stars&quot; category.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>0.15</td>
</tr>
<tr>
<td>Your Answer</td>
<td>0.15</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Representatives from line &amp; personnel department.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Representatives from line &amp; personnel department.</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Trade union is a group of two people who come to strengthen their bargaining position.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>_______ is a difficult exercise, therefore it should be done with care.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Potential appraisal</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Potential appraisal</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Experience has shown HRD audit has tremendous impact on business in areas like:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>strategic Planning, role clarity, Streamlining practices</td>
</tr>
<tr>
<td>Your Answer</td>
<td>strategic Planning, Streamlining practices, better motivation</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<p>| Question | One of the importance of HRD is |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The differences in which kind of faiths among the people is hurdle in the HRD</td>
<td>Religious</td>
<td>Religious</td>
</tr>
<tr>
<td>The process of analysing jobs from which job descriptions are developed are called _______.</td>
<td>Job Analysis</td>
<td>Job Analysis</td>
</tr>
<tr>
<td>The main focus of attention today is the employee.</td>
<td>False</td>
<td>False</td>
</tr>
<tr>
<td>According to Gurucharan Das what should Indian companies focus its effort to emerge winners in the light of the liberalization &amp; globalization?</td>
<td>Be able to capitalize on global trade, Not ignore quality, Product development</td>
<td>Diversity rather than focus on a single area of competence, Not ignore quality, Product development</td>
</tr>
<tr>
<td>In no phase of business life is ________ as important as in making promotion decisions.</td>
<td>Integrity</td>
<td>Adaptability</td>
</tr>
<tr>
<td>Organisations presently are taking measures to satisfy the workers through various methods including the schemes of worker &amp; participation in management</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>Name the steps that develop strategic framework for HRD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Correct Answer vs Your Answer

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Realistic employee development, Measurable employee development, Well costed employee development</td>
<td>Realistic employee development, Measurable employee development, Well costed employee development</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**
After the assets and liabilities of each individual is identified, what should be done; some thumb-rules are

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make out a time bound plan to work on your liabilities, Choose first the liability which is hindering your growth the most, Build your career on your assets</td>
<td>Make out a time bound plan to work on your liabilities, Choose first the liability which is hindering your growth the most, Make an attempt to transform your liabilities into your assets</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**
The________ can be made using a checklist of questions

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Observation</td>
<td>Questionnaire method</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**
At Hewlett Packard, as part of their BPR programme, the _______directs resources from applicants to a centralised employment response centre.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMS</td>
<td>EMS</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**
Name the first three phases that make up the process of the feedback exercise -

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participants orientation, Questionnaire distribution, Monitoring &amp; follow up</td>
<td>Participants orientation, Questionnaire distribution, Monitoring &amp; follow up</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**
What are the key characteristics / features of a Human Resource Audit.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee competency check list, Evaluation by HR department in conjunction with internal customers, To find the competency gap</td>
<td>Measures the cost involved in hiring, training, developing employees, Employee competency check list, To find the competency gap</td>
</tr>
</tbody>
</table>

### True/False

**Question**
Federations & unions constitute not only a part of organisations but also an important and crucial wing of them

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>True</td>
<td>False</td>
</tr>
</tbody>
</table>
### Question
Which system emphasis a lot on the need to motivate people

**Correct Answer** Human Resource Development

**Your Answer** Human Personnel Department

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>List the measures to overcome the HRD problems in India</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>HR managers to guarantee their viability need to think themselves as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic partners</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Strategic partners</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>The relationship between good HR practices and organisational effectiveness is very simple.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

| Question | The whole process of conducting a 360-Degree Feedback process in any Organisation could last about ________.
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>One &amp; half to about 3 months</td>
</tr>
<tr>
<td>Your Answer</td>
<td>One &amp; half to about 3 months</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Motorola developed an index, Individual Dignity Entitlement based on following questions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Do you have a substantive job that contributes to the success of Motorola? , Do you have a career plan and is it exciting, achievable and being acted on? , Do you have on-the-job behaviours and the knowledge base to be successful?</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Do you have a substantive job that contributes to the success of Motorola? , Do you have a career plan and is it exciting, achievable and being acted on?</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the grading system, name the separate grades included:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Office, Clerical, Managerial</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Clerical, Managerial</td>
</tr>
</tbody>
</table>

### Select The Blank
<table>
<thead>
<tr>
<th>Question</th>
<th>The ________ provide resources to approved employment schemes in the organised &amp; marginised sectors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Employment Generation Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Employment Generation Fund</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the three aspects of manpower planning:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Who should plan? , Planning for whom , Timing for plan</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Why should we plan? , Who should plan? , Planning for whom</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is regarded as the preventive tool in case of any differences of opinions among the members of rating committee.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job specification</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job evaluation</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>While evaluating ________ jobs, where nature of work is difficult to be expressed in quantifiable numbers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>managerial</td>
</tr>
<tr>
<td>Your Answer</td>
<td>personnel</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Which of the following statements defines Dr. Joseph Juran's philosophy on TQM -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>80% of all quality problems originate from poor management.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>80% of all quality problems originate from poor management.</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>The Asian Institute of Management have introduced a unique course called &quot;Managerial Walkabout&quot;. The idea of the course came from Prof. M. Gibbons of Simon Fraser University, British Columbia.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arthur</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
</tr>
<tr>
<td>Macduffie</td>
<td>He studied 70 automobile plants representing 24</td>
<td>He studied 70 automobile plants representing 24</td>
</tr>
</tbody>
</table>
companies from 17 different countries.

Huselied

He used 2 scales- one to measure employee skills and the second to measure employee motivation.

Welbourne and Andrews

He studied the survival rate of 136 non-financial companies.

### Multiple Choice Multiple Answer

**Question:** Name the various Organisational effectiveness dimensions.

**Correct Answer:** Higher productivity, Cost reduction, More profit

**Your Answer:** Higher productivity, Cost reduction, More profit

### True/False

**Question:** Federation & unions at few levels are managed on the lines of management of a political body

**Correct Answer:** False

**Your Answer:** False

### Multiple Choice Single Answer

**Question:** Why is it that in dual career groups there is restricted freedom from the side of the human resource manager?

**Correct Answer:** because of restriction & reservations in adhering to organisational rules & regulations

**Your Answer:** because of restriction & reservations in adhering to organisational rules & regulations

### Multiple Choice Single Answer

**Question:** The TQM philosophy was evolved or theorised by -

**Correct Answer:** Demming

**Your Answer:** Demming

### Multiple Choice Multiple Answer

**Question:** Name the two important responsibilities of top management of all organisations.

**Correct Answer:** Organisational survival, Organisational growth

**Your Answer:** Organisational growth, Organisational planning

### Multiple Choice Single Answer

**Question:** In an emerging scenario, necessitating speed, flexibility, quality and willing ability to change, what sort of role does human resource personnel critically need to take on?

**Correct Answer:** As strategic business partner

**Your Answer:** As pro-active functional partner
### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>HRD department is also included as an ________ of HRD.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Instruments</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Instruments</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in absolute poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Some organisations use ________ &amp; committee management as techniques of training &amp; development for flexitime systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job rotation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job rotation</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Five main phases make up the process of the feedback exercise, name the PHASE 4-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Data feeding Reports &amp; Analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Data feeding Reports &amp; Analysis</td>
</tr>
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</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>The birth of the quality control movement in Japan took place in the early -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>1960's</td>
</tr>
<tr>
<td>Your Answer</td>
<td>1930's</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Potential refers to the likelihood of the job holder making a future contribution to the employing organisation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What are the areas where the auditors should physically visit the workplace?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Canteens , Living colony , Training rooms</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Canteens , Living colony , Training rooms</td>
</tr>
</tbody>
</table>
### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

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<td><strong>Question</strong></td>
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<tbody>
<tr>
<td><strong>Question</strong></td>
</tr>
</tbody>
</table>
**Correct Answer**
HRD & HR

**Your Answer**
HRD & HRM

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>It can be enagued that globalization has reduced poverty in India and China, home to move that half a billion of the world's poor income group</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under orientation programmes, some very important issues discussed and clarified are:</td>
<td>Purpose of 360 Degree Feedback, Who analyzes the data, Who are going to provide feedback?</td>
<td>Purpose of 360 Degree Feedback, Who analyzes the data, Who are going to provide feedback?</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>According to shroff (1995) the government needs to focus on three areas which are likely to impede the effective implementation of the economic policy, they are</td>
<td>Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication &amp; political management of there measures</td>
<td>Inadequate institutional reform, the speed and sequence of reform measures, lack of directional support</td>
</tr>
</tbody>
</table>

### Match The Following

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<td>Macduffie</td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
<td>He used one scale i.e. to measure employee skills.</td>
</tr>
<tr>
<td>Huselied</td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
</tr>
<tr>
<td>Welbourne and Andrews</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
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<tbody>
<tr>
<td>The ________ provide resources to approved employment schemes in the organised &amp; marginised sectors</td>
<td>Employment Generation Fund</td>
<td>Employment Generation Fund</td>
</tr>
</tbody>
</table>
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is technology who can provide competitive advantage to corporations.</td>
<td>False</td>
<td>True</td>
</tr>
<tr>
<td>Flexitime works better when the employees have self-determination</td>
<td>True</td>
<td>False</td>
</tr>
<tr>
<td>Workers and trade unions never participate in the management of human resources</td>
<td>False</td>
<td>True</td>
</tr>
<tr>
<td>Collecting bargaining is an institutional process for solving problems arising directly out of employee-worker relationships</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
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<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD __________ is in methodology of evaluating various elements of HRD.</td>
<td>Audit</td>
<td>Audit</td>
</tr>
</tbody>
</table>

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>An efficient plant layout &amp; a good benchmark</td>
<td>Ford Motors</td>
<td>Benchmarking</td>
</tr>
<tr>
<td>Simple act of comparison &amp; learning for organisational improvement</td>
<td>Benchmarking</td>
<td>BPR</td>
</tr>
<tr>
<td>Japanese firms had been benchmarking other companies, many of them American</td>
<td>Ohirata (1994)</td>
<td>Ohirata (1994)</td>
</tr>
</tbody>
</table>

### True/False

<table>
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<th>Your Answer</th>
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<tr>
<td>Collecting bargaining is an institutional process for solving problems arising directly out of employee-worker relationships</td>
<td>False</td>
<td>True</td>
</tr>
<tr>
<td><strong>Select The Blank</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>In the Development Grade Method of career planning the selected staff for this grade would remain there only for ________ years</td>
<td></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>two</td>
<td></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>two</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Multiple Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Job performance refers to :-</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>The actual achievements compared with the objectives of the job.</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>The actual achievements compared with the objectives of the job. , The achievements compared with previous results. , The actual achievements of the individual compared with the target / expectations.</td>
</tr>
</tbody>
</table>

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<tr>
<th><strong>Multiple Choice Multiple Answer</strong></th>
<th></th>
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<tbody>
<tr>
<td><strong>Question</strong></td>
<td>What are the common features of a managerial walkabouts?</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>The period of the walkabout is sufficiently long. , The student is left on his own to successfully complete his walkabout. , Performance is judged only on the basis of the final result obtained.</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>The period of the walkabout is sufficiently long. , When faced with severe challenges he may consult a walkabout specialist guide , Performance is judged only on the basis of the final result obtained.</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
<th></th>
</tr>
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<tbody>
<tr>
<td><strong>Question</strong></td>
<td>What is step1 / phase1 of a 360 degree Feedback approach?</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Orientation</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Orientation</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>The supervisory skill level survey (SSL technology) essentially developed by whom?</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>J. Chapiro</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Anthony Robbins</td>
</tr>
</tbody>
</table>

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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>It's own approach to problem solving technique</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>To act as a liaison between the problem &amp; union</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Multiple Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>In an interview Method of Training Need identification, what do the Questions asked need to outline?</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Inputs expected from the Training Department , To prove weakness &amp; strengths of individuals , Opportunities available to overcome such weaknesses.</td>
</tr>
</tbody>
</table>
The personal problems faced by individual employees on the job, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

### Multiple Choice Multiple Answer

**Question**
Name the three performance counselling phase.

**Correct Answer**
Rapport building, Exploration, Action Planning

**Your Answer**
Rapport building, Exploration, Action Planning

### Multiple Choice Multiple Answer

**Question**
Name the appropriate method for forecasting demand which will be best suited to organisation:

**Correct Answer**
Time frame, Resources available

**Your Answer**
Time frame, Resources available, Stability

### True/False

**Question**
It is very easy to write grade description, as the number of jobs increases.

**Correct Answer**
False

**Your Answer**
False

### Select The Blank

**Question**
For closure government permission is required at least ________ days before the intended closure

**Correct Answer**
90

**Your Answer**
45

### Multiple Choice Single Answer

**Question**
The key to the whole SSL programme lies in the identification of -

**Correct Answer**
Supervisor’s weaknesses

**Your Answer**
Supervisor’s leadership skills

### Multiple Choice Single Answer

**Question**
Which pay is one of the most crucial pay given to the employee & also shown in the pay structure.

**Correct Answer**
Performance

**Your Answer**
Potential

### Multiple Choice Single Answer

**Question**
What are to be processed at a central place of the administrator

**Correct Answer**
Questionnaires

**Your Answer**
Questionnaires
### Multiple Choice Single Answer

**Question**
When was the first attempt made to move a change in policies regarding business, licenses & permits operating in India

**Correct Answer**
Mid 80's

**Your Answer**
Mid 80's

### Multiple Choice Single Answer

**Question**
Which practices are service related and human resources related?

**Correct Answer**
Organisational

**Your Answer**
Bank

### True/False

**Question**
Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment

**Correct Answer**
True

**Your Answer**
True

### True/False

**Question**
Employee’s organisations in India have their impact on various aspects, policies pertaining to human resources management of various industries

**Correct Answer**
True

**Your Answer**
True

### True/False

**Question**
In the orientation phase, all participants are to submit a list of appraisers by whom they would like to be assessed.

**Correct Answer**
True

**Your Answer**
False

### Select The Blank

**Question**
________ manpower plan need the involvement of top management as well as HR exports.

**Correct Answer**
Strategic

**Your Answer**
Long-term

### Select The Blank

**Question**
The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.

**Correct Answer**
Recruitment

**Your Answer**
Recruitment
### Multiple Choice Single Answer

**Question**
Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -

**Correct Answer**
To exchange their contradictory views

**Your Answer**
To thrash out the problem

### Multiple Choice Multiple Answer

**Question**
Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance:

**Correct Answer**
By building organisational capabilities , By improving employees satisfaction , By shaping customers and shareholders satisfaction

**Your Answer**
By building vision capabilities , By building organisational capabilities , By improving employees satisfaction

### Select The Blank

**Question**
In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.

**Correct Answer**
LARSEN & TUBRO LTD.

**Your Answer**
National Machinery Manufacturers ltd.

### Multiple Choice Single Answer

**Question**
Upto late seventies, how many organisations were with HRD department?

**Correct Answer**
Twelve

**Your Answer**
Twelve

### Multiple Choice Multiple Answer

**Question**
It is said that versality will be the key factor in determining employee value with following factors : 

**Correct Answer**
Technology , Leadership , Motivation

**Your Answer**
Leadership , Motivation , Problem solving

### True/False

**Question**
HR stands for Human Resource Strategies

**Correct Answer**
False

**Your Answer**
False

### Select The Blank

**Question**
________ of managers assessed in the same study were positioned in the "Stars" category.

**Correct Answer**
0.15

**Your Answer**
0.15
**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>A strong ________ can have a lasting effect and provide sustenance to an organisation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Culture</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Vision</td>
</tr>
</tbody>
</table>

**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What were the key components of the New Economic Policy?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Market friendly state, Liberalisation, Privatization</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Liberalisation, Privatization, Market friendly state</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Creative imagination, Sense of reality, Effective leadership</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Creative imagination, Sense of reality, Effective leadership</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>________ manpower plan need the involvement of top management as well as HR exports.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Long-term</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Large recruitment ________ problematic and vice-versa.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Less</td>
</tr>
<tr>
<td>Your Answer</td>
<td>More</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The process of analysing jobs from which job descriptions are developed are called ________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job Analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job Analysis</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Analysis of ________ data can give a lot of insights into the HRD assets and liabilities of the company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Secondary</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Quantitative</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

**Question**
What is it that good HR practices can build?

**Correct Answer** Competencies

**Your Answer** Competencies

### Select The Blank

**Question**
The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.

**Correct Answer** Recruitment

**Your Answer** Recruitment

### Select The Blank

**Question**
Most HRD audit are due to failures of ________.

**Correct Answer** Implementation

**Your Answer** Implementation

### True/False

**Question**
Successful HR departments will focus on motivational performance.

**Correct Answer** False

**Your Answer** True

### True/False

**Question**
Under the balanced score card approach the expectation of three shareholders

**Correct Answer** True

**Your Answer** True

### Select The Blank

**Question**
Generally, training need identification forms a part of ________.

**Correct Answer** Management Appraisal System

**Your Answer** Management Development Committee.

### Multiple Choice Multiple Answer

**Question**
Performance counselling should not give a chance in discussion like -

**Correct Answer** Increments, Salaries, Rewards

**Your Answer** Increments, Salaries, Rewards
**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Five main phases make up the process of the feedback exercise, name the PHASE 4-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Data feeding Reports &amp; Analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Data feeding Reports &amp; Analysis</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Exporatory stage</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Exporatory stage</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the workshop methodology, a series of diagnostic exercises through question are taken, theses are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
</tr>
<tr>
<td>Your Answer</td>
<td>How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the recruitment process which is said to be a costly affair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>External</td>
</tr>
<tr>
<td>Your Answer</td>
<td>External</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>As per the Human Developent balance sheet, 1997, 45 million children were out of promary school in 1995</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Eight members is considered to be the norm as to the no. of members constituting a QC-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>&quot;Swim or Sink approach&quot;</td>
</tr>
</tbody>
</table>
**Multiple Choice Single Answer**

**Question**
At a certain stage the upword mobility stops for many employees. This is inescapeable in view of pyramid organisation structure. This phenomenon is called:

**Correct Answer** Plateauing

**Your Answer** Plateauing

**Multiple Choice Single Answer**

**Question**
What form of resource allocation unit was originally created to impart training retain workes through skill upgradation & prevention of redundancy due to the technology gap?

**Correct Answer** National Renewal Fund

**Your Answer** National Renewal Fund

**True/False**

**Question**
Proper implementation and support of all management levels are not very crucial for the success of HRD audit

**Correct Answer** False

**Your Answer** False

**Select The Blank**

**Question**
In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.

**Correct Answer** LARSEN & TUBRO LTD.

**Your Answer** LARSEN & TUBRO LTD.

**Multiple Choice Single Answer**

**Question**
Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings?

**Correct Answer** Divisional / departmental manager & personnel manager.

**Your Answer** Representatives from line & personnel departments.

**Select The Blank**

**Question**
People take ________ supportively and use it for development.

**Correct Answer** Feedback

**Your Answer** Feedback

**Multiple Choice Multiple Answer**

**Question**
Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.-
True/False

- **Question**: The data obtained through job analysis are recorded on what is known as job analysis sheet.
  - **Correct Answer**: True
  - **Your Answer**: True

Multiple Choice Single Answer

- **Question**: Name the technique used by the point system and factor comparison system to list the job.
  - **Correct Answer**: Quantitative
  - **Your Answer**: Quantitative

Multiple Choice Multiple Answer

- **Question**: Under the 'Point rating system' name the important steps mentioned:
  - **Correct Answer**: Construction of the yardsticks, Wage survey, Designing wage structure.
  - **Your Answer**: Construction of the yardsticks, Wage survey, Designing wage structure.

Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job knowledge defined in Appraisal form</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
</tr>
<tr>
<td>Decision - making defined in the appraisal form</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
</tr>
<tr>
<td>Communicating defined in the appraisal form</td>
<td>Ability to consider clarity and precision of verbal and written expression of ideas and feelings.</td>
<td>Ability to marshal and analyse relevant data anticipate eventualities.</td>
</tr>
</tbody>
</table>

True/False

- **Question**: The HRD programmes fail due to poverty, social injustice.
  - **Correct Answer**: True
  - **Your Answer**: True

Multiple Choice Multiple Answer

- **Question**: Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
  - **Correct Answer**: Suitable compensation plan, Selection of the right people, Good performance appraisal system
  - **Your Answer**: Suitable compensation plan, Selection of the right people, Good performance appraisal system
<table>
<thead>
<tr>
<th>Your Answer</th>
<th>Selection of the right people, Good performance appraisal system, Training to managers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>True/False</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>It is very easy to write grade description, as the number of jobs increases.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>False</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>False</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>What is the general principle (as per P.A.S policy of premier) of Assessment Routes?</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>2nd Assessor-superior of first assessor, 2nd Assessor- superior of the 1st assessor</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>1st Assessor-immediate superior, 2nd Assessor HR manager</td>
</tr>
<tr>
<td><strong>True/False</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>True</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>True</td>
</tr>
<tr>
<td><strong>Match The Following</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Arthur</strong></td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
</tr>
<tr>
<td><strong>Macduffie</strong></td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
</tr>
<tr>
<td><strong>Huselied</strong></td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
</tr>
<tr>
<td><strong>Welbourne and Andrews</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>He studied the survival rate of 136 non-financial companies.</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>He studied the survival rate of 136 non-financial companies.</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>Name the three phases of recruitment process:</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Planning, Implementing, Evaluating</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Planning, Evaluating, Screening</td>
</tr>
<tr>
<td><strong>True/False</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>Human resource management is responsible for getting the best people, training and providing mechanism.</td>
</tr>
</tbody>
</table>
**Multiple Choice Multiple Answer**

**Question**  Name the two chairman of Hindustan Lever who both followed the pattern of nurturing and handling over to competent successors from within.

**Correct Answer**  Vasant, T. Thomas

**Your Answer**  Vasant, T. Thomas

**Multiple Choice Single Answer**

**Question**  The concept of quality control as a distinct discipline emerged in the United States in the early -

**Correct Answer**  1920's

**Your Answer**  1920's

**True/False**

**Question**  After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.

**Correct Answer**  False

**Your Answer**  False

**Multiple Choice Multiple Answer**

**Question**  What kind of Grading must be brought to the notice of the vice-president of the Company.

**Correct Answer**  Excellent, Poor

**Your Answer**  Excellent, Poor

**Multiple Choice Multiple Answer**

**Question**  Under HRD, name the factors that act as motivating forces

**Correct Answer**  Job enrichment, Informal organisation, Participative management

**Your Answer**  Job enrichment, Informal organisation, Participative management

**Multiple Choice Single Answer**

**Question**  The key to the whole SSL programme lies in the identification of -

**Correct Answer**  Supervisor's weaknesses

**Your Answer**  Supervisor’s performance

**Multiple Choice Multiple Answer**

**Question**  What are the areas where the auditors should physically visit the workplace?

**Correct Answer**  Canteens, Living colony, Training rooms
### Select The Blank

**Question**
For closure government permission is required at least ________ days before the intended closure

**Correct Answer**
90

**Your Answer**
90

### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

#### Multiple Choice Multiple Answer

**Question**
Participation of Mgmt in federations & unions at all levels helps to -

**Correct Answer**
Develop sound human relations, Strengthen the trade union movement, maintain Industrial harmony

**Your Answer**
Strength the trade union movement, maintain Industrial harmony, Develop sound human relations

#### True/False

**Question**
Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.

**Correct Answer**
True

**Your Answer**
True

#### Multiple Choice Single Answer

**Question**
Why is it that some managements may be disinterested in participation in Trade Unions?

**Correct Answer**
Possibility of cropping up misunderstandings among leaders & members

**Your Answer**
Possibility of cropping up misunderstandings among leaders & members

#### Multiple Choice Single Answer

**Question**
In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -

**Correct Answer**
"Swim or Sink approach"

**Your Answer**
"Swim or Sink approach"

#### True/False

**Question**
An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success

**Correct Answer**
True

**Your Answer**
True
**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A leader who lacks the other basic qualities can lead others in the wrong direction.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in absolute poverty</td>
<td>False</td>
<td>True</td>
</tr>
<tr>
<td>Potential refers to the likelihood of the job holder making a future contribution to the employing organisation.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>Representatives of the consumers association besides the representatives of employees &amp; employers have to participate in the meeting of collective bargaining</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD process variable include -</td>
<td>Role clarity , Work planning , Better communication</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In one organisation the joke making rounds was that managers came in vertically and went out ________</td>
<td>Horizontally</td>
</tr>
<tr>
<td>Financial difficulties , accumulation of stock , expiry of license or lease &amp; exhaustion of natural resources are not considered valid reasons for closure as there are ________</td>
<td>avoidable circumstances</td>
</tr>
</tbody>
</table>

<table>
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<td>avoidable circumstances</td>
</tr>
</tbody>
</table>
### True/False

| Question | Some employees may not like flexibility in horizontal movement from one job to another | Correct Answer | True | Your Answer | True |

### Select The Blank

| Question | One of the feature HRD goals are, ______ is a perishable commodity | Correct Answer | Labour | Your Answer | Labour |

| Question | A dynamic and everchanging environment calls for a shift in approach from ______ human resource management to a proactive and innovative one. | Correct Answer | reactive | Your Answer | interactive |

| Question | ______ are the visible amounts given for fertilizers export promotion, etc. | Correct Answer | Explicit subsidies | Your Answer | Explicit subsidies |

### Multiple Choice Multiple Answer

| Question | On recruitment, clarification are sought on which kind of issues? | Correct Answer | Strategies of finding new talent. , Opening expected in the next five years. , Current system of recruitment. | Your Answer | Strategies of finding new talent. , Strategies of business linkages of HRD. , Current system of recruitment. |

### Multiple Choice Multiple Answer

| Question | What is Business Process Re-engineering? | Correct Answer | The ability of an organisation to step back & rethink the way it does business , Focus on all form business components: strategy, business process, people and technology. , Encouraging enterprenual adaptation on capabilities with stress on innovative skills & collaborative decision-making | Your Answer | Process re-design & system re-engineering , The ability of an organisation to step back & rethink the way it does business , Focus on all form business components: strategy, business process, people and technology. |

### Multiple Choice Single Answer

| Question | What form of resource allocation unit was originally created to impart training retain workers through skill upgradation & prevention of redundancy due to the technology gap? | Correct Answer | National Renewal Fund |
Multiple Choice Multiple Answer
Question: what is the role played by management representatives while Participating in trade unions administration?
Correct Answer: Advisory, monitoring information, providing ideas and opinions
Your Answer: Advisory, Regulatory, providing ideas and opinions

Select The Blank
Question: 360-Degree Feedback enhances the quality of ________ decisions.
Correct Answer: HR
Your Answer: HR

Match The Following
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>To divert manufacturing activities from urban to rural areas</td>
<td>one of the roles of the consumer council</td>
<td>requisites for consumerism</td>
</tr>
<tr>
<td>The mechanism of price fixation</td>
<td>a much neglected sphere of the market</td>
<td>one of the roles of the advisory committee</td>
</tr>
<tr>
<td>These are not the days of individualism &amp; unorganisation</td>
<td>unionsim</td>
<td>unionsim</td>
</tr>
<tr>
<td>Knowledge of the subject hand work &amp; a sincere approach</td>
<td>requisites for consumerism</td>
<td>management participation in employees organisations</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer
Question: Why do most companies want HRD audit?
Correct Answer: Change of Leadership, To make HR function business-driven, For growth & diversification
Your Answer: Change of Leadership, To make HR function business-driven, For growth & diversification

Multiple Choice Single Answer
Question: What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job?
Correct Answer: Moon-lighting
Your Answer: Moon-flirting

Multiple Choice Single Answer
Question: How can management representatives essentially help employees’ organisations?
Correct Answer: Formulation of plans & providing information
Your Answer: By improving their bargaining power
<table>
<thead>
<tr>
<th><strong>Multiple Choice Multipie Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Name the various HRD outcomes variables:</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Better organisational health, Better developed roles, Better utilisation of human resources</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Better organisational health, Better developed roles, Better utilisation of human resources</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>True/False</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>False</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Select The Blank</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>________ is known not to hold overly one-sided views.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Judgement</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Performance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Name the recruitment process which is said to be a costly affair</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>External</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>External</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Select The Blank</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Some organisations use ________ &amp; committee management as techniques of training &amp; development for flexitime systems</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Job rotation</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Job rotation</td>
</tr>
</tbody>
</table>

**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

<table>
<thead>
<tr>
<th><strong>Multiple Choice Multiple Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>What were the key components of the New Economic Policy?</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Market friendly state, Liberalisation, Privatization</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Liberalisation, Privatization, Market friendly state</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Multiple Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal:</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Creative imagination, Sense of reality, Effective leadership</td>
</tr>
</tbody>
</table>
Your Answer  Creative imagination, Sense of reality, Effective leadership

Select The Blank
Question  ________ manpower plan need the involvement of top management as well as HR exports.
Correct Answer Strategic
Your Answer Long-term

Select The Blank
Question  Large recruitment ________ problematic and vice-versa.
Correct Answer Less
Your Answer More

Select The Blank
Question  The process of analysing jobs from which job descriptions are developed are called ________.
Correct Answer Job Analysis
Your Answer Job Analysis

Select The Blank
Question  Analysis of ________ data can give a lot of insights into the HRD assets and liabilities of the company.
Correct Answer Secondary
Your Answer Quantitative

Multiple Choice Single Answer
Question  What is it that good HR practices can build?
Correct Answer Competencies
Your Answer Competencies

Select The Blank
Question  The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.
Correct Answer Recruitment
Your Answer Recruitment

Select The Blank
Question  Most HRD audit are due to failures of ________.
Correct Answer Implementation
Your Answer Implementation
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Successful HR departments will focus on motivational performance.</td>
<td>False</td>
<td>True</td>
</tr>
<tr>
<td>Under the balanced score card approach the expectation of three shareholders</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generally, training need identification forms a part of __________.</td>
<td>Management Appraisal System</td>
<td>Management Development Committee.</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance counselling should not give a chance in discussion like -</td>
<td>Increments , Salaries , Rewards</td>
<td>Increments , Salaries , Rewards</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Five main phases make up the process of the feedback exercise, name the PHASE 4-</td>
<td>Data feeding Reports &amp; Analysis</td>
<td>Data feeding Reports &amp; Analysis</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?</td>
<td>Exporatory stage</td>
<td>Exporatory stage</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the workshop methodology, a series of diagnostic exercises through question are taken, theses are:</td>
<td>How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
<td>How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What</td>
</tr>
</tbody>
</table>
are the strengths & weaknesses of your training policies & practice?

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the recruitment process which is said to be a costly affair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>External</td>
</tr>
<tr>
<td>Your Answer</td>
<td>External</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>As per the Human Development balance sheet, 1997, 45 million children were out of primary school in 1995</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Eight members is considered to be the norm as to the no. of members constituting a QC-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>&quot;Swim or Sink approach&quot;</td>
</tr>
<tr>
<td>Your Answer</td>
<td>&quot;Swim or Sink approach&quot;</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>At a certain stage the upward mobility stops for many employees. This is inescapable in view of pyramid organisation structure. This phenomenon is called :</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Plateauing</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Plateauing</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What form of resource allocation unit was originally created to impart training retain workes through skill upgradation &amp; prevention of redundancy due to the technology gap?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>National Renewal Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>National Renewal Fund</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Proper implementation and support of all management levels are not very crucial for the success of HRD audit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
</tr>
</tbody>
</table>
Select The Blank
Question In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.
Correct Answer LARSEN & TUBRO LTD.
Your Answer LARSEN & TUBRO LTD.

Multiple Choice Single Answer
Question Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings?
Correct Answer Divisional / departmental manager & personnel manager.
Your Answer Representatives from line & personnel departments.

Select The Blank
Question People take ________ supportively and use it for development.
Correct Answer Feedback
Your Answer Feedback

Multiple Choice Multiple Answer
Question Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.-
Correct Answer Supportive atmosphere , Empathetic atmosphere , Setting goals
Your Answer Supportive atmosphere , Empathetic atmosphere , Setting goals

True/False
Question The data obtained through job analysis are recorded on what is known as job analysis sheet.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Name the technique used by the point system and factor comparison system to list the job.
Correct Answer Quantitative
Your Answer Quantitative

Multiple Choice Multiple Answer
Question Under the 'Point rating system' name the important steps mentioned:
Correct Answer | Construction of the yardsticks, Wage survey, Designing wage structure.
---|---
Your Answer | Construction of the yardsticks, Wage survey, Designing wage structure.

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job knowledge defined in Appraisal form</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
</tr>
<tr>
<td>Decision - making defined in the appraisal form</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
</tr>
<tr>
<td>Communicating defined in the appraisal form</td>
<td>Ability to consider clarity and precision of verbal and written expression of ideas and feelings.</td>
<td>Ability to marshal and analyse relevant data anticipate eventualities.</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The HRD programmes fail due to poverty, social injustice.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:</td>
<td>Suitable compensation plan, Selection of the right people, Good performance appraisal system</td>
<td>Selection of the right people, Good performance appraisal system, Training to managers</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is very easy to write grade description, as the number of jobs increases.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the general principle (as per P.A.S policy of premier) of Assessment Routes?</td>
<td>2nd Assessor-superior of first assessor, 2nd Assessor- superior of the 1st assessor</td>
<td>1st Assessor-immediate superior, 2nd Assessor HR manager</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arthur</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
</tr>
<tr>
<td>Macduffie</td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
</tr>
<tr>
<td>Huselied</td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
</tr>
<tr>
<td>Welbourne and Andrews</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the three phases of recruitment process:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Planning , Implementing , Evaluating</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Planning , Evaluating , Screening</td>
</tr>
</tbody>
</table>

True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Human resource management is responsible for getting the best people, training and providing mechanism.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the two chairman of Hindustan Lever who both followed the pattern of nurturing and handling over to competent successors from within.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Vasant , T. Thomas</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Vasant , T. Thomas</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>The concept of quality control as a distinct discipline emerged in the United States in the early -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>1920's</td>
</tr>
<tr>
<td>Your Answer</td>
<td>1920's</td>
</tr>
</tbody>
</table>
After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.
Correct Answer: False
Your Answer: False

**Multiple Choice Multiple Answer**
**Question:** What kind of Grading must be brought to the notice of the vice-president of the Company.
Correct Answer: Excellent, Poor
Your Answer: Excellent, Poor

**Multiple Choice Multiple Answer**
**Question:** Under HRD, name the factors that act as motivating forces
Correct Answer: Job enrichment, Informal organisation, Participative management
Your Answer: Job enrichment, Informal organisation, Participative management

**Multiple Choice Single Answer**
**Question:** The key to the whole SSL programme lies in the identification of -
Correct Answer: Supervisor's weaknesses
Your Answer: Supervisor's performance

**Multiple Choice Multiple Answer**
**Question:** What are the areas where the auditors should physically visit the workplace?
Correct Answer: Canteens, Living colony, Training rooms
Your Answer: Canteens, Living colony, Training rooms

**Select The Blank**
**Question:** For closure government permission is required at least ________ days before the intended closure
Correct Answer: 90
Your Answer: 90

**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

**True/False**
**Question:** Organisations should pay for the value of the job but not for the value of the person.
Correct Answer: False
Your Answer: False
## Multiple Choice Single Answer

**Question**
While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?

**Correct Answer**
It's own approach to problem solving technique

**Your Answer**
To act as a liaison between the problem & union

## Multiple Choice Single Answer

**Question**
One of the importance of HRD is

**Correct Answer**
Role clarity

**Your Answer**
Role clarity

## True/False

**Question**
Counselling involves a one to one discussion between the participant and administrator.

**Correct Answer**
True

**Your Answer**
True

## Select The Blank

**Question**
________ is indicated by work effort and it should be continuous.

**Correct Answer**
Commitment

**Your Answer**
Commitment

## True/False

**Question**
Establishment of trade unions by workers in small industries is not common

**Correct Answer**
False

**Your Answer**
False

## Select The Blank

**Question**
The job evaluation programme once installed must be continued on a ______ basis.

**Correct Answer**
permanent

**Your Answer**
permanent

## Multiple Choice Multiple Answer

**Question**
Why was workers participation in mananagement intiated?

**Correct Answer**
to satisfy workers psychological needs, to develop a source of belongingness, to establish industrial peace

**Your Answer**
to satisfy workers psychological needs, to battle the mounting problems of worker, to establish industrial peace

## Multiple Choice Single Answer
<table>
<thead>
<tr>
<th>Question</th>
<th>Whose study provides that one create appropriate HRD climate only through good practices.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Abraham</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Abraham</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The ________ provides funds to meet the compensation &amp; training expenditure of retrenched workers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>National Renewal Grant Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>National Renewal Grant Fund</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>While planning for surplus, the following are the options:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Reduce work hours, Redesign the jobs, Reassign the jobs</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Reduce work hours, Redesign the jobs, Reassign the jobs</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Representatives of the consumers association besides the representatives of employees &amp; employers have to participate in the meeting of collective bargaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Moon-lighting</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Moon-lighting</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Which system emphasis a lot on the need to motivate people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Human Resourse Development</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Human Resourse Development</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>According to Lahiry what is the simple act of comparison &amp; learning for organisational improvement?</td>
<td>Benchmarking</td>
<td>Benchmarking</td>
</tr>
<tr>
<td>The human resource department should move out from routine transactional activities and let IT take care of their activities.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>Some problems are inherent in the performance Appraisal System, they are</td>
<td>Discrimination, First impression, Central tendency</td>
<td>First impression, Central tendency, Discrimination</td>
</tr>
<tr>
<td>When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgement.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>________ assignment can also be recommended for career development.</td>
<td>Rotational</td>
<td>Rotational</td>
</tr>
<tr>
<td>According to shroff (1995) the government needs to focus on three areas which are likely to impede the effective implementation of the economic policy, they are</td>
<td>Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication &amp; political management of there measures</td>
<td>Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication &amp; political management of there measures</td>
</tr>
<tr>
<td>What is concerned with developing a pool of candidates in line with the human resources plan</td>
<td>Recruitment</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>An employee who is categorised as Dead wood is one who has absolutely no potential for growth &amp; should be included in a rationalization programme.</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>List the measures to overcome the HRD problems in India</td>
<td>Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance</td>
<td>Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ is route to be followed in order to realise vision and overall purpose.</td>
<td>Strategy</td>
<td>Strategy</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why is it that today, more so than the past, employees take to Moon Lighting activities</td>
<td>Decreasing purchasing power</td>
<td>Change in expectations</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In indian since the liberalisation process in 19991, FDI flows have developed each year &amp; exports are up by more than ________</td>
<td>0.5</td>
<td>0.5</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How would the representative of consumer association be able to make a difference in the consumerism movement</td>
<td>by participating in collective bargaining, to demands good supply of quality goods at fair practices, to demands good supply of quality goods at fairs prices</td>
<td>by participating in collective bargaining, to holds rallies bandhs &amp; morchas against in fairs consumer practicess, to demands good supply of quality goods at fairs prices</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:</td>
<td>Skill, Efforts, Accountability</td>
<td>Skill, Efforts</td>
</tr>
</tbody>
</table>
**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade union is a group of two people who come to strengthen their bargaining position.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the process of 360 degree appraisal which can be broken into three stages or levels -</td>
<td>Planning , Implementation , Result</td>
<td>Planning , Implementation , Result</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the method where common factors to all the jobs are identified.</td>
<td>Point</td>
<td>Point</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the system which is simple, less expensive &amp; less time consuming.</td>
<td>Ranking</td>
<td>Grading</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?</td>
<td>Representatives from line &amp; personnel department.</td>
<td>Representatives from line &amp; personnel department.</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which kind of literature identifies a number of systems &amp; subsystems?</td>
<td>HRD</td>
<td>HR</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ means every employee is an active participant in goal attainment.</td>
<td>Employee involerment</td>
<td>Employee empowerment</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question**

The budget of Feb 1997 presented by Finance minister Mr. P. Chidambaram showed a spirit of optimism & growth. What were its components?

**Correct Answer**

- significantly reduced taxes
- nationalized excise rates
- encouragement for investment in infrastructure

**Your Answer**

- significantly reduced taxes
- nationalized excise rates
- encouragement for investment in infrastructure

### Multiple Choice Multiple Answer

**Question**

Mention the objective of the potential appraisal.

**Correct Answer**

- To assess an individual in terms of the highest level of work.
- To assist the organisation in discharging its responsibility of selecting managers.

**Your Answer**

- To assess an individual in terms of the highest level of work.
- To assist the organisation in discharging its responsibility of selecting managers.

### Multiple Choice Single Answer

**Question**

The differences in which kind of faiths among the people is hurdle in the HRD

**Correct Answer**

Religious

**Your Answer**

Religious

### Multiple Choice Multiple Answer

**Question**

Highly successful functional benchmarking models developed by the Japanese have been adopted the world over. Name some of Matsushita's Systems of benchmarking?

**Correct Answer**

- Just in Time (JIT)
- Point of Sale (POS) system
- System of divisions (Profit centres) within a centralized banking system

**Your Answer**

- Just in Time (JIT)
- Point of Sale (POS) system
- System of divisions (Profit centres) within a centralized banking system

### Multiple Choice Single Answer

**Question**

Why is it found that federations & Unions constitute an important & crucial wing of an organisation?

**Correct Answer**

If mismanaged they affect industrial peace

**Your Answer**

If mismanaged they affect industrial peace

### Multiple Choice Single Answer

**Question**

What is it that can be defined as a written record of the duties, responsibilities and conditions of job.

**Correct Answer**

Job discription

**Your Answer**

Job discription

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limitation of manpower planning.</td>
<td>Inaccuracy.</td>
<td>Inaccuracy.</td>
</tr>
<tr>
<td>Manpower planning method.</td>
<td>Long range estimates of vacancies.</td>
<td>Long range estimates of vacancies.</td>
</tr>
</tbody>
</table>
Step involved in manpower planning

| Selecting adequate source of recruitment. | Selecting adequate source of recruitment. |

Name the three types of forecast

| Economic, employee market, co’s sales expansion forecasts. | Long, short and medium forecasts. |

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Employer has to pay ________ of the basic wages to the employees during the lay off period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>0.5</td>
</tr>
<tr>
<td>Your Answer</td>
<td>0.5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Section ________ of the Industrial Disputes Act 1947, states that an employer should only retrench employees who have been most recently hired.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>25-G</td>
</tr>
<tr>
<td>Your Answer</td>
<td>25-G</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the steps that develop strategic framework for HRD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Realistic employee development, Measurable employee development, Well costed employee development</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Realistic employee development, Measurable employee development, Well costed employee development</td>
</tr>
</tbody>
</table>

---

**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What were the key components of the New Economic Policy?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Market friendly state, Liberalisation, Privatization</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Liberalisation, Privatization, Market friendly state</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Creative imagination, Sense of reality, Effective leadership</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Creative imagination, Sense of reality, Effective leadership</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>________ manpower plan need the involvement of top management as well as HR exports.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>Question</td>
</tr>
<tr>
<td>------------------</td>
<td>----------</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Large recruitment ______ problematic and vice-versa.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Less</td>
</tr>
<tr>
<td>Your Answer</td>
<td>More</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The process of analysing jobs from which job descriptions are developed are called _______.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job Analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job Analysis</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Analysis of _______ data can give a lot of insights into the HRD assets and liabilities of the company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Secondary</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Quantitative</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is it that good HR practices can build?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Competencies</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Competencies</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The major issue to be resolved while framing _______ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Recruitment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Most HRD audit are due to failures of _______.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Implementation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Implementation</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Successful HR departments will focus on motivational performance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the balanced score card approach the expectation of three shareholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

| Question | Generally, training need identification forms a part of ________.
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Management Appraisal System</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Management Development Committee.</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Performance counselling should not give a chance in discussion like -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Increments, Salaries, Rewards</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Increments, Salaries, Rewards</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Five main phases make up the process of the feedback exercise, name the PHASE 4-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Data feeding Reports &amp; Analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Data feeding Reports &amp; Analysis</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Exploratory stage</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Exploratory stage</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the workshop methodology, a series of diagnostic exercises through question are taken, theses are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>How would you critically evaluate the job rotation in your company?, What are the three good things in your performance appraisal systems?, What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
</tr>
<tr>
<td>Your Answer</td>
<td>How would you critically evaluate the job rotation in your company?, What are the three good things in your performance appraisal systems?, What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the recruitment process which is said to be a costly affair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>External</td>
</tr>
</tbody>
</table>

---
<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>As per the Human Development balance sheet, 1997, 45 million children were out of primary school in 1995</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Eight members is considered to be the norm as to the no. of members constituting a QC-</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -</td>
<td>&quot;Swim or Sink approach&quot;</td>
<td>&quot;Swim or Sink approach&quot;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>At a certain stage the upward mobility stops for many employees. This is inescapable in view of pyramid organisation structure. This phenomenon is called:</td>
<td>Plateauing</td>
<td>Plateauing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>What form of resource allocation unit was originally created to impart training retain workers through skill upgradation &amp; prevention of redundancy due to the technology gap?</td>
<td>National Renewal Fund</td>
<td>National Renewal Fund</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Proper implementation and support of all management levels are not very crucial for the success of HRD audit</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In ______ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.</td>
<td></td>
<td>External</td>
</tr>
</tbody>
</table>
**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings?</td>
<td>Divisional / departmental manager &amp; personnel manager.</td>
<td>Representatives from line &amp; personnel departments.</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>People take ______ supportively and use it for development.</td>
<td>Feedback</td>
<td>Feedback</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.-</td>
<td>Supportive atmosphere, Empathetic atmosphere, Setting goals</td>
<td>Supportive atmosphere, Empathetic atmosphere, Setting goals</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The data obtained through job analysis are recorded on what is known as job analysis sheet.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the technique used by the point system and factor comparison system to list the job.</td>
<td>Quantitative</td>
<td>Quantitative</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the 'Point rating system' name the important steps mentioned:</td>
<td>Construction of the yardsticks, Wage survey, Designing wage structure.</td>
<td>Construction of the yardsticks, Wage survey, Designing wage structure.</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job knowledge defined in</td>
<td>Ability to consider the extent</td>
<td>Ability to consider the extent</td>
</tr>
</tbody>
</table>
Appraisal form and depth of demonstrated technical and professional competence.

Decision - making defined in the appraisal form Ability to analyse relevant facts, evaluate various alternatives.

Communicating defined in the appraisal form Ability to consider clarity and precision of verbal and written expression of ideas and feelings.

Communicating defined in the appraisal form Ability to marshal and analyse relevant data anticipate eventualities.

True/False
Question The HRD programmes fail due to poverty, social injustice.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
Correct Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system
Your Answer Selection of the right people, Good performance appraisal system, Training to managers

True/False
Question It is very easy to write grade description, as the number of jobs increases.
Correct Answer False
Your Answer False

Multiple Choice Single Answer
Question What is the general principle (as per P.A.S policy of premier) of Assessment Routes?
Correct Answer 2nd Assessor-superior of first assessor, 2nd Assessor- superior of the 1st assessor
Your Answer 1st Assessor-immediate superior, 2nd Assessor HR manager

True/False
Question HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc.
Correct Answer True
Your Answer True

Match The Following
Question Arthur
Correct Answer He studied the impact of two different management
Your Answer He studied the impact of two different management
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Macduffie</td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
</tr>
<tr>
<td>Huselied</td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
</tr>
<tr>
<td>Welbourne and Andrews</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

**Question**
Name the three phases of recruitment process:

**Correct Answer** Planning, Implementing, Evaluating

**Your Answer** Planning, Evaluating, Screening

**True/False**

**Question**
Human resource management is responsible for getting the best people, training and providing mechanism.

**Correct Answer** True

**Your Answer** True

**Multiple Choice Multiple Answer**

**Question**
Name the two chairman of Hindustan Lever who both followed the pattern of nurturing and handling over to competent successors from within.

**Correct Answer** Vasant, T. Thomas

**Your Answer** Vasant, T. Thomas

**Multiple Choice Single Answer**

**Question**
The concept of quality control as a distinct discipline emerged in the United States in the early -

**Correct Answer** 1920's

**Your Answer** 1920's

**True/False**

**Question**
After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.

**Correct Answer** False

**Your Answer** False

**Multiple Choice Multiple Answer**

**Question**
What kind of Grading must be brought to the notice of the vice-president of the Company.
<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Excellent, Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Excellent, Poor</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under HRD, name the factors that act as motivating forces</td>
<td>Job enrichment, Informal organisation, Participative management</td>
<td>Job enrichment, Informal organisation, Participative management</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The key to the whole SSL programme lies in the identification of -</td>
<td>Supervisor’s weaknesses</td>
<td>Supervisor’s performance</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the areas where the auditors should physically visit the workplace?</td>
<td>Canteens, Living colony, Training rooms</td>
<td>Canteens, Living colony, Training rooms</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>For closure government permission is required at least ________ days before the intended closure</td>
<td>90</td>
</tr>
<tr>
<td>Your Answer</td>
<td>90</td>
</tr>
</tbody>
</table>

**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisations should pay for the value of the job but not for the value of the person.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?</td>
<td>It's own approach to problem solving technique</td>
</tr>
<tr>
<td>Your Answer</td>
<td>To act as a liaison between the problem &amp; union</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>One of the importance of HRD is</th>
<th>Correct Answer</th>
<th>Role clarity</th>
<th>Your Answer</th>
<th>Role clarity</th>
</tr>
</thead>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Counselling involves a one to one discussion between the participant and administrator.</th>
<th>Correct Answer</th>
<th>True</th>
<th>Your Answer</th>
<th>True</th>
</tr>
</thead>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>________ is indicated by work effort and it should be continuous.</th>
<th>Correct Answer</th>
<th>Commitment</th>
<th>Your Answer</th>
<th>Commitment</th>
</tr>
</thead>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Establishment of trade unions by workers in small industries is not common</th>
<th>Correct Answer</th>
<th>False</th>
<th>Your Answer</th>
<th>False</th>
</tr>
</thead>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>The job evaluation programme once installed must be continued on a ________ basis.</th>
<th>Correct Answer</th>
<th>permanent</th>
<th>Your Answer</th>
<th>permanent</th>
</tr>
</thead>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Why was workers participation in managemeent intiated?</th>
<th>Correct Answer</th>
<th>to satisfy workers psychological needs, to develop a source of belongingness, to establish industrial peace</th>
<th>Your Answer</th>
<th>to satisfy workers psychological needs, to battle the mounting problems of worker, to establish industrial peace</th>
</tr>
</thead>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Whose study provides that one create appropriate HRD climate only through good practices.</th>
<th>Correct Answer</th>
<th>Abraham</th>
<th>Your Answer</th>
<th>Abraham</th>
</tr>
</thead>
</table>

### Select The Blank
<table>
<thead>
<tr>
<th>Question</th>
<th>The ________ provides funds to meet the compensation &amp; training expenditure of retrenched workers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>National Renewal Grant Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>National Renewal Grant Fund</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>While planning for surplus, the following are the options:</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Reduce work hours , Redesign the jobs , Reassign the jobs</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Reduce work hours , Redesign the jobs , Reassign the jobs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>Representatives of the consumers association besides the representatives of employees &amp; employers have to participate in the meeting of collective bargaining</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job?</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Moon-lighting</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Moon-lighting</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>Which system emphasis a lot on the need to motivate people</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Human Resource Development</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Human Resource Development</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question</td>
<td>According to Lahiry what is the simple act of comparison &amp; learning for organisational improvement?</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Benchmarking</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Benchmarking</td>
</tr>
</tbody>
</table>

<p>| True/False |  |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>The human resource department should move out from routine transactional activities and let IT take care of their activities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Some problems are inherent in the performance Appraisal System, they are -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Discrimination, First impression, Central tendency</td>
</tr>
<tr>
<td>Your Answer</td>
<td>First impression, Central tendency, Discrimination</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgement.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>________ assignment can also be recommended for career development.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Rotational</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Rotational</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>According to shroff (1995) the government needs to focus on three areas which are likely to inpute the effective implementation of the economic policy, they are -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication &amp; political management of there measures</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication &amp; political management of there measures</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is concerned with developing a pool of candidates in line with the human resources plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Recruitment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>An employee who is categorised as Dead wood is one who has absolutely no potential for growth &amp; should be included in a rationalization programme.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question** List the measures to overcome the HRD problems in India

**Correct Answer** Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

**Your Answer** Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

### Select The Blank

**Question** ________ is route to be followed in order to realise vision and overall purpose.

**Correct Answer** Strategy

**Your Answer** Strategy

### Multiple Choice Single Answer

**Question** Why is it that today, more so than the past, employees take to Moon Lighting activities

**Correct Answer** Decreasing purchasing power

**Your Answer** Change in expectations

### Select The Blank

**Question** In Indian since the liberalisation process in 19991, FDI flows have developed each year & exports are up by more than ________

**Correct Answer** 0.5

**Your Answer** 0.5

### Multiple Choice Multiple Answer

**Question** How would the representative of consumer association be able to make a difference in the consumerism movement

**Correct Answer** by participating in collective bargaining, to demands good supply of quality goods at fair practices, to demands good supply of quality goods at fairs prices

**Your Answer** by participating in collective bargaining, to holds rallies bandhs & morchas against in fairs consumer practicess, to demands good supply of quality goods at fairs prices

### Multiple Choice Multiple Answer

**Question** Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:

**Correct Answer** Skill, Efforts, Accountability

**Your Answer** Skill, Efforts

### True/False

**Question** Trade union is a group of two people who come to strengthen their bargaining position.

**Correct Answer** False

**Your Answer** False
### Multiple Choice Multiple Answer

**Question**  
Name the process of 360 degree appraisal which can be broken into three stages or levels -

**Correct Answer**  
Planning, Implementation, Result

**Your Answer**  
Planning, Implementation, Result

### Multiple Choice Single Answer

**Question**  
Name the method where common factors to all the jobs are identified.

**Correct Answer**  
Point

**Your Answer**  
Point

### Multiple Choice Single Answer

**Question**  
Name the system which is simple, less expensive & less time consuming.

**Correct Answer**  
Ranking

**Your Answer**  
Grading

### Multiple Choice Single Answer

**Question**  
Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?

**Correct Answer**  
Representatives from line & personnel department.

**Your Answer**  
Representatives from line & personnel department.

### Multiple Choice Single Answer

**Question**  
Which kind of literature identifies a number of systems & subsystems?

**Correct Answer**  
HRD

**Your Answer**  
HR

### Select The Blank

**Question**  
____ means every employee is an active participant in goal attainment.

**Correct Answer**  
Employee involvement

**Your Answer**  
Employee empowerment

### Multiple Choice Multiple Answer

**Question**  
The budget of Feb 1997 presented by Finance minister Mr. P. Chidambaram showed a spirit of optimism & growth. What were its components

**Correct Answer**  
significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure

**Your Answer**  
significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure
### Multiple Choice Multiple Answer

**Question**
Mention the objective of the potential appraisal.

**Correct Answer**
To assess an individual in terms of the highest level of work. To assist the organisation in discharging its responsibility of selecting managers.

**Your Answer**
To assess an individual in terms of the highest level of work. To assist the organisation in discharging its responsibility of selecting managers.

### Multiple Choice Single Answer

**Question**
The differences in which kind of faiths among the people is hurdle in the HRD

**Correct Answer**
Religious

**Your Answer**
Religious

### Multiple Choice Multiple Answer

**Question**
Highly successful functional benchmarking models developed by the Japanese have been adopted the world over. Name some of Matsushita’s Systems of benchmarking?

**Correct Answer**
Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system

**Your Answer**
Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system

### Multiple Choice Single Answer

**Question**
Why is it found that federations & Unions constitute an important & crucial wing of an organisation?

**Correct Answer**
If mismanaged they affect industrial peace

**Your Answer**
If mismanaged they affect industrial peace

### Multiple Choice Single Answer

**Question**
What is it that can be defined as a written record of the duties, responsibilities and conditions of job.

**Correct Answer**
Job discription

**Your Answer**
Job discription

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limitation of manpower planning.</td>
<td>Inaccuracy.</td>
<td>Inaccuracy.</td>
</tr>
<tr>
<td>Manpower planning method.</td>
<td>Long range estimates of vacancies.</td>
<td>Long range estimates of vacancies.</td>
</tr>
<tr>
<td>Step involved in manpower planning</td>
<td>Selecting adequate source of recruitment.</td>
<td>Selecting adequate source of recruitment.</td>
</tr>
<tr>
<td>Name the three types of forecast</td>
<td>Economic, employee market, co's sales expansion forecasts.</td>
<td>Long, short and medium forecasts.</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**
Employer has to pay ________ of the basic wages to the employees during
<table>
<thead>
<tr>
<th>The lay off period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer: 0.5</td>
</tr>
<tr>
<td>Your Answer: 0.5</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**
Section _______ of the Industrial Disputes Act 1947, states that an employer should only retrench employees who have been most recently hired.

**Correct Answer:** 25-G

**Your Answer:** 25-G

### Multiple Choice Multiple Answer

**Question**
Name the steps that develop strategic framework for HRD

**Correct Answer:** Realistic employee development, Measurable employee development, Well costed employee development

**Your Answer:** Realistic employee development, Measurable employee development, Well costed employee development

### Select The Blank

**Question**
Ulrich (1994) says: The idea of utilising human resource as a strategic business partner is still at a level of _______ rather than reality.

**Correct Answer:** Rhetoric

**Your Answer:** Latency

### Multiple Choice Multiple Answer

**Question**
A culture having which factors as its bedrocks is highly suitable for 360 degree appraisal.

**Correct Answer:** Openness, Authenticity, Confrontation

**Your Answer:** Openness, Authenticity, Confrontation

### Multiple Choice Multiple Answer

**Question**
In an interview method of training need identification, what do the questions asked need to outline?

**Correct Answer:** Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

**Your Answer:** Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

### True/False

**Question**
An employee sponsor, the HR manager plays an integral role in organisational success.

**Correct Answer:** True

**Your Answer:** True
Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>If employee federations &amp; unions are mismanaged they-</td>
<td>Disturb the smooth functioning &amp; growth of organisations, affect industrial peace, affect effective management of personnel</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Disturb the smooth functioning &amp; growth of organisations, affect industrial peace, affect effective management of personnel</td>
</tr>
</tbody>
</table>

True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The data obtained through job analysis are recorded on what is known as job analysis sheet.</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance counselling should not give a chance in discussion like -</td>
<td>Increments, Salaries, Rewards</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Increments, Salaries, Rewards</td>
</tr>
</tbody>
</table>

Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD means competence building, commitment building, and __________ building.</td>
<td>culture</td>
</tr>
<tr>
<td>Your Answer</td>
<td>culture</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The differences in which kind of faiths among the people is hurdle in the HRD</td>
<td>Religious</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Religious</td>
</tr>
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</table>

Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The __________ provide resources to approved employment schemes in the organised &amp; marginised sectors</td>
<td>Employment Generation Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Employment Generation Fund</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the 'Point rating system' name the important steps mentioned:</td>
<td>Wage survey, Designing wage structure, Construction of the yardsticks</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Construction of the yardsticks, Wage survey, Designing wage structure.</td>
</tr>
</tbody>
</table>
**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Flexitime works better when the employees have self-determination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is concerned with developing a pool of candidates in line with the human resources plan</th>
</tr>
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<tbody>
<tr>
<td>Correct Answer</td>
<td>Recruitment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>360 - Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage - Individual learning, Organisational learning, Improved Individual behaviour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Individual learning, Organisational learning, Improved Individual behaviour</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Individual learning, Organisational learning, Improved Individual behaviour</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Which kind of literature identifies a number of systems &amp; subsystems?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>HRD</td>
</tr>
<tr>
<td>Your Answer</td>
<td>HRD</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>After the assets and liabilities of each individual is identified, what should be done; some thumb-rules are</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Make out a time bound plan to work on your liabilities, Choose first the liability which is hindering your growth the most, Build your career on your assets</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Make out a time bound plan to work on your liabilities, Choose first the liability which is hindering your growth the most, Make an attempt to transform your liabilities into your assets</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the data required by Manpower planning from the external environment:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Technology, Govt. Policies &amp; regulations, Composition of work force</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Technology, Govt. Policies &amp; regulations</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
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<tr>
<th>Question</th>
<th>What is step 1 / phase 1 of a 360 degree Feedback approach?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Orientation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Orientation</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question**
List the measures to overcome the HRD problems in India

**Correct Answer**
Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

**Your Answer**
Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, Politicians to practice religious matters

### Multiple Choice Multiple Answer

**Question**
Name the steps that develop strategic framework for HRD

**Correct Answer**
Realistic employee development, Measurable employee development, Well costed employee development

**Your Answer**
Realistic employee development, Measurable employee development, Well costed employee development

### True/False

**Question**
Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment

**Correct Answer**
True

**Your Answer**
True

### True/False

**Question**
Factor comparison system consists of selection of key jobs.

**Correct Answer**
True

**Your Answer**
True

### Multiple Choice Single Answer

**Question**
Name the situation where a person takes the necessary steps at the right moment of time

**Correct Answer**
Action

**Your Answer**
Reaction

### Multiple Choice Multiple Answer

**Question**
Under HRD, name the factors that act as motivating forces

**Correct Answer**
Job enrichment, Informal organisation, Participative management

**Your Answer**
Job enrichment, Informal organisation, Participative management

### True/False

**Question**
Analysis of secondary data can give a lot of insights into the HRD assets & liabilities of the company

**Correct Answer**
True

**Your Answer**
True
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong>&lt;br&gt;Under &quot;Workshop&quot; feedback is done on which kind of categories?&lt;br&gt;Correct Answer: Managerial role, Leadership styles, Behavioural qualities</td>
<td>Managerial role, Leadership styles, Behavioural qualities</td>
<td>Managerial role, Leadership styles, Behavioural qualities</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong>&lt;br&gt;While planning for surplus, the following are the options:&lt;br&gt;Correct Answer: Reduce work hours, Redesign the jobs, Reassign the jobs</td>
<td>Reduce work hours, Redesign the jobs, Reassign the jobs</td>
<td>Reduce work hours, Redesign the jobs, Reassign the jobs</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong>&lt;br&gt;Whose study provides that one create appropriate HRD climate only through good practices.&lt;br&gt;Correct Answer: Abraham</td>
<td>Abraham</td>
<td>Pareek</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong>&lt;br&gt;The &quot;Zero defects&quot; concept defined TQM as -&lt;br&gt;Correct Answer: The system to be used is prevention.</td>
<td>The system to be used is prevention.</td>
<td>The system to be used is prevention.</td>
</tr>
<tr>
<td><strong>Select The Blank</strong>&lt;br&gt;________ is the example of the balanced score card applications in some companies.&lt;br&gt;Correct Answer: AT &amp; T</td>
<td>AT &amp; T</td>
<td>AT &amp; T</td>
</tr>
<tr>
<td><strong>Select The Blank</strong>&lt;br&gt;Most HRD audit are due to failures of ________.&lt;br&gt;Correct Answer: Implementation</td>
<td>Implementation</td>
<td>Implementation</td>
</tr>
<tr>
<td><strong>True/False</strong>&lt;br&gt;Representatives of the consumers association besides the representatives of employees &amp; employers have to participate in the meeting of collective bargaining&lt;br&gt;Correct Answer: True</td>
<td>True</td>
<td>False</td>
</tr>
<tr>
<td><strong>Select The Blank</strong>&lt;br&gt;In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance &amp; ________.&lt;br&gt;Correct Answer: Development needs for growth</td>
<td>Development needs for growth</td>
<td>Development needs for growth</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

**Question** What is it that Union leader usually do to gain the confidence of its member?

**Correct Answer** Win something in grievance procedure

**Your Answer** Win something in grievance procedure

### True/False

**Question** Some employees may not like flexibility in horizontal movement from one job to another

**Correct Answer** True

**Your Answer** True

### Multiple Choice Single Answer

**Question** Which practices are service related and human resources related?

**Correct Answer** Organisational

**Your Answer** Bank

### True/False

**Question** Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning

**Correct Answer** False

**Your Answer** False

### Select The Blank

**Question** Under ________ method jobs are arranged from highest to lowest, in order of their value to the organisation.

**Correct Answer** ranking

**Your Answer** ranking

### Multiple Choice Single Answer

**Question** What is the essentially the most important principle of any Human Resource Development Activity?

**Correct Answer** Self development.

**Your Answer** An interest for development has to be created within the Manager

### Multiple Choice Single Answer

**Question** One of the importance of HRD is

**Correct Answer** Role clarity

**Your Answer** Role clarity
Select The Blank
Question __________ means every employee is an active participant in goal attainment.
Correct Answer Employee involerment

Your Answer Employee involerment

Match The Following
Question Job analysis Correct Answer It is one of the job evaluation process which finds out relevant facts. Your Answer It is one of the job evaluation process which finds out relevant facts.

Non-quantitative job evaluation category. Correct Answer Simple ranking and grading are placed under such category. Your Answer Simple ranking and grading are placed under such category.

Quantitative job evaluation Correct Answer Point system and factor comparison methods are placed under such category. Your Answer Point system and factor comparison methods are placed under such category.

The beneficiaries to business firms by job evaluation Correct Answer It enables Cos. to get data in local wage surveys to establish job classification. Your Answer It enables Cos. to get data in local wage surveys to establish job classification.

True/False
Question An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success Correct Answer True Your Answer True

Multiple Choice Single Answer
Question Name one of the processes of job evaluation Correct Answer Select the method

Your Answer Ranking system

Select The Blank
Question HRD ________ can be treated as a separate element for good HRD. Correct Answer department

Your Answer Planning

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people Correct Answer Human Resourse Development

Your Answer HR Department
<table>
<thead>
<tr>
<th><strong>True/False</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question: When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgement.</td>
</tr>
<tr>
<td>Correct Answer: True</td>
</tr>
<tr>
<td>Your Answer: True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question: Which practices are service related and human resources related?</td>
</tr>
<tr>
<td>Correct Answer: Organisational</td>
</tr>
<tr>
<td>Your Answer: Organisational</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question: What is the general principle (as per P.A.S policy of premier) of Assessment Routes?</td>
</tr>
<tr>
<td>Correct Answer: 2nd Assessor-superior of first assessor, 2nd Assessor- superior of the 1st assessor</td>
</tr>
<tr>
<td>Your Answer: 2nd Assessor-superior of first assessor, 2nd Assessor- superior of the 1st assessor</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>True/False</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question: It is very easy to write grade description, as the number of jobs increases.</td>
</tr>
<tr>
<td>Correct Answer: False</td>
</tr>
<tr>
<td>Your Answer: False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>True/False</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question: As per the Human Developent balance sheet, 1997, 45 million children were out of promary school in 1995</td>
</tr>
<tr>
<td>Correct Answer: True</td>
</tr>
<tr>
<td>Your Answer: True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question: The differences in which kind of faiths among the people is hurdle in the HRD</td>
</tr>
<tr>
<td>Correct Answer: Religious</td>
</tr>
<tr>
<td>Your Answer: Religious</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Multiple Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Question: Under the workshop methodology, a series of diagnostic exercises through question are taken, theses are:</td>
</tr>
<tr>
<td>Correct Answer: How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths &amp; weaknesses of your training policies &amp; practice?</td>
</tr>
</tbody>
</table>
## How would you critically evaluate the job rotation in your company? What are the three good things in your performance appraisal systems? What are the strengths & weaknesses of your training policies & practice?

### Select The Blank

**Question**
The ________ provides funds to meet the compensation & training expenditure of retrenched workers.

**Correct Answer**
National Renewal Grant Fund

**Your Answer**
National Renewal Grant Fund

### Select The Blank

**Question**
In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.

**Correct Answer**
LARSEN & TUBRO LTD.

**Your Answer**
LARSEN & TUBRO LTD.

### Multiple Choice Multiple Answer

**Question**
Mention the objectives of Job evaluation

**Correct Answer**
To maintain complete description of each occupation in the entire plant, To promote accurate consideration of all employees for advancement and transfer, To promote information for work organisation, employees section etc.

**Your Answer**
To maintain complete description of each occupation in the entire plant, To promote accurate consideration of all employees for advancement and transfer, To ensure that like wages are paid to all qualified employees on unlike work.

### Select The Blank

**Question**
_________ and retention of qualified employees is a common goal shared by many employers.

**Correct Answer**
Recruitment

**Your Answer**
Recruitment

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem children</td>
<td>High potential</td>
<td>High potential</td>
</tr>
<tr>
<td>Concentration of developmental activities on certain categories</td>
<td>Gets the best results</td>
<td>Gets the best results</td>
</tr>
<tr>
<td>Creativity &amp; Practical skills</td>
<td>Walkabout challenges</td>
<td>Walkabout challenges</td>
</tr>
<tr>
<td>The ultimate goal of all job related training</td>
<td>Long-term improvement</td>
<td>Long-term improvement</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer
When effort to earn additional income through a second job does not bear fruit, such type of efforts & the consequent results may be called as -

Correct Answer: Blue Moon lighting

Your Answer: Blue Moon lighting

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-quantitative job evaluation category.</td>
<td>Simple ranking and grading are placed under such category.</td>
<td>Simple ranking and grading are placed under such category.</td>
</tr>
<tr>
<td>Quantitative job evaluation</td>
<td>Point system and factor comparison methods are placed under such category.</td>
<td>Point system and factor comparison methods are placed under such category.</td>
</tr>
<tr>
<td>The beneficiaries to business firms by job evaluation</td>
<td>It enables Cos. to get data in local wage surveys to establish job classification.</td>
<td>It enables Cos. to get data in local wage surveys to establish job classification.</td>
</tr>
<tr>
<td>Job analysis</td>
<td>It is one of the job evaluation process which finds out relevant facts.</td>
<td>It is one of the job evaluation process which finds out relevant facts.</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>When employees takes up other occupation &amp; spend more or less 70% of their time &amp; resources for their business or industrial unit. Second job activity to this extent may be called as :</td>
<td>Three quarter Moon Lighting</td>
</tr>
</tbody>
</table>

Your Answer: Full Moon Lighting

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>One of the importance of HRD is</td>
<td>Role clarity</td>
</tr>
</tbody>
</table>

Your Answer: Role clarity

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>_______ of managers assessed in the same study were positioned in the &quot;Stars&quot; category.</td>
<td>0.15</td>
</tr>
</tbody>
</table>

Your Answer: 0.15

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The major issue to be resolved while framing _______ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

Your Answer: Recruitment
**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Career planning is essentially the process of aligning the career needs of the employee with the organisational career opportunities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Why is it that management should take extra care while framing personnel policies, especially where an employees organisation does exist?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Federations are eveready to challenge management action, particularly with respect to promotions, transfers, seniority</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Employees organisations have a major impact on various aspects, policies &amp; decisions</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>An employee sponsor, the HR manager plays an integral role in organisational success.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the various HRD values like :</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Openness, Trust, Autonomy</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Openness, Aims, Trust</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>An urgency motivation can be explained by a situation where dynamic profitable organisations foresee a crisis and initiate a radical transformation by breaking status barriers &amp; restructuring organisational relationships.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Western and Third World Studies of organisational excellence indicate major keys to organisational excellence, those are -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Mission, Goals, Policies</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Mission, Policies, Rewards</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>A strategy based on superior service is very powerful as the _________ is high</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>value added</td>
</tr>
<tr>
<td>Your Answer</td>
<td>value added</td>
</tr>
</tbody>
</table>
**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who found that customer perceptions &amp; attitudes were affected by what</td>
<td>Schneider</td>
<td>Johnson</td>
</tr>
<tr>
<td>employees experienced?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under ________ method jobs are arranged from highest to lowest, in order of their value to the organisation.</td>
<td>ranking</td>
<td>ranking</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are companies where the HR department lists out the raters by choosing randomly from the participant's list of work related employees. Each rater receives an envelop having the following :-</td>
<td>Letter from the administrator , Letter from the participant soliciting feedback , Self addressed envelope from the administrator</td>
<td>Letter from the administrator , Letter from the participant soliciting feedback , Self addressed envelope from the administrator</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance:</td>
<td>By building organisational capabilities , By improving employees satisfaction , By shaping customers and shareholders satisfaction</td>
<td>By building organisational capabilities , By improving employees satisfaction , By shaping customers and shareholders satisfaction</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The whole process of conducting a 360 - Degree Feedback process in any Organisation could last about ________ .</td>
<td>One &amp; half to about 3 months</td>
<td>One &amp; half to about 3 months</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>How can the limitations/ misgivings of management participation in employees organisations be overcome ?</td>
<td>by gaining the confidence of union leaders from the initail stages , managements should educate the members about the concept &amp; value in strengthening union functioning , minimising misunderstandings</td>
<td>by gaining the confidence of union leaders from the initail stages , managements should educate the members about the concept &amp; value in strengthening union functioning , Management should meet some of their early demands to act a peace offering</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In which approach towards training and development stress is to be given on learning rather than on teaching?</td>
<td>Agricultural approach</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

**Question**: Which system emphasis a lot on the need to motivate people  
**Correct Answer**: Human Resourse Development  
**Your Answer**: Human Resourse Development

### Multiple Choice Multiple Answer

**Question**: Name the two factors which lead people to work: 
**Correct Answer**: Economic, Motivation  
**Your Answer**: Economic, Motivation, Controlling

### Multiple Choice Single Answer

**Question**: What was the key essential objective of the changed economic policy at the global level  
**Correct Answer**: to integrate the Indian economy with the world economy,  
**Your Answer**: to integrate the Indian economy with the world economy,

### Multiple Choice Multiple Answer

**Question**: How would the representative of consumer association be able to make a difference in the consumerism movement  
**Correct Answer**: by participating in collective bargaining, to demands good supply of quality goods at fair practices, to demands good supply of quality goods at fairs prices  
**Your Answer**: by participating in collective bargaining, to demands good supply of quality goods at fair practices, to demands good supply of quality goods at fairs prices

### True/False

**Question**: Eight members is considered to be the norm as to the no. of members constituting a QC-  
**Correct Answer**: True  
**Your Answer**: True

### Multiple Choice Multiple Answer

**Question**: What are the key characteristics / features of a Human Resource Audit.  
**Correct Answer**: Employee competency check list, Evaluation by HR department in conjunction with internal customers, To find the competency gap  
**Your Answer**: Measures the cost involved in hiring, training, developing employees, Employee competency check list, To find the competency gap

### True/False

**Question**: Workers and trade unions never participate in the management of human resources  
**Correct Answer**: False
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td><strong>What can influence the organisation's business goals?</strong></td>
<td>HRD outcomes</td>
</tr>
<tr>
<td><strong>True/False</strong></td>
<td><strong>Employee’s organisations in India have their impact on various aspects, policies pertaining to human resources management of various industries</strong></td>
<td>True</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td><strong>Every employee also has a succession plan to him, which is also known as -</strong></td>
<td>Shadow planning</td>
</tr>
<tr>
<td><strong>Select The Blank</strong></td>
<td><strong>Factor comparison method is regarded as ________ method</strong></td>
<td>complex</td>
</tr>
<tr>
<td><strong>True/False</strong></td>
<td><strong>Performance appraisals can not be fair unless the appraiser is clear in his mind about the job requirements.</strong></td>
<td>True</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td><strong>What are the objectives of inspection?</strong></td>
<td>Removing defects, Consumer satisfaction, Quality product</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td><strong>Name some of the strategic role of HR :</strong></td>
<td>Successful HR department will focus on organisational performance. , HR’s value will be to have the right people ready at right time. , The focus of the HR function will be human capital development &amp; organisational productivity.</td>
</tr>
</tbody>
</table>
HR function will be human capital development & organisational productivity.

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Under the pre-Interview preparation it is useful to note the key points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Paper</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Paper</td>
</tr>
</tbody>
</table>

### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

**Multiple Choice Multiple Answer**

**Question** What are the needs for Quality Audit?
**Correct Answer** It constitutes a permanent record of the progress in achieving the goals of quality. , It facilitates and encourages supplier quality certifications systems. , It provides a benchmark as to the performance of the quality system.
**Your Answer** It constitutes a permanent record of the progress in achieving the goals of quality. , It provides a benchmark as to the performance of the quality system. , It acts as an appraisal system to gauge the performance of the TQM processes.

**Multiple Choice Single Answer**

**Question** Essentials of effective QC’s :-
**Correct Answer** Prompt approval , Regular communication , Unconditional support
**Your Answer** Prompt approval , Regular communication , Unconditional support

**Select The Blank**

**Question** The national renewal fund is administered by the department of industrial development. The NRF was proposed to have a corpus of ________ which would be contributed from budgetary support
**Correct Answer** Rs. 2000 crores
**Your Answer** Rs. 1000 crores

**Multiple Choice Multiple Answer**

**Question** Name the internal operational measures dealing with how well HR practices are designed and delivered:
**Correct Answer** Cycle time, quality & cost of HR practices , The ratio of HR expenses , The ratio of HR professionals to employee population.
**Your Answer** Cycle time, quality & cost of HR practices , The ratio of workforce expenses , The ratio of HR professionals to employee population.

**Multiple Choice Single Answer**

**Question** Which practices should be linked to business goals and corporate strategy :
**Correct Answer** HRD & HR
**Your Answer** HRD & HRM
True/False
Question It can be enagued that globalization has reduced poverty in India and China, home to move that half a billion of the world’s poor income group
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Under orientation programmes, some very important issues discussed and clarified are:
Correct Answer Purpose of 360 Degree Feedback, Who analyzes the data?, Who are going to provide feedback?
Your Answer Purpose of 360 Degree Feedback, Who analyzes the data?, Who are going to provide feedback?

Multiple Choice Multiple Answer
Question According to shroff (1995) the government needs to focs on three areas which are likely to inpute the effective implementation of the economic policy, they are
Correct Answer Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication & political management of there measures
Your Answer Inadequate institutional reform, the speed and sequence of reform measures, lack of directional support

Match The Following
Question Arthur He studied the impact of two different management approaches on the productivity of steel mills.
He studied the impact of two different management approaches on the productivity of steel mills.
Macduffie He studied 70 automobile plants representing 24 companies from 17 different countries.
He used one scale i.e. to measure employee skills.
Huselied He used 2 scales- one to measure employee skills and the second to measure employee motivation.
He used 2 scales- one to measure employee skills and the second to measure employee motivation.
Welbourne and Andrews He studied the survival rate of 136 non-financial companies.
He studied the survival rate of 136 non-financial companies.

Select The Blank
Question The ________ provide resources to approved employment schemes in the organised & marginised sectors
Correct Answer Employment Generation Fund
Your Answer Employment Generation Fund

True/False
Question It is technology who can provide competitive advantage to corporations.
Correct Answer False
Your Answer True

True/False
Question Flexitime works better when the employees have self-determination
Correct Answer True
Your Answer False

Select The Blank
Question HRD ________ is in methodology of evaluating various elements of HRD.
Correct Answer Audit
Your Answer Audit
True/False
Question Workers and trade unions never participate in the management of human resources
Correct Answer False
Your Answer True

Match The Following
Question Correct Answer Your Answer
An efficient plant layout & a good benchmark Ford Motors Benchmarking
Simple act of comparison & learning for organisational improvement Benchmarking BPR
Japanese firms had long been benchmarking other companies, many of them American Ohirata (1994) Ohirata (1994)

True/False
Question Collecting bargainig is an institutional process for solving problems arising directly out of employee-worker relationships
Correct Answer False
Your Answer True

Select The Blank
Question In the Development Grade Method of career planning the selected staff for this grade would remain there only for ________ years
Correct Answer two
Your Answer two

Multiple Choice Multiple Answer
Question Job performance refers to :-
Correct Answer The actual achievements compared with the objectives of the job.
Your Answer The actual achievements compared with the objectives of the job.

Multiple Choice Multiple Answer
Question What are the common features of a managerial walkabouts?
Correct Answer The period of the walkabout is sufficiently long.
Your Answer The period of the walkabout is sufficiently long.

Multiple Choice Single Answer
Question What is step 1 / phase 1 of a 360 degree Feedback approach?
Correct Answer Orientation
Your Answer Orientation

Multiple Choice Single Answer
Question The supervisory skill level survey (SSL technology) essentially developed by whom?
Correct Answer J. Chapiro
Your Answer Anthony Robbins
Question While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?
Correct Answer It's own approach to problem solving technique
Your Answer To act as a liaison between the problem & union

Multiple Choice Multiple Answer
Question In an interview Method of Training Need identification, what do the Questions asked need to outline?
Correct Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.
Your Answer The personal problems faced by individual employees on the job, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Multiple Choice Multiple Answer
Question Name the three performance counselling phase.-
Correct Answer Rapport building, Exploration, Action Planning
Your Answer Rapport building, Exploration, Action Planning

Multiple Choice Multiple Answer
Question Name the appropriate method for forecasting demand which will be best suited to organisation:
Correct Answer Time frame, Resources available
Your Answer Time frame, Resources available, Stability

True/False
Question It is very easy to write grade description, as the number of jobs increases.
Correct Answer False
Your Answer False

Select The Blank
Question For closure government permission is required at least ________ days before the intended closure
Correct Answer 90
Your Answer 45

Multiple Choice Single Answer
Question The key to the whole SSL programme lies in the identification of -
Correct Answer Supervisor's weaknesses
Your Answer Supervisor's leadership skills

Multiple Choice Single Answer
Question Which pay is one of the most crucial pay given to the employee & also shown in the pay structure.
Correct Answer Performance
Your Answer Potential

Multiple Choice Single Answer
Question What are to be proccessed at a central place of the administrator
Correct Answer Questionnaires
Your Answer Questionnaires

Multiple Choice Single Answer
Question When was the first attempt made to move a change in policies regarding business, licenses & permits operating in India
Correct Answer Mid 80's
Your Answer Mid 80's
Question Which practices are service related and human resources related?
Correct Answer Organisational
Your Answer Bank

True/False
Question Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
Correct Answer True
Your Answer True

True/False
Question Employee's organisations in India have their impact on various aspects, policies pertaining to human resources management of various industries
Correct Answer True
Your Answer True

True/False
Question In the orientation phase, all participants are to submit a list of appraisers by whom they would like to be assessed.
Correct Answer True
Your Answer False

Select The Blank
Question _________ manpower plan need the involvement of top management as well as HR exports.
Correct Answer Strategic
Your Answer Long-term

Select The Blank
Question The major issue to be resolved while framing _________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.
Correct Answer Recruitment
Your Answer Recruitment

Multiple Choice Single Answer
Question Participation of management’ representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -
Correct Answer To exchange their contradictory views
Your Answer To thrash out the problem

Multiple Choice Multiple Answer
Question Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance:
Correct Answer By building organisational capabilities , By improving employees satisfaction , By shaping customers and shareholders satisfaction
Your Answer By building vision capabilities , By building organisational capabilities , By improving employees satisfaction

Select The Blank
Question In _________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.
Correct Answer LARSEN & TUBRO LTD.
Your Answer National Machinery Manufacturers ltd.

Multiple Choice Single Answer
Question Upto late seventies, how many organisations were with HRD department?
Correct Answer Twelve
Your Answer Twelve
Multiple Choice Multiple Answer
Question It is said that versality will be the key factor in determining employee value with following factors:
Correct Answer Technology, Leadership, Motivation
Your Answer Leadership, Motivation, Problem solving

True/False
Question HR stands for Human Resource Strategies
Correct Answer False
Your Answer False

Select The Blank
Question ________ of managers assessed in the same study were positioned in the "Stars" category.
Correct Answer 0.15
Your Answer 0.15

Select The Blank
Question A strong ________ can have a lasting effect and provide sustenance to an organisation.
Correct Answer Culture
Your Answer Vision

8.6.05
LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Select The Blank
Question People take ________ supportively and use it for development.
Correct Answer Feedback
Your Answer Feedback

Select The Blank
Question The ________ are mostly for the employees of the marketing department.
Correct Answer Commissions
Your Answer Incentives

True/False
Question Organisations presently are taking measures to satisfy the workers through various methods including the schemes of worker & participation in management.
Correct Answer True
Your Answer False

Multiple Choice Multiple Answer
Question Name the steps that develop strategic framework for HRD
Correct Answer Realistic employee development, Measurable employee development, Well costed employee development
Your Answer Realistic employee development, Measurable employee development, Well costed employee development

Multiple Choice Single Answer
Question If supply of labour is higher than demand, which factor would be relatively low?
Correct Answer Wage
Your Answer Incentive

True/False
Question HRD should be series of adhoc decisions and practices.
Correct Answer False
Your Answer True
Multiple Choice Multiple Answer
Question Name the factors which come under 'Career System' that is component system of HRD:
Correct Answer Career planning, Career development, Potential appraisals
Your Answer Performance appraisal, Potential appraisals

Multiple Choice Multiple Answer
Question List the basic managerial skills:
Correct Answer To supervise, To stimulate, To motivate
Your Answer To supervise, To motivate, To control

True/False
Question It is very easy to write grade description, as the number of jobs increases.
Correct Answer False
Your Answer False

True/False
Question The relationship between good HR practices and organisational effectiveness is very simple.
Correct Answer False
Your Answer True

Multiple Choice Single Answer
Question During the pre-reform period what was the industrial growth during the 1950-60 period essentially
Correct Answer 7% to 9%
Your Answer 7% to 9%

Multiple Choice Multiple Answer
Question In an interview Method of Training Need identification, what do the Questions asked need to outline?
Correct Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.
Your Answer Opportunities available to overcome such weaknesses.

Multiple Choice Single Answer
Question The TQM philosophy was evolved or theorised by -
Correct Answer Demming
Your Answer Demming

Multiple Choice Multiple Answer
Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment, Informal organisation, Participative management
Your Answer Employee enrichment, Job enrichment, Participative management

Multiple Choice Multiple Answer
Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
Correct Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system
Your Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system

Multiple Choice Multiple Answer
Question The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.
Correct Answer Recruitment
Match The Following

Question Correct Answer Your Answer

The monitoring stage The firm checks the new system against strategy. The firm checks the new system against strategy.
The clarification stage The firm identifies and confirms the overall business direction. The firm identifies and confirms the overall business direction.
The assessment stage The firm calculates the cost of investment on the human capital and the value placed by employees on this investment. The firm calculates the cost of investment on the human capital and the value placed by employees on this investment.
The design stage The firm plans the proposed changes into practice. The firm create programmes that yield better returns on human capital.

Multiple Choice Multiple Answer
Question List the measures to overcome the HRD problems in India
Correct Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance
Your Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

Multiple Choice Single Answer
Question What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?
Correct Answer Disharmony in individual & organisational goal balance.
Your Answer Disharmony in individual & organisational goal balance.

Multiple Choice Single Answer
Question Who is the person who should always remain away from Doppelganger effect.
Correct Answer Chief Executive
Your Answer Subordinate

True/False
Question Career planning is essentially the process of aligning the career needs of the employee with the organisational career opportunities
Correct Answer True
Your Answer True

Select The Blank
Question Section ________ of the Industrial Disputes Act 1947 , states that an employer should only retrench employees who have been most recently hired.
Correct Answer 25-G
Your Answer 25-G

Multiple Choice Multiple Answer
Question What were the key components of the New Economic Policy?
Correct Answer Liberalisation, Privatization, Market friendly state
Your Answer Liberalisation, Privatization, Market friendly state

True/False
Question The HRD programmes fail due to poverty, social injustice.
Correct Answer True
Select The Blank
Question ________ is indicated by work effort and it should be continuous.
Correct Answer Commitment
Your Answer Commitment

Multiple Choice Single Answer
Question What is the long form of CII?
Correct Answer Confederation of Indian Industry
Your Answer Confederation of Indian Industry

Multiple Choice Multiple Answer
Question According to Gurucharan Das what should Indian companies focus its effort to emerge winners in the light of the liberalization & globalization?
Correct Answer Be able to capitalize on global trade, Not ignore quality, Product development
Your Answer Diversity rather than focus on a single area of competence, Be able to capitalize on global trade, Not ignore quality

Multiple Choice Multiple Answer
Question Ranking system measures each job in comparison with other jobs in terms of the relative importance of the following factors:
Correct Answer Supervision & leadership, Co-operation & association outside the line of authority, Probability & consequences of errors
Your Answer Supervision & leadership, Co-operation & association outside the line of authority, Probability & consequences of errors

True/False
Question Counselling involves a one to one discussion between the participant and administrator.
Correct Answer True
Your Answer True

Select The Blank
Question HRD ________ is in methodology of evaluating various elements of HRD.
Correct Answer Audit
Your Answer Audit

Multiple Choice Single Answer
Question One of the importance of HRD is
Correct Answer Role clarity
Your Answer Role clarity

Select The Blank
Question 360 -Degree Feedback enhances the quality of ________ decisions.
Correct Answer HR
Your Answer HRD

True/False
Question After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.
Correct Answer False
Your Answer False

True/False
Question Flexitime works better when the employees have self-determination
Correct Answer True
True/False
Question: Proper implementation and support of all management levels are not very crucial for the success of HRD audit
Correct Answer: False
Your Answer: False

Multiple Choice Single Answer
Question: The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer: Religious
Your Answer: Religious

Multiple Choice Single Answer
Question: Why is it that some managements may be disinterested in participation in Trade Unions?
Correct Answer: Possibility of cropping up misunderstandings among leaders & members
Your Answer: Possibility of cropping up misunderstandings among leaders & members

Multiple Choice Single Answer
Question: What can influence the organisation's business goals?
Correct Answer: HRD outcomes
Your Answer: HR Systems

Select The Blank
Question: A paper prepared by Mr. P Chidambaram, titled Indian subsidies reveals that in order to clear its fiscal difficulties in a few years, India needs to cut down about 50% of subsidies in ________ goods since it yields only 10% returns
Correct Answer: Non-merit
Your Answer: Non-merit

Select The Blank
Question: The problem and challenges of continuous improvement can be effectively tackled by taking advantage of ________.
Correct Answer: Synergy of teams
Your Answer: Quality measurement

Select The Blank
Question: ________ is the example of the balanced score card applications in some companies.
Correct Answer: AT & T
Your Answer: AT & T

Multiple Choice Single Answer
Question: Which system emphasis a lot on the need to motivate people
Correct Answer: Human Resource Development
Your Answer: HR Department

Multiple Choice Single Answer
Question: What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer: Recruitment
Your Answer: Recruitment

True/False
Question: Long range planning are beyond eight years
Correct Answer: False
Your Answer: False
LIST OF ATTEMPTED QUESTIONS AND ANSWERS

True/False
Question The data obtained through job analysis are recorded on what is known as job analysis sheet.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Which kind of literature identifies a number of systems & subsystems?
Correct Answer HRD
Your Answer HRD

Select The Blank
Question A fee market economy demands a transparent set of laws and _______ something that the archaic Indian judicial system is ill-equipped to cope with
Correct Answer quick disposal of litigation
Your Answer a set of social security legislation

Multiple Choice Multiple Answer
Question Essentials of effective QC’s:
Correct Answer Prompt approval, Regular communication, Unconditional support
Your Answer Prompt approval, Regular communication, Unconditional support

Multiple Choice Multiple Answer
Question It is said that versatilty will be the key factor in determining employee value with following factors:
Correct Answer Technology, Leadership, Motivation
Your Answer Technology, Leadership, Motivation

True/False
Question The job falling under the same grade get different wage scale.
Correct Answer False
Your Answer True

Select The Blank
Question Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto _______
Correct Answer Rs. 5 lakh
Your Answer Rs. 5 lakh

Multiple Choice Multiple Answer
Question Some questions that every corporation needs to address are as follows:-
Correct Answer How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant
Your Answer How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

True/False
Question If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.
Correct Answer False
Your Answer True

Multiple Choice Single Answer
Question What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?
Correct Answer  Flexi work  
Your Answer  Flexitime

True/False  
Question  Through consumers participation in management, consumer will lose their rights through served technique  
Correct Answer  False  
Your Answer  False

Multiple Choice Multiple Answer  
Question  Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in:-  
Correct Answer  Supportive atmosphere , Empathetic atmosphere , Setting goals  
Your Answer  Supportive atmosphere , Empathetic atmosphere , Setting goals

True/False  
Question  Monitoring and Follow-up follows the distribution of questionnaires to all assessors.  
Correct Answer  True  
Your Answer  True

Select The Blank  
Question  In a re-engineering programme, when a process changes so does the ________ of the concerned employee.  
Correct Answer  job profile  
Your Answer  job profile

Multiple Choice Single Answer  
Question  Under the pre-Interview preparation it is useful to note the key points  
Correct Answer  Paper  
Your Answer  Paper

Multiple Choice Single Answer  
Question  Which system emphasis a lot on the need to motivate people  
Correct Answer  Human Resource Development  
Your Answer  Human Resource Development

Select The Blank  
Question  The whole process of conducting a 360 - Degree Feedback process in any Organisation could last about _________.  
Correct Answer  One & half to about 3 months  
Your Answer  One & half to about 3 months

Select The Blank  
Question  ________ is the example of the balanced score card applications in some companies.  
Correct Answer  AT & T  
Your Answer  AT & T

Select The Blank  
Question  A strong ________ can have a lasting effect and provide sustenance to an organisation.  
Correct Answer  Culture  
Your Answer  Vision

Multiple Choice Multiple Answer  
Question  Within the establishment stage of the career development cycle, what are very important occasions for a young employee?  
Correct Answer  The first promotion , Successfully completed assignment , The first performance appraisal
Your Answer: The first promotion, Successfully completed assignment, The first performance appraisal

Select The Blank
Question: ________ is known not to hold overly one-sided views.
Correct Answer: Judgement
Your Answer: Judgement

Select The Blank
Question: ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.
Correct Answer: Rapport building
Your Answer: Rapport building

Match The Following
Question: Correct Answer: Your Answer
Group goals Vs. Organisational goals: Course organisational Politics: Course organisational Politics
Better decisions about people based on improved information system: HRA benefits: HRA benefits
Standard cost method: value of human resources for accounting purposes: value of human resources for accounting purposes
It is "endemic to every organisation regardless of size, function or character of ownershship"
Organisational politidering: HRA model

Multiple Choice Single Answer
Question: The Main contribution of HRD audit is to focus on
Correct Answer: Value-adding HRD
Your Answer: Value-function HRD

Select The Blank
Question: The ________ provide resources to approved employment schemes in the organised & marginised sectors.
Correct Answer: Employment Generation Fund
Your Answer: National Renewal Grant Fund

Multiple Choice Single Answer
Question: Traditionally, human resources has been perceived as,
Correct Answer: Bureacratc
Your Answer: Lazziz-faire

Multiple Choice Multiple Answer
Question: How can the limitations/ misgivings of management participation in employees organisations be overcome?
Correct Answer: by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings
Your Answer: by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings

Select The Blank
Question: Federation & union at all levels are managed on the lines of management of ________
Correct Answer: A political body
Your Answer: A social organisation

Multiple Choice Single Answer
Question: HR managers to guarantee their viability need to think themselves as -
Correct Answer: Strategic partners
Your Answer: Strategic partners

Multiple Choice Multiple Answer
Question: What are the general characteristics of a Technical - functional competence?
Correct Answer: Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants
Your Answer: Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants

Multiple Choice Single Answer
Question: Which practices are service related and human resources related?
Correct Answer: Organisational
Your Answer: Organisational

True/False
Question: Organizations gear most of their management succession activities to the immediate past.
Correct Answer: False
Your Answer: False

Multiple Choice Multiple Answer
Question: Name the three performance counselling phase.
Correct Answer: Rapport building, Exploration, Action Planning
Your Answer: Rapport building, Exploration, Action Planning

Select The Blank
Question: In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ________.
Correct Answer: Development needs for growth
Your Answer: Development needs for growth

True/False
Question: HRD should be series of adhoc decisions and practices.
Correct Answer: False
Your Answer: False

True/False
Question: Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.
Correct Answer: True
Your Answer: True

Multiple Choice Single Answer
Question: In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -
Correct Answer: "Swim or Sink approach"
Your Answer: Job rotation

Multiple Choice Multiple Answer
Question: In an interview Method of Training Need identification, what do the Questions asked need to outline?
Correct Answer: Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.
Your Answer: Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Multiple Choice Single Answer
Question: Accounting is a management science group, what are the managers perceived as,
Correct Answer: Decision-maker
Your Answer: Decision-maker

Match The Following
Question: Continued self development
Correct Answer: A leadership quality
Your Answer: A leadership quality

"Working on your liabilities" Life long mission
Life long mission

Assignment to some important task force or committee Offsetting Plateauing effect Officiating Assignment

Need-opportunity Alignment Crucial role played by HRD Success formula

Multiple Choice Multiple Answer
Question: Name the internal operational measures dealing with how well HR practices are designed and delivered:
Correct Answer: Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.
Your Answer: Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

Multiple Choice Multiple Answer
Question: Under HRD, name the factors that act as motivating forces
Correct Answer: Job enrichment, Informal organisation, Participative management
Your Answer: Job enrichment, Informal organisation, Participative management

True/False
Question: The reviewer has the prime role of recording major appraisal details.
Correct Answer: False
Your Answer: False

True/False
Question: Trade union is a group of two people who come to strengthen their bargaining position.
Correct Answer: False
Your Answer: True

Multiple Choice Multiple Answer
Question: Member ship of the nation wide consumer councils (as formed by the Government) would comprise representative of
Correct Answer: various ministeries, manufactures of commerce, cost account & Consumer
Your Answer: employess organisations, manufactures of commerce, cost account & Consumer

Multiple Choice Single Answer
Question: Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -
Correct Answer: To exchange their contradictory views
Your Answer: To exchange their contradictory views
Multiple Choice Single Answer
Question What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?
Correct Answer Disharmony in individual & organisational goal balance.
Your Answer Disharmony in individual & organisational goal balance.

Ruchi LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer
Question Some of the tools of Expert Systems are
Correct Answer WAX, Expert Ease
Your Answer WAX, Expert Ease

Multiple Choice Single Answer
Question Data processing means
Correct Answer Processing of raw facts.
Your Answer Processing of raw facts.

Multiple Choice Single Answer
Question One of the following is the first component of DBMS
Correct Answer DDL
Your Answer DDL

Select The Blank
Question The________ is the component of communication to which information is transferred
Correct Answer Receiver
Your Answer Receiver

Multiple Choice Multiple Answer
Question There are different categories in computers such as
Correct Answer Super computer., Mini computer., Micro computer.
Your Answer Super computer., Mini computer., Micro computer.

True/False
Question The ability to be creative and imaginative is lower in Artificial Intelligence than that of natural intelligence.
Correct Answer True
Your Answer True

Select The Blank
Question ________ is critical for transaction processing.
Correct Answer Data
Your Answer Data

Multiple Choice Single Answer
Question Due to one of the following the consumers can be convinced that the prospective clients software is developed using best practices
Correct Answer software quality assurance
Your Answer software quality assurance

Multiple Choice Multiple Answer
Question Disadvantages of vacuum tubes are it
Correct Answer Generated lot of heat., Consumed more power., Very short span of life.
Your Answer Generated lot of heat., Consumed more power., Very short span of life.

True/False
Question Polymorphism is the ability to take more from two forms.
Correct Answer False
Your Answer False

Multiple Choice Single Answer
Question  MIS helps the organization in
Correct Answer process of decision making
Your Answer process of decision making

Multiple Choice Multiple Answer
Question  Some of the output devices are
Correct Answer Plotters, Printers.
Your Answer Plotters, Printers.

Select The Blank
Question  ________ is a Back office Application.
Correct Answer Maintenance of the service facilities
Your Answer Maintenance of the service facilities

Multiple Choice Multiple Answer
Question  The different types of systems available are
Correct Answer Open and closed systems, Natural and artificial systems, Conceptual and empirical systems.
Your Answer Open and closed systems, Natural and artificial systems, Conceptual and empirical systems.

Multiple Choice Single Answer
Question  Information requirement within organization are
Correct Answer different
Your Answer different

Select The Blank
Question  ESS/EIS is developed to support decision making processes at the________level.
Correct Answer top management
Your Answer top management

True/False
Question  Encapsulation refers to art of representing essential features without including the background details.
Correct Answer False
Your Answer False

Match The Following
Question  Correct Answer  Your Answer

The longer the data warehouse has been in use the more it will evolve. the more it will evolve.
In today’s information era data constitutes one of the potentially most powerful assets of corporate organization. one of the potentially most powerful assets of corporate organization.
As data is routinely collected and stored away in archives organizations face dilemma of being data rich but information poor. organizations face dilemma of being data rich but information poor.
Data in the data warehouse and is used for comparisons, trends, provide historical perspective forecasting, generating reports and answering pre-defined queries.

Multiple Choice Single Answer
Question  What denotes the hierarchy of an organization
Correct Answer organization structure
Select The Blank
Question In the _______ database model each record appears to be like an organizational chart with one top level segment called root, spreading downward into branches and leaves.
Correct Answer hierarchical
Your Answer hierarchical

Multiple Choice Single Answer
Question IMS is the short form of
Correct Answer Information Management System.
Your Answer Information Management System.

True/False
Question When an employee leaves the organization his user Id should be terminated.
Correct Answer True
Your Answer True

True/False
Question Expert systems are very easy to maintain.
Correct Answer False
Your Answer False

True/False
Question Expert systems are not widely used or tested due to difficulty in use.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question MIS always refers to
Correct Answer computer system and manual system
Your Answer computer system

Select The Blank
Question ______ helps to connect dissimilar networks by providing the translation from one set of protocols to another.
Correct Answer Gateway
Your Answer Gateway

Multiple Choice Single Answer
Question MIS as a combination of human and computer based resources result into
Correct Answer both of the above
Your Answer both of the above

Multiple Choice Single Answer
Question Tick IT certification scheme is a
Correct Answer sector scheme
Your Answer sector scheme

Select The Blank
Question The choice of technology makes a significant _______ in the service quality to the customer.
Correct Answer difference
Your Answer difference

Match The Following
DML is generally used in conjunction with 3rd or 4th generation programming languages. The database approach evolved out of the need to eliminate the data management problems. Database implies a particular structuring of data both conceptual and physical. In a database instead of storing data separately data records are physically organized and stored centrally.

Select The Blank
Question The commands received from the________management components are delivered either to the model base management system or the mode execution system.
Correct Answer dialogue
Your Answer dialogue

True/False
Question The marketing service system will provide the facility of re-opening enquiries received from distributors or customer.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question The basic relationships used in Relational Database Management System are
Correct Answer Select, Project, Join
Your Answer Select, Project, Join

Select The Blank
Question One of the service goals of airline industry is ________ % occupancy to conclude that the schedules are convenient.
Correct Answer 95
Your Answer 95

Multiple Choice Multiple Answer
Question The different types of threats/problems faced by information security system are
Correct Answer external threat, internal threat
Your Answer external threat, internal threat

Multiple Choice Multiple Answer
Question The functions of the operating system are
Correct Answer Scheduling computer events, Monitoring events.
Your Answer Scheduling computer events, Monitoring events.

True/False
Question Feedback can be only positive.
Correct Answer False
Your Answer False

True/False
Question Files that have not been accessed for quite some time should be purged, to free up space.
Correct Answer True
Your Answer True

True/False
Question Products are tangible, services are intangible.
Multiple Choice Single Answer
Question The ethical dimensions would cover one of the following aspects:
Correct Answer Obligation to employees
Your Answer Obligation to employees

Multiple Choice Single Answer
Question One of the following is an Ethical Dilemma
Correct Answer Inefficient programming logic
Your Answer Inefficient programming logic

Multiple Choice Multiple Answer
Question The strategic planning which is an activities sub-system would be responsible for
Correct Answer Formulation of objectives, Formulation of strategic plans.
Your Answer Formulation of objectives, Formulation of strategic plans.

Multiple Choice Single Answer
Question The back bone of any organization is
Correct Answer information
Your Answer information

Multiple Choice Single Answer
Question Bottom-up approach is used in
Correct Answer Object oriented programming
Your Answer Object oriented programming

Multiple Choice Multiple Answer
Question The signals through which data is transferred in telecommunication are
Correct Answer Analog, Digital, Electromagnetic wave.
Your Answer Analog, Digital.

Multiple Choice Multiple Answer
Question The different types of data processing are
Correct Answer Batch, Online, Real time.
Your Answer Batch, Online, Real time.

Multiple Choice Single Answer
Question The bus which specifies whether to read or write data from input device is:
Correct Answer Control.
Your Answer Control.

Vinit LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Match The Following
Question Correct Answer Your Answer

The product can be offered on payment while services are offered on demand.
Unlike the manufacturing the service sector does not have physical goods to be manufacturing for the customers.
The MIS normally found in a manufacturing sector will not be suitable for service sector.

Any human interaction is knowledge based hence information based.

Multiple Choice Multiple Answer
  Question  The fourth generation computers have become instrumental in
  Correct Answer  Providing impetus to CAD/CAM, Spreading computers from offices to homes, Decentralizing computer organization.
  Your Answer  Providing impetus to CAD/CAM, Spreading computers from offices to homes, Decentralizing computer organization.

Multiple Choice Single Answer
  Question  Data Warehousing is seen as a Data Arrangement technology adopting one of the following:
  Correct Answer  Up-date approach
  Your Answer  Up-date approach

Select The Blank
  Question  In the hierarchical model within each record data elements are organized into pieces of records called________.
  Correct Answer  segments
  Your Answer  segments

Multiple Choice Multiple Answer
  Question  Some of the policies / measures that needs to be addressed in case of avoiding internal security threats are
  Correct Answer  passwords, special privilege IDs, authorization levels
  Your Answer  passwords, special privilege IDs, authorization levels

Match The Following
  Question  In DSS focus is on semi structured tasks semi structured tasks
  Correct Answer  MIS is considered useful for structured decisions useful for structured decisions
  Your Answer  DSS is considered useful for decisions at tactical/strategic levels useful for decisions at tactical/strategic levels
  In MIS focus is on structured tasks and routine decisions structured tasks and routine decisions

Multiple Choice Single Answer
  Question  One of the following is true with Data warehousing
  Correct Answer  It is a data manipulation tool.
  Your Answer  Provides user with the tools to store the summarized information from multiple, heterogeneous databases

Multiple Choice Single Answer
  Question  The following layer of the OSI provides the means to establish maintain and terminate the connections.
  Correct Answer  Network layer.
  Your Answer  Network layer.

Multiple Choice Single Answer
  Question  The most critical part of System Design Life Cycle as the whole edifice of the information system would depend upon
Correct Answer: Information requirement analysis  
Your Answer: Information requirement analysis

Select The Blank
Question: Criticism-free idea generation is a factor of________.
Correct Answer: GDSS  
Your Answer: GDSS

Multiple Choice Multiple Answer
Question: Some of the popular reasons for breaking into computer system are
Correct Answer: money, dishonor, challenge of doing it data dictionary  
Your Answer: money, dishonor, challenge of doing it data dictionary

Multiple Choice Multiple Answer
Question: Some of the mistakes that should be avoided while implementing data warehouse are
Correct Answer: Expecting warehouse to stay static, Using poor definition and approach, Using inexperienced personnel.  
Your Answer: Expecting warehouse to stay static, Using poor definition and approach, Using inexperienced personnel.

Select The Blank
Question: Idea organisation and evaluation is a________of GDSS.
Correct Answer: Factor  
Your Answer: Factor

Select The Blank
Question: There are________steps in Prototyping process.
Correct Answer: four  
Your Answer: four

Multiple Choice Multiple Answer
Question: The non-functional prototype approach focuses on the following aspects
Correct Answer: User interface, Data entry displays, System outputs  
Your Answer: User interface, Data entry displays, System outputs

Multiple Choice Multiple Answer
Question: Some of the benefits of EIS /ESS are
Correct Answer: Better strategic planning and control, Time effective information, Increases communication capability and quality  
Your Answer: Better strategic planning and control, Time effective information, Increases communication capability and quality

Multiple Choice Single Answer
Question: MIS helps the organization in
Correct Answer: process of decision making  
Your Answer: process of decision making

Multiple Choice Multiple Answer
Question: DBMS
Correct Answer: Is used for creating, revising and controlling database, Is specially devised software to create and maintain a database, Is a software system which performs the functions of defining.  
Your Answer: Is a software system which performs the functions of defining, Is used for creating, revising and controlling database, Is specially devised software to create and maintain a database.

True/False
Question: Prototyping is like a blue print of any product/project.
Correct Answer: True  
Your Answer: True
Multiple Choice Single Answer
Question Planning personnel requirements, analyzing performance etc would be the tasks of the functional sub - system
Correct Answer Personnel.
Your Answer Personnel.

True/False
Question Resource, planning and control in the hospital industry is used for judging the usage of the facilities and to put them in proper use.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Information requirement within organization are
Correct Answer different
Your Answer different

True/False
Question Digitization of data has caused data explosion over the past two decades.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question One of the key forces in a person’s ethics is:
Correct Answer Family influences
Your Answer Family influences

Multiple Choice Single Answer
Question MIS always refers to
Correct Answer computer system and manual system
Your Answer computer system and manual system

Multiple Choice Single Answer
Question The back bone of any organization is
Correct Answer information
Your Answer information

True/False
Question Super computers are often termed as or considered synonymous with personal computers.
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question According to Herbert Simon model, the decision making process consists of the following inter related phases
Correct Answer The intelligence phase. , Design phase. , Choice phase.
Your Answer The intelligence phase. , Design phase. , Choice phase.

True/False
Question Compiler is used to translate assembly language.
Correct Answer False
Your Answer False

Multiple Choice Single Answer
Question RDBMS is the short form of
Correct Answer Relational Database Management System
Your Answer Relational Database Management System
Multiple Choice Single Answer
Question OLTP is the short form of
Correct Answer Online Transaction Processing.
Your Answer Online Transaction Processing.

Multiple Choice Multiple Answer
Question Some of the reports that are generated by the inventory management system are
Correct Answer Goods receipt. , Rejection GP. , Stock information.
Your Answer Goods receipt. , Rejection GP. , Stock information.

Select The Blank
Question In ________ type of feasibility the likely savings to be effected and the cost benefits are assessed.
Correct Answer Economic
Your Answer Economic

True/False
Question Dynamic binding is associated to polymorphism and inheritance.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question User Termination comes under one of the following:
Correct Answer Internal Security Threat
Your Answer Internal Security Threat

True/False
Question Passwords can be of two characters also.
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question Maintenance refers to changes in
Correct Answer Hardware , Software
Your Answer Hardware , Software , Documentation , Procedures

Select The Blank
Question Select, train and ________ the employees to work for the customers is a principle stated by Tom Peters in "The Service Edge".
Correct Answer Empower
Your Answer Empower

Select The Blank
Question Sensor Data is an application of ________
Correct Answer Data Mining
Your Answer Data Mining

True/False
Question Transaction processing system is normally used by operations personnel or supervisors.
Correct Answer True
Your Answer False

Select The Blank
Question According to DoD 1985, Quality means the degree to which the ________ of the software enable it to perform its specified end item use.
Correct Answer Attributes
Your Answer Attributes
Multiple Choice Single Answer
Question The way in which machines are connected in a network is its
Correct Answer Topology.
Your Answer Topology.

Multiple Choice Single Answer
Question What denotes the hierarchy of and organization
Correct Answer organization structure
Your Answer organization structure

True/False
Question Like any other product in the market, software should also be evaluated carefully before they are delivered and implemented.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question The flow of information through MIS is
Correct Answer need dependent
Your Answer structure dependent

True/False
Question If the servicing process is not enjoyable though it gives what is asked for then dissatisfaction occurs.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Mr. Nitin Joshi enters a shopping all. He buys a shaving cream. He tries to bargain for it. This is due to:
Correct Answer Changes in industry structure.
Your Answer Spawning of new business.

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Select The Blank
Question 360°-Degree Feedback enhances the quality of ________ decisions.
Correct Answer HR
Your Answer HRD

Multiple Choice Multiple Answer
Question What are the limitations of HRD Audits?
Correct Answer Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Does not give evaluation of individuals but focuses on unit & systems
Your Answer Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Does not give evaluation of individuals but focuses on unit & systems

Multiple Choice Multiple Answer
Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment, Informal organisation, Participative management
Your Answer Employee enrichment, Job enrichment, Participative management

Select The Blank
Question The factors coming under Discipline & Attendance are Time keeping and ________.
Correct Answer Obedience
Your Answer Manners

Multiple Choice Multiple Answer
Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
Correct Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system
Your Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system

Multiple Choice Single Answer
Question When employees spend half of the time and / or resources available to them on a second job / occupation for luxuries / comforts it is known as:
Correct Answer Half Moon lighting
Your Answer Half Moon lighting

Multiple Choice Single Answer
Question What is it that Union leader usually do to gain the confidence of its member?
Correct Answer Win something in grievance procedure
Your Answer Win something in grievance procedure

True/False
Question The main focus of attention today is the employee.
Correct Answer False
Your Answer True

Select The Blank
Question At Hewlett Packard, as part of their BPR programme, the ________directs resources from applicants to a centralised employment response centre.
Correct Answer EMS
Your Answer EMS

Select The Blank
Question The role of the organisation in career planning is to introduce & strengthen systems to ensure ________ of employees
Correct Answer Career Progression
Your Answer Participation

True/False
Question Federations & unions constitute not only a part of organisations but also an important and crucial wing of them.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question In an employees organisation the flow of decisions from the President / Secretary & Unit level Union flow to:
Correct Answer General body of Members of employees organisations
Your Answer General Secretary

True/False
Question Majority of the disputes in industries are related to the problem of wages, salaries & benefits
Correct Answer True
Match The Following

Question Correct Answer Your Answer
Need for HRD Audit It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs

Limitation of HRD Audit It does not give evaluation of individuals but focuses on unit and systems. It does not give evaluation of individuals but focuses on unit and systems.

Definition of HRD Audit It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company. It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company.

Role of HRD Audit in business improvement It helps in changes in the styles of the top management. It helps in changes in the styles of the top management.

Multiple Choice Multiple Answer
Question If employee federations & unions are mismanaged they— Disturb the smooth functioning & growth of organisations , affect industrial peace , affect effective management of personnel
Your Answer Disturb the smooth functioning & growth of organisations , affect industrial peace, affect effective management of personnel

Multiple Choice Multiple Answer
Question List the measures to overcome the HRD problems in India Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance
Your Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

Multiple Choice Multiple Answer
Question There are companies where the HR department lists out the raters by choosing randomly from the participant’s list of work related employees. Each rater receives an envelop having the following :-
Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator
Your Answer Letter from the administrator, Letter from the participant soliciting feedback, Letter from the monitors

Multiple Choice Single Answer
Question In the same organisation, with the new policy, what is the policy if the assessor is transferred from his/her job after Feb.
He/She will complete the appraisal of those reporting to him/her & proceed on transfer
Your Answer Another superior takes charge of the appraisal for the assessee

Select The Blank
Question ________ are those who provide competitive advantage to corporations.
People
Your Answer Politicians
Select The Blank
Question Expenses incurred by a firm on recruitment, training & development of employees are treated as ________
Correct Answer Current costs
Your Answer Revenue costs

True/False
Question Potential refers to the likelihood of the job holder making a future contribution to the employing organisation.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Why do most companies want HRD audit?
Correct Answer Change of Leadership, To make HR function business-driven, For growth & diversification
Your Answer Change of Leadership, To make HR function business-driven, For growth & diversification

Select The Blank
Question Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________
Correct Answer Rs. 5 lakh
Your Answer Rs. 5 lakh

Multiple Choice Multiple Answer
Question Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance:
Correct Answer By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction
Your Answer By building vision capabilities, By building organisational capabilities, By improving employees satisfaction

Multiple Choice Multiple Answer
Question Job performance refers to:
Correct Answer The actual achievements compared with the objectives of the job.
Your Answer Successful completion of an assigned task contributing to the organisation's goals, The actual achievements compared with the objectives of the job, The actual achievements of the individual compared with the target/expectations.

Select The Blank
Question A strong ________ can have a lasting effect and provide sustenance to an organisation.
Correct Answer Culture
Your Answer Vision

Multiple Choice Single Answer
Question HR managers to guarantee their viability need to think themselves as:
Correct Answer Strategic partners
Your Answer Leader

Multiple Choice Multiple Answer
Question Name the steps that develop strategic framework for HRD
Correct Answer Realistic employee development, Measurable employee development, Well costed employee development
Your Answer Realistic employee development, Measurable employee development, Well costed employee development
Multiple Choice Multiple Answer
Question While planning for surplus, the following are the options:
Correct Answer Reduce work hours, Redesign the jobs, Reassign the jobs
Your Answer Increase work hours, Redesign the jobs

True/False
Question A major beneficiary of liberalization and consequently competition not been the consumer ..... But the industry
Correct Answer False
Your Answer False

Select The Blank
Question A dynamic and everchanging environment calls for a shift in approach from ________ human resource management to a proactive and innovative one.
Correct Answer reactive
Your Answer conservative

Select The Blank
Question ________ are issued to the employees to be a shareholders in the company.
Correct Answer ESOP
Your Answer ESOP

True/False
Question Proper implementation and support of all management levels are not very crucial for the success of HRD audit
Correct Answer False
Your Answer False

True/False
Question Successful HR departments will focus on motivational performance.
Correct Answer False
Your Answer True

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resource Development
Your Answer Human Resource Development

Multiple Choice Single Answer
Question Which kind of literature identifies a number of systems & subsystems?
Correct Answer HRD
Your Answer HRD

Multiple Choice Single Answer
Question The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer Religious
Your Answer Political

Multiple Choice Single Answer
Question What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer Recruitment
Your Answer Training

Multiple Choice Multiple Answer
Question Name the various Organisational effectiveness dimensions.
Correct Answer Higher productivity, Cost reduction, More profit
Your Answer Higher productivity, Cost reduction, More profit

Multiple Choice Single Answer
Question One of the importance of HRD is
Correct Answer Role clarity
Your Answer System clarity

True/False
Question Establishment of trade unions by workers in small industries is not common
Correct Answer False
Your Answer False

True/False
Question Politician as the custodian of the nation has the responsibility to protect the interest of all the parties involved in the process of organisation
Correct Answer False
Your Answer True

Multiple Choice Multiple Answer
Question Membership of the nation wide consumer councils (as formed by the Government) would comprise representative of
Correct Answer various ministeries, manufactures of commerce, cost account & Consumer
Your Answer various ministeries, employees organisations, manufactures of commerce

Multiple Choice Single Answer
Question Name the process which is continuous and stops only when the organisation ceases to exist
Correct Answer Hiring
Your Answer Supplying

True/False
Question The relationship between good HR practices and organisational effectiveness is very simple.
Correct Answer False
Your Answer False

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Select The Blank
Question Ulrich (1994) says: The idea of utilising human resource as a strategic business partner is still at a level of ________ rather than reality.
Correct Answer Rhetoric
Your Answer latency

Multiple Choice Multiple Answer
Question A culture having which factors as its bedrocks is highly suitable for 360 degree appraisal.
Correct Answer Openness, Authenticity, Confrontation
Your Answer Openness, Authenticity, Confrontation

Multiple Choice Multiple Answer
Question In an interview Method of Training Need identification, what do the Questions asked need to outline?
Correct Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Your Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

True/False Question An employee sponsor, the HR manager plays an integral role in organisational success.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer Question If employee federations & unions are mismanaged they-
Correct Answer Disturb the smooth functioning & growth of organisations, affect industrial peace, affect effective management of personnel
Your Answer Disturb the smooth functioning & growth of organisations, affect industrial peace, affect effective management of personnel

True/False Question The data obtained through job analysis are recorded on what is known as job analysis sheet.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer Question Performance counselling should not give a chance in discussion like -
Correct Answer Increments, Salaries, Rewards
Your Answer Increments, Salaries, Rewards

Select The Blank Question HRD means competence building, commitment building, and ________ building.
Correct Answer culture
Your Answer culture

Multiple Choice Single Answer Question The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer Religious
Your Answer Religious

Select The Blank Question The ________ provide resources to approved employment schemes in the organised & marginalised sectors
Correct Answer Employment Generation Fund
Your Answer Employment Generation Fund

Multiple Choice Multiple Answer Question Under the 'Point rating system' name the important steps mentioned:
Correct Answer Wage survey, Designing wage structure, Construction of the yardsticks
Your Answer Construction of the yardsticks, Wage survey, Designing wage structure

True/False Question Flexitime works better when the employees have self-determination
Correct Answer True
Your Answer True
Multiple Choice Single Answer  
Question: What is concerned with developing a pool of candidates in line with the human resources plan  
Correct Answer: Recruitment  
Your Answer: Recruitment

Multiple Choice Multiple Answer  
Question: 360 Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage -  
Correct Answer: Individual learning, Organisational learning, Improved Individual behaviour  
Your Answer: Individual learning, Organisational learning, Improved Individual behaviour

Multiple Choice Single Answer  
Question: Which kind of literature identifies a number of systems & subsystems?  
Correct Answer: HRD  
Your Answer: HRD

Multiple Choice Multiple Answer  
Question: After the assets and liabilities of each individual is identified, what should be done; some thumb-rules are  
Correct Answer: Make out a time bound plan to work on your liabilities, Choose first the liability which is hindering your growth the most, Build your career on your assets  
Your Answer: Make out a time bound plan to work on your liabilities, Choose first the liability which is hindering your growth the most, Make an attempt to transform your liabilities into your assets

Multiple Choice Multiple Answer  
Question: Name the data required by Manpower planning from the external environment:  
Correct Answer: Technology, Govt. Policies & regulations, Composition of work force  
Your Answer: Technology, Govt. Policies & regulations

Multiple Choice Multiple Answer  
Question: What is step 1 / phase 1 of a 360 degree Feedback approach?  
Correct Answer: Orientation  
Your Answer: Orientation

Multiple Choice Multiple Answer  
Question: List the measures to overcome the HRD problems in India  
Correct Answer: Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance  
Your Answer: Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, Politicians to practice religious matters

Multiple Choice Multiple Answer  
Question: Name the steps that develop strategic framework for HRD  
Correct Answer: Realistic employee development, Measurable employee development, Well costed employee development  
Your Answer: Realistic employee development, Measurable employee development, Well costed employee development

True/False  
Question: Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
True/False
Question Factor comparison system consists of selection of key jobs.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Name the situation where a person takes the necessary steps at the right moment of time
Correct Answer Action
Your Answer Reaction

Multiple Choice Multiple Answer
Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment, Informal organisation, Participative management
Your Answer Job enrichment, Informal organisation, Participative management

True/False
Question Analysis of secondary data can give a lot of insights into the HRD assets & liabilities of the company
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Under "Workshop" feedback is done on which kind of categories?
Correct Answer Managerial role, Leadership styles, Behavioural qualities
Your Answer Managerial role, Leadership styles, Behavioural qualities

Multiple Choice Multiple Answer
Question While planning for surplus, the following are the options:
Correct Answer Reduce work hours, Redesign the jobs, Reassign the jobs
Your Answer Reduce work hours, Redesign the jobs, Reassign the jobs

Multiple Choice Single Answer
Question Whose study provides that one create appropriate HRD climate only through good practices.
Correct Answer Abraham
Your Answer Pareek

Multiple Choice Single Answer
Question The "Zero defects" concept defined TQM as -
Correct Answer The system to be used is prevention.
Your Answer The system to be used is prevention.

Select The Blank
Question ________ is the example of the balanced score card applications in some companies.
Correct Answer AT & T
Your Answer AT & T

Select The Blank
Question Most HRD audit are due to failures of ________.
Correct Answer Implementation
Your Answer Implementation
True/False
Question Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining
Correct Answer True
Your Answer False

Select The Blank
Question In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ________.
Correct Answer Development needs for growth
Your Answer Development needs for growth

Multiple Choice Single Answer
Question What is it that Union leader usually do to gain the confidence of its member?
Correct Answer Win something in grievance procedure
Your Answer Win something in grievance procedure

True/False
Question Some employees may not like flexibility in horizontal movement from one job to another
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Which practices are service related and human resources related?
Correct Answer Organisational
Your Answer Bank

True/False
Question Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning
Correct Answer False
Your Answer False

Select The Blank
Question Under ________ method jobs are arranged from highest to lowest, in order of their value to the organisation.
Correct Answer ranking
Your Answer ranking

Multiple Choice Single Answer
Question What is the essentially the most important principle of any Human Resource Development Activity?
Correct Answer Self development.
Your Answer An interest for development has to be created within the Manager

Multiple Choice Single Answer
Question One of the importance of HRD is
Correct Answer Role clarity
Your Answer Role clarity

Select The Blank
Question ________ means every employee is an active participant in goal attainment.
Correct Answer Employee involerment
Your Answer Employee involerment

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**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job analysis</td>
<td>It is one of the job evaluation process which finds out relevant facts. It is one of the job evaluation process which finds out relevant facts.</td>
<td>You Answer</td>
</tr>
<tr>
<td>Non-quantitative job evaluation</td>
<td>Simple ranking and grading are placed under such category. Simple ranking and grading are placed under such category.</td>
<td>You Answer</td>
</tr>
<tr>
<td>Quantitative job evaluation</td>
<td>Point system and factor comparison methods are placed under such category. Point system and factor comparison methods are placed under such category.</td>
<td>You Answer</td>
</tr>
<tr>
<td>The beneficiaries to business firms by job evaluation</td>
<td>It enables Cos. to get data in local wage surveys to establish job classification. It enables Cos. to get data in local wage surveys to establish job classification.</td>
<td>You Answer</td>
</tr>
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</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
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<tbody>
<tr>
<td>An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success</td>
<td>True</td>
<td>True</td>
</tr>
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</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name one of the processes of job evaluation</td>
<td>Select the method</td>
<td>Ranking system</td>
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</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD _______ can be treated as a separate element for good HRD.</td>
<td>department</td>
<td>Planning</td>
</tr>
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</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which system emphasis a lot on the need to motivate people</td>
<td>Human Resource Development</td>
<td>HR Department</td>
</tr>
</tbody>
</table>

**Question**

- Participation of Mgmt in federations & unions at all levels helps to -
  - Correct Answer Develop sound human relations, Strengthen the trade union movement, maintain Industrial harmony
- Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution. Correct Answer True
- Why is it that some managements may be disinterested in participation in Trade Unions? Correct Answer Possibility of cropping up misunderstandings among leaders & members
- In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a - Correct Answer “Swim or Sink approach”
- An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success Correct Answer True
- A leader who lacks the other basic qualities can lead others in the wrong direction. Answer True
- Que As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in abolute poverty Correct Answer False
- Potential refers to the likelihood of the job holder making a future contribution to the employing organisation. Correct Answer True
- Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining Correct Answer True
- HRD process variable include - Correct Answer Role clarity, Work planning, Better communication
In one organisation the joke making rounds was that managers came in vertically and went out horizontally.

Financial difficulties, accumulation of stock, expiry of license or lease & exhaustion of natural resources are not considered valid reasons for closure as there are __________ Correct Answer: avoidable circumstances

Some employees may not like flexibility in horizontal movement from one job to another True

One of the feature HRD goals are, __________ is a perishable commodity Correct Answer: Labour

A dynamic and everchanging environment calls for a shift in approach from __________ human resource management to a proactive and innovative one. Correct Answer: reactive

Explicit subsidies

Strategies of finding new talent, opening expected in the next five years, current system of recruitment.

What is Business Process Re-engineering?
Correct Answer: The ability of an organisation to step back & rethink the way it does business, focus on all form business components: strategy, business process, people and technology. Encouraging entrepreneurial adaptation on capabilities with stress on innovative skills & collaborative decision-making

What form of resource allocation unit was originally created to impart training, retain workers through skill upgradation & prevention of redundancy due to the technology gap? National Renewal Fund

What is the role played by management representatives while participating in trade union administration? Advisory, monitoring information, providing ideas and opinions

360-Degree Feedback enhances the quality of __________ decisions. Correct Answer: HR

Correct Answer: Your Answer

To divert manufacturing activities from urban to rural areas one of the roles of the consumer council is the mechanism of price fixation a much neglected sphere of the market one of the roles of the advisory committee

These are not the days of individualism & unorganisation unionsim unionsim

Knowledge of the subject, hard work & a sincere approach requisites for consumerism management participation in employees organisations

Why do most companies want HRD audit?
Correct Answer: Change of Leadership, to make HR function business-driven, for growth & diversification

What is the act of taking up part-time job or business or industrial unit simultaneously with that of the original job? Moonlighting

How can management representatives essentially help employees' organisations?
Correct Answer: Formulation of plans & providing information

Name the various HRD outcomes variables:
Correct Answer: Better organisational health, better developed roles, better utilisation of human resources

If the assessee is transferred after Feb., the immediate superior will complete the appraisal as at 31st Aug. False

Correct Answer: Your Answer

Explicit subsidies

The __________ are mostly for the employees of the marketing department. Correct Answer: Commissions

Organisations presently are taking measures to satisfy the workers through various methods including the schemes of worker & participation in management True

Correct Answer: Your Answer

External development for flexitime systems
Correct Answer: Job rotation

People take __________ supportively and use it for development. Correct Answer: Feedback

The __________ are mostly for the employees of the marketing department. Correct Answer: Commissions

Overall employee development, measurable employee development, well costed employee development
Question If supply of labour is higher than demand, which factor would be relatively low?
Answer Wage

Question HRD should be series of adhoc decisions and practices. Correct Answer False

Question Name the factors which come under 'Career System' that is component system of HRD:
Correct Answer Career planning , Career development , Potential appraisals

Question List the basic managerial skills:Correct Answer To supervise , To stimulate , To motivate

Question It is very easy to write grade description, as the number of jobs increases. Answer False

Question The relationship between good HR practices and organisational effectiveness is very simple. False

Question During the pre-reform period what was the industrial growth during the 1950-60 period essentially
Correct Answer 7% to 9%

Question In an interview Method of Training Need identification, what do the Questions asked need to outline?
Correct Answer Inputs expected from the Training Department , To prove weakness & strengths of individuals , Opportunities available to overcome such weaknesses.

Question The TQM philosophy was evolved or theorised by - Correct Answer Demming

Question Under HRD, name the factors that act as motivating forces Correct Answer Job enrichment , Informal organisation , Participative management

Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are: Answer Suitable compensation plan , Selection of the right people , Good performance appraisal system

Question The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels. Correct Answer Recruitment

Question While evaluating ________ jobs, where nature of work is difficult to be expressed in quantifiable numbers. Correct Answer manegerial

Question The monitoring stage The firm checks the new system against strategy. the new system against strategy.

The clarification stage The firm identifies and confirms the overall business direction. the overall business direction.

The assessment stage The firm calculates the cost of investment on the human capital and the value placed by employees on this investment. The firm calculates the cost of investment on the human capital and the value placed by employees on this investment.

The design stage The firm plans the proposed changes into practice. The firm create programmes that yield better returns on human capital.

Question List the measures to overcome the HRD problems in India Correct Answer Govt. to take steps to alleviate poverty , Govt. to take steps to accelerate economic development , People to practice religious tolerance

Question What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely? Correct Answer Disharmony in individual & organisational goal balance.

Question Who is the person who should always remain away from Doppelganger effect.Correct Answer Chief Executive

Question Career planning is essentially the process of aligning the career needs of the employee with the organisational career opportunities Correct Answer True

Question Section ________ of the Industrial Disputes Act 1947 , states that an employer should only retrench employees who have been most recently hired. Correct Answer 25-G

Question What were the key components of the New Economic Policy? Ans Liberalisation ,Privatization ,Market friendly state

Question The HRD programmes fail due to poverty, social injustice.Correct Answer True

Question ________ is indicated by work effort and it should be continuous.Correct Answer Commitment

Question What is the long form of CII? Correct Answer Confederation of Indian Industry

Question According to Gurucharan Das what should Indian companies focus its effort to emerge winners in the light of the liberalization & globalization? Answer Be able to capitalize on global trade , Not ignore quality , Product development
Question  Ranking system measures each job in comparison with other jobs in terms of the relative importance of the following factors: Correct Answer Supervision & leadership, Co-operation & association outside the line of authority, Probability & consequences of errors.

Question  Counselling involves a one to one discussion between the participant and administrator. True.

Question  HRD ________ is in methodology of evaluating various elements of HRD. Answer Audit.

Question  One of the importance of HRD is Correct Answer Role clarity.

Question  360-Degree Feedback enhances the quality of ________ decisions. Answer HR.

Question  After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map. Correct Answer False.

Question  Flexitime works better when the employees have self-determination Answer True.

Question  Proper implementation and support of all management levels are not very crucial for the success of HRD audit Correct Answer False.

Question  The differences in which kind of faiths among the people is hurdle in the HRD Answer Religious.

Question  Why is it that some managements may be disinterested in participation in Trade Unions? Correct Answer Possibility of cropping up misunderstandings among leaders & members.

Question  What can influence the organisation's business goals? Correct Answer HRD outcomes.

Question  A paper prepared by Mr. P Chidambaram, titled Indian subsidies reveals that in order to clean its fiscal difficult in a few year, India needs to out down about 50% of subsidies in ________ goods since it yields only 10% returns Correct Answer Non-merit.

Question  The problem and challenges of continuous improvement can be effectively tackled by taking advantage of ________, Correct Answer Synergy of teams.

Question  ________ is the example of the balanced score card applications in some companies. Correct Answer AT & T.

Question  Which system emphasis a lot on the need to motivate people Correct Answer Human Resource Development.

Question  What is concerned with developing a pool of candidates in line with the human resources plan Correct Answer Recruitment.

Question  Long range planning are beyond eight years Correct Answer False.

Question  Organisations should pay for the value of the job but not for the value of the person. Answer False.

Question  While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other? Correct Answer It’s own approach to problem solving technique.

Question  One of the importance of HRD is Correct Answer Role clarity.

Question  Counselling involves a one to one discussion between the participant and administrator. Answer True.

Question  ________ is indicated by work effort and it should be continuous. Correct Answer Commitment.

Question  Establishment of trade unions by workers in small industries is not common Correct Answer False.

Question  The job evaluation programme once installed must be continued on a ________ basis. Answer permanent.

Question  Why was workers participation in manamement intiated? Correct Answer to satisfy workers psychological needs, to develop a souce of belongingness, to establish industrial peace.

Question  Whose study provides that one create appropriate HRD climate only through good practices Answer Abraham.

Question  The ________ provides funds to meet the compensation & training expenditure of retrenched workers. Correct Answer National Renewal Grant Fund.

Question  If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug. Correct Answer False.

Question  While planning for surplus, the following are the options: Reduce work hours, Redesign the jobs, Reassign the jobs.

Question  Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining Correct Answer True.
Question: What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job? Correct Answer: Moon-lighting

Question: Which system emphasis a lot on the need to motivate people Correct Answer: Human Resource Development

Question: According to Lahiry what is the simple act of comparison & learning for organisational improvement? Correct Answer: Benchmarking

Question: The human resource department should move out from routine transactional activities and let IT take care of their activities. Correct Answer: True

Question: Some problems are inherent in the performance Appraisal System, they are - Correct Answer: Discrimination, First impression, Central tendency

Question: When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgement. Correct Answer: True

Question: Assignment can also be recommended for career development. Correct Answer: Rotational

Question: According to Shroff (1995) the government needs to focus on three areas which are likely to influence the effective implementation of the economic policy, they are

Correct Answer: Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication & political management of these measures

Question: What is concerned with developing a pool of candidates in line with the human resources plan Correct Answer: Recruitment

Question: An employee who is categorised as Dead wood is one who has absolutely no potential for growth & should be included in a rationalization programme. Correct Answer: False

Question: List the measures to overcome the HRD problems in India

Correct Answer: Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

Question: _______ is route to be followed in order to realize vision and overall purpose. Correct Answer: Strategy

Question: Why is it that today, more so than the past, employees take to Moon Lighting activities?

Correct Answer: Decreasing purchasing power

Question: In Indian since the liberalisation process in 19991, FDI flows have developed each year & exports are up by more than ________ Correct Answer: 0.5

Question: How would the representative of consumer association be able to make a difference in the consumerism movement Correct Answer: by participating in collective bargaining, to demands good supply of quality goods at fair prices, to demands good supply of quality goods at fair prices

Question: Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:

Correct Answer: Skill, Efforts, Accountability

Question: Trade union is a group of two people who come to strengthen their bargaining position. Correct Answer: False

Question: Name the process of 360 degree appraisal which can be broken into three stages or levels - Correct Answer: Planning, Implementation, Result

Question: Name the method where common factors to all the jobs are identified. Correct Answer: Point

Question: Name the system which is simple, less expensive & less time consuming. Answer: Ranking

Question: Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite? Ans: Representatives from line & personnel department.

Question: Which kind of literature identifies a number of systems & subsystems? Correct Answer: HRD

Question: _______ means every employee is an active participant in goal attainment. Answer: Employee involvement

Question: The budget of Feb 1997 presented by Finance minister Mr. P. Chidambaram showed a spirit of optimism & growth. What were its components Correct Answer: significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure

Question: Mention the objective of the potential appraisal. Correct Answer: To assess an individual in terms of the highest level of work, To assist the organisation in discharging its responsibility of selecting managers.
Question: The differences in which kind of faiths among the people is hurdle in the HRD Answer: Religious

Question: Highly successful functional benchmarking models developed by the Japanese have been adopted the world over. Name some of Matsushita's Systems of benchmarking? Correct Answer: Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system

Question: Why is it found that federations & Unions constitute an important & crucial wing of an organisation? Correct Answer: If mismanaged they affect industrial peace

Question: What is it that can be defined as a written record of the duties, responsibilities and conditions of job. Correct Answer: Job description


Question: Employer has to pay __ of the basic wages to the employees during the lay off period Correct Answer: 0.5

Question: Section ________ of the Industrial Disputes Act 1947, states that an employer should only retrench employees who have been most recently hired. Correct Answer 25-G

Question: Name the steps that develop strategic framework for HRD Correct Answer: Realistic employee development, Measurable employee development, Well costed employee development

Question: What were the key components of the New Economic Policy? Correct Answer: Market friendly state, Liberalisation, Privatization

Question: Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal: Correct Answer: Creative imagination, Sense of reality, Effective leadership

Question: ________ manpower plan need the involvement of top management as well as HR exports. Correct Answer: Strategic

Question: Large recruitment ________ problematic and vice-versa. Correct Answer: Less

Question: The process of analysing jobs from which job descriptions are developed are called ________.

Correct Answer: Job Analysis

Question: Analysis of ________ data can give a lot of insights into the HRD assets and liabilities of the company Correct Answer: Secondary

Question: What is it that good HR practices can build? Correct Answer: Competencies

Question: The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels. Correct Answer: Recruitment

Question: Most HR audit are due to failures of ________.

Correct Answer: Implementation

Question: Successful HR departments will focus on motivational performance. Correct Answer: False

Question: Generally, training need identification forms a part of ________.

Correct Answer: Management Appraisal System

Question: Performance counselling should not give a chance in discussion like - Answer: Increments, Salaries, Rewards

Question: Five main phases make up the process of the feedback exercise, name the PHASE 4- Correct Answer: Data feeding Reports & Analysis

Question: In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is? Correct Answer: Experatory stage
Question Under the workshop methodology, a series of diagnostic exercises through question are taken, thses are:

Correct Answer How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths & weaknesses of your training policies & practice?

Question Name the recruitment process which is said to be a costly affair Correct Answer External

Question As per the Human Development balance sheet, 1997, 45 million children were out of primary school in 1995 Correct Answer True

Question Eight members is considered to be the norm as to the no. of members constituting a QC- True

Question In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a - Correct Answer "Swim or Sink approach"

Question At a certain stage the upward mobility stops for many employees. This is inescapable in view of pyramid organisation structure. This phenomenon is called : Correct Answer Plateauing

Question What form of resource allocation unit was originally created to impart training retain workers through skill upgradation & prevention of redundancy due to the technology gap? Correct Answer National Renewal Fund

Question Proper implementation and support of all management levels are not very crucial for the success of HRD audit Correct Answer False

Question In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation. Correct Answer LARSEN & TUBRO LTD.

Question Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings? Correct Answer Divisional / departmental manager & personnel manager.

Question People take ________ supportively and use it for development. Correct Answer Feedback

Question Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.- Correct Answer Supportive atmosphere , Empathetic atmosphere , Setting goals

Question The data obtained through job analysis are recorded on what is known as job analysis sheet.True

Question Name the technique used by the point system and factor comparison system to list the job. Correct Answer Quantitative Answer Quantitative

Question Under the 'Point rating system' name the important steps mentioned: Correct Answer Construction of the yardsticks , Wage survey , Designing wage structure.

Question Job knowledge defined in Appraisal form Ability to consider the extent and depth of demonstrated technical and professional competence. Correct Answer Your Answer

Question Decision - making defined in the appraisal form Ability to analyse relevant facts, evaluate various alternatives. Correct Answer Your Answer

Question Communicating defined in the appraisal form Ability to consider clarity and precision of verbal and written expression of ideas and feelings. Correct Answer Your Answer

Question The HRD programmes fail due to poverty, social injustice. Correct Answer True

Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are: Answer Suitable compensation plan , Selection of the right people , Good performance appraisal system

Question It is very easy to write grade description, as the number of jobs increases. Correct Answer False

Question What is the general principle (as per P.A.S policy of premier) of Assessment Routes?
Correct Answer 2nd Assessor-superior of first assessor, 2nd Assessor-superior of the 1st assessor

Question HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc. Answer True

Question Correct Answer Your Answer
Arthur He studied the impact of two different management approaches on the productivity of steel mills. He studied the impact of two different management approaches on the productivity of steel mills.

Macduffie He studied 70 automobile plants representing 24 companies from 17 different countries. He studied 70 automobile plants representing 24 companies from 17 different countries.

Huselied He used 2 scales- one to measure employee skills and the second to measure employee motivation. He used 2 scales- one to measure employee skills and the second to measure employee motivation.

Welbourne and Andrews He studied the survival rate of 136 non-financial companies. He studied the survival rate of 136 non-financial companies.

Question Name the three phases of recruitment process: Correct Answer Planning, Implementing, Evaluating

Question Human resource management is responsible for getting the best people, training and providing mechanism. Correct Answer True

Question Name the two chairman of Hindustan Lever who both followed the pattern of nurturing and handling over to competent successors from within. Correct Answer Vasant, T. Thomas

Question The concept of quality control as a distinct discipline emerged in the United States in the early 1920's

Question After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map. Correct Answer False

Que What kind of Grading must be brought to the notice of the vice-president of the Company. Answer Excellent, Poor

Question Under HRD, name the factors that act as motivating forces Correct Answer Job enrichment, Informal organisation, Participative management

Question The key to the whole SSL programme lies in the identification of - Correct Answer Supervisor's weaknesses

Question What are the areas where the auditors should physically visit the workplace? Correct Answer Canteens, Living colony, Training rooms

Question For closure government permission is required at least __ days before the intended closure Answer 90

Question What were the key components of the New Economic Policy? Correct Answer Market friendly state, Liberalisation, Privatization

Question Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal: Correct Answer Creative imagination, Sense of reality, Effective leadership

Question __ manpower plan need the involvement of top management as well as HR exports. Answer Strategic

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Question Analysis of ______ data can give a lot of insights into the HRD assets and liabilities of the company Correct Answer Secondary

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Question The major issue to be resolved while framing ______ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels. Correct Answer Recruitment

Question Most HRD audit are due to failures of ______. Correct Answer Implementation

Question Successful HR departments will focus on motivational performance. Correct Answer False

Question Under the balanced score card approach the expectation of three shareholders Correct Answer True

Question Generally, training need identification forms a part of ___ Answer Management Appraisal
Question: Performance counselling should not give a chance in discussion like Ans Increments, Salaries, Rewards.

Question: Five main phases make up the process of the feedback exercise, name the PHASE 4- Correct Answer: Data feeding Reports & Analysis.

Question: In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is? Correct Answer: Experatory stage.

Question: Under the workshop methodology, a series of diagnostic exercises through question are taken, theses are: Correct Answer: How would you critically evaluate the job rotation in your company?, What are the three good things in your performance appraisal systems?, What are the strengths & weaknesses of your training policies & practice?

Question: Name the recruitment process which is said to be a costly affair Correct Answer: External.

Question: As per the Human Development balance sheet, 1997, 45 million children were out of primary school in 1995 Correct Answer: True.

Question: Eight members is considered to be the norm as to the no. of members constituting a QC- Answer: True.

Question: In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a - Correct Answer: "Swim or Sink approach".

Question: What are the areas where the auditors should physically visit the workplace? Correct Answer: Canteens, Living colony, Training rooms.

Question: For closure government permission is required at least ____90___ days before the intended closure..

Question: The data obtained through job analysis are recorded on what is known as job analysis sheet. Answer: True.

Question: Which kind of literature identifies a number of systems & subsystems? Correct Answer: HRD.

Question: A fee market economy demands a transparent set of laws and something that the archaic Indian judicial system is ill-equipped to cope with Correct Answer: quick disposal of litigation.

Question: Essentials of effective QC’s :- Correct Answer: Prompt approval, Regular communication, Unconditional support.

Question: It is said that versatility will be the key factor in determining employee value with following factors: Correct Answer: Technology, Leadership, Motivation.

Question: The job falling under the same grade get different wage scale. Correct Answer: False.

Question: Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto _________ Correct Answer: Rs. 5 lakh.

Question: Some questions that every corporation needs to address are as follows: Correct Answer: How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant.

Question: If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug. Correct Answer: False.

Question: Through consumer participation in management, consumer will lose their rights through served technique Correct Answer: False.

Question: Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.- Correct Answer: Supportive atmosphere, Empathetic atmosphere, Setting goals.

Question: Monitoring and Follow-up follows the distribution of questionnaires to all assessors. Answer: True.

Question: In a re-engineering programme, when a process changes so does the _________ of the concerned employee. Correct Answer: job profile.

Question: Under the pre-Interview preparation it is useful to note the key points Correct Answer: Paper.
Question Which system emphasis a lot on the need to motivate people Correct Answer Human Resource Development

Question The whole process of conducting a 360 - Degree Feedback process in any Organisation could last about _______. Correct Answer One & half to about 3 months

Question ____ is the example of the balanced score card applications in some companies. Correct Answer AT & T

Question A strong ______ can have a lasting effect and provide sustenance to an organisation. Answer Culture

Question Within the establishment stage of the career development cycle, what are very important occasions for a young employee? Correct Answer The first promotion , Successfully completed assignment , The first performance appraisal

Question ________ is known not to hold overly one-sided views. Correct Answer Judgement

Question ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc. Correct Answer Rapport building

Question ________ is known not to hold overly one-sided views. Correct Answer Judgement

Question The Main contribution of HRD audit is to focus on Correct Answer Value-adding HRD

Question The ________ provide resources to approved employment schemes in the organised & marginised sectors Correct Answer Employment Generation Fund

Question Traditionally, human resources has been perceived as, Correct Answer Bureacratic

Question How can the limitations/ misgivings of management participation in employees organisations be overcome? Correct Answer by gaining the confidence of union leaders from the initial stages , managements should educate the members about the concept & value in strenghtening union functioning , minimising misunderstandings

Question Federation & union at all levels are managed on the lines of management of ________ Correct Answer A political body

Question HR managers to gurantee their viability need to think themselves as - Correct Answer Strategic partners

Question What are the general characteristics of a Technical - functional competence? Correct Answer Primary interest in functional work , They would like to remain expert rather than become general managers , They consider managerial and administrative responsibilities as avoidable irritants

Question Which practices are service related and human resources related? Correct Answer Organisational

Question Organizations gear most of their management succession activities to the immediate past. Answer False

Question Name the three performance counselling phase.- Answer Rapport building , Exploration , Action Planning

Question In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ___ Answer Development needs for growth

Question HRD should be series of adhoc decisions and practices. Correct Answer False

Question Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution. Correct Answer True

Question In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a - Correct Answer "Swim or Sink approach"

Question In an interview Method of Training Need identification, what do the Questions asked need to outline?
Correct Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Question Accounting is a management science group, what are the managers perceived as,
Correct Answer Decision-maker

Question Correct Answer Your Answer
Continued self development A leadership quality A leadership quality
"Working on your liabilities" Life long mission Life long mission
Assignment to some important task force or committee Offsetting Plateauing effect Officiating Assignment
Need-opportunity Alignment Crucial role played by HRD Success formula

Question Name the internal operational measures dealing with how well HR practices are designed and delivered:
Correct Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population

Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment, Informal organisation, Participative management

Question The reviewer has the prime role of recording major appraisal details. Correct Answer False

Question Trade union is a group of two people who come to strengthen their bargaining position. Answer False

Question Membership of the nation wide consumer councils (as formed by the Government) would comprise representative of Correct Answer various ministeries, manufactures of commerce, cost account & Consumer

Question Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties - Correct Answer To exchange their contradictory views

Question What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely? Correct Answer Disharmony in individual & organisational goal balance.

Question What are the needs for Quality Audit?
Correct Answer It constitutes a permanent record of the progress in achieving the goals of quality, It facilitates and encourages supplier quality certification systems, It provides a benchmark as to the performance of the quality system.

Question Essentials of effective QC's :- Answer Prompt approval, Regular communication, Unconditional support

Question The national renewal fund is administered by the department of industrial development. The NRF was proposed to have a corpus of ____ which would be contributed from budgetary support Correct Answer Rs. 2000 crores

Question Which of the following statements defines Dr. Joseph Juran's philosophy on TQM -
Correct Answer 80% of all quality problems originate from poor management.

Question The _______ management of the organisation is committed to develop the competencies of employees on a continuous basis Correct Answer Top

Question Name the internal operational measures dealing with how well HR practices are designed and delivered:
Correct Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population

Question Which practices should be linked to business goals and corporate strategy : Correct Answer HRD & HR

Question It can be enagued that globalization has reduced poverty in India and China, home to move that half a billion of the world's poor income group Correct Answer True

Question Under orientation programmes, some very important issues discussed and clarified are :
Correct Answer Purpose of 360 Degree Feedback, Who analyzes the data?, Who are going to provide feedback?

Question According to shroff (1995) the government needs to focuss on three areas which are likely to inpute the effective implementation of the economic policy, they are Correct Answer Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication & political management of there measures

Question Correct Answer Your Answer
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Question The ________ provide resources to approved employment schemes in the organised & marginised sectors.
Correct Answer Employment Generation Fund

Question It is technology who can provide competitive advantage to corporations. Correct Answer False
Question Flexitime works better when the employees have self-determination Correct Answer True
Question HRD ________ is in methodology of evaluating various elements of HRD. Correct Answer Audit
Question Workers and trade unions never participate in the management of human resources Correct Answer False

Question The supervisory skill level survey (SSL technology) essentially developed by whom? 
Correct Answer J. Chapiro

Question Collecting bargaining is an institutional process for solving problems arising directly out of employee-worker relationships Correct Answer False

Question In the Development Grade Method of career planning the selected staff for this grade would remain there only for ________ years Correct Answer two

Question Job performance refers to :-
Correct Answer The actual achievements compared with the objectives of the job.

Question What are the common features of a managerial walkabouts?
Correct Answer The period of the walkabout is sufficiently long. The student is left on his own to successfully complete his walkabout. Performance is judged only on the basis of the final result obtained.

Question What is step1 / phase1 of a 360 degree Feedback approach? Correct Answer Orientation

Question In an interview Method of Training Need identification, what do the Questions asked need to outline?
Correct Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Que Name the three performance counselling phase. Correct Answer Rapport building, Exploration, Action Planning

Question Name the appropriate method for forecasting demand which will be best suited to organisation:
Correct Answer Time frame, Resources available

Question It is very easy to write grade description, as the number of jobs increases. Correct Answer False

Question For closure government permission is required at least ___90____ days before the intended closure

Question he key to the whole SSL programme lies in the identification of - Answer Supervisor's weaknesses
Question Which pay is one of the most crucial pay given to the employee & also shown in the pay structure.
Correct Answer Performance

Question What are to be processed at a central place of the administrator
Correct Answer Questionnaires

Question When was the first attempt made to move a change in policies regarding business, licenses & permits operating in India
Correct Answer Mid 80’s

Question Which practices are service related and human resources related?
Correct Answer Organisational

Question Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
Correct Answer True

Question Employee’s organisations in India have their impact on various aspects, policies pertaining to human resources management of various industries
Correct Answer True

Question In the orientation phase, all participants are to submit a list of appraisers by whom they would like to be assessed.
Correct Answer True

Question ________ manpower plan need the involvement of top management as well as HR exports.
Correct Answer Strategic Your Answer Long-term

Question The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.
Correct Answer Recruitment

Question Participation of management’ representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -
Correct Answer To exchange their contradictory views

Question Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance: Correct Answer By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction
Correct Answer Twelve

Question It is said that versality will be the key factor in determining employee value with following factors:
Correct Answer Technology, Leadership, Motivation

Question HR stands for Human Resource Strategies
Correct Answer False

Question ___ of managers assessed in the same study were positioned in the “Stars” category.
Correct Answer 0.15

Question A strong ________ can have a lasting effect and provide sustenance to an organisation.
Answer Culture

Question HRD department is also included as an ________ of HRD.
Correct Answer Instruments

Question Name the Questions which enable the superior to verify that he has correctly heard.
Answer Paraphrasing

Question what are the common objections against the treatment of people as assets in a HRM system
Correct Answer There is no assurance of future benefits, people are not owned by the organisation, it may not be recognised by tax laws
Your Answer There is no assurance of future benefits, it does not recognise the human side human side to mgmt side to side to mgt of human resources, people are not owned by the organisation

Question T. Thomas said, “I became chairman of this company in 1973 at the age of 45”. Name the company.
Correct Answer Hindustan Level

Question Analysis of ________ data can give a lot of insights into the HRD assets and liabilities of the company
Correct Answer Secondary Your Answer Secondary

Question In no phase of business life is ________ Integrity as important as in making promotion decisions.

Question ________ are those who provide competitive advantage to corporations.
Correct Answer People

Question The role of the organisation in career planning is to introduce & strengthen systems to ensure ________ of employees
Correct Answer Career Progression

Question What are the factors that warrant the attention for successful implementation?
Correct Answer Feedback management, Action planning, Reinforcement of new behaviour
Question A new management profile where managers take into cognisance the fact that organisational competitiveness is linked to human resource competence, was suggested by whom?
Correct Answer Roetting (1995)

Question 360 - Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage - Correct Answer Organisational learning , Improved Individual behaviour , Individual learning

Question What is it that is necessary for the training manager to know the job's skills which have to be learned by the employee recruited. Correct Answer Adequate training

Question What is it that is necessary for the training manager to know the job's skills which have to be learned by the employee recruited. Correct Answer Adequate training

Question Better decisions about people based on improved information system HRA benefits value of human resources for accounting purposes

Standard cost method value of human resources for accounting purposes HRA benefits
It is "endemic to every organisation regardless of size, funtion or character of wonership

Organisational politidering HRA model

Question What are judgments of characteristics, traits of employees & impact of these characteristics & traits on their performance. Correct Answer Appraisals

Question The job falling under the same grade get different wage scale. Correct Answer False

Question Western and Third World Studies of organisational excellence indicate major keys to organisational excellence , those are - Correct Answer Mission , Goals , Policies

Question Ulrich (1994) says:The idea of utilising human resource as aa strategic business partner is still at a level of _______ rather than reality. Correct Answer Rhetoric

Question Women employees presently restrict / limit their career to selected jobs & organisations. But, they will soon be ready to take up all types of jobs in different types of organisations. This phenomenon is known as -
Correct Answer Dual career group

Question After which stage many good organisation in India have entered a competitive phase Correct Answer Liberalisation

Question Job analysis It is one of the job evaluation process which finds out relevant facts. It is one of the job evaluation process which finds out relevant facts.
Non-quantitative job evaluation category. Simple ranking and grading are palced under such category.
Simple ranking and grading are palced under such category.
Quantitative job evaluation Point system and factor comparison methods are placed under such category.
Point system and factor comparison methods are placed under such category.
The beneficiaries to business firms by job evaluation It enables Cos. to get data in local wage surveys to establish job classification. It enables Cos. to get data in local wage surveys to establish job classification.
Question A major reason for resistance to re-engineering is a challenge to the existing __________ hierarchy

Question _______ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc. Correct Answer Rapport building

Question For each participant, a schedule is kept regarding the feedback he has been getting, for every questionnair that is received , what is it that is included - Correct Answer The working relationship of the rater is recorded throughout the exercise. , The name of the participant to whom it is addressed

Question After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map. Correct Answer False

Question An employee who is categorised as Dead wood is one who has absolutely no potential for growth & should be included in a rationalization programme. Correct Answer False
Question No worker employed in any industry who has been in continuous service for more than ___1 year_____, can be retrenched until prior permission from the govt. to retrench in undertakings employing more than 100 people.
Correct Answer Make out a time bound plan to work on your liabilities, Choose first the liability which is hindering your growth the most, Build your career on your assets.
Question ________ is the example of the balanced score card applications in some companies.
Correct Answer AT & T.

Question Abraham has identified seven practices of successful organisations.
Correct Answer False.

Question HRD process variable include -
Correct Answer Role clarity, Work planning, Better communication.

Question The process of 360 Degree appraisal is broken into two stages - planning, implementation.
Correct Answer False.

Question Name the first three phases that make up the process of the feedback exercise -
Correct Answer Participants orientation, Questionnaire distribution, Monitoring & follow up.

Question Name some of the strategic role of HR:
Correct Answer Successful HR department will focus on organisational performance, HR's value will be to have the right people ready at right time, The focus of the HR function will be human capital development & organisational productivity.

Question In which approach towards training and development stress is to be given on learning rather than on teaching?
Correct Answer Agricultural approach.

Question Performance development plan is set for the employee by his immediate boss.
Correct Answer True.

Question When do managers lose faith in the fairness of the top management.
Correct Answer Promoting from outside.

Question As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in absolute poverty.
Correct Answer False.

Question Transfer of technology does not mean merely shifting technology from one place to another.
Correct Answer True.

Question ___Recruitment___ and retention of qualified employees is a common goal shared by many employers.

Question Participation of Mgmt in federations & unions at all levels helps to
Correct Answer Strength the trade union movement, maintain Industrial harmony, Develop sound human relations.

Question Pfeffer (1998) has identified seven dimensions of successful organisations, name one of them.
Correct Answer Employment security.

Question Collecting bargaining is an institutional process for solving problems arising directly out of employee-worker relationships.
Correct Answer False.

Question ___Recruitment___ and retention of qualified employees is a common goal shared by many employers.

Question Every employee also has a succession plan to him, which is also known as -
Answer Shadow planning.

Question Some of the tools of Expert Systems are
Correct Answer WAX, Expert Ease.

Question Data processing means
Correct Answer Processing of raw facts.

Question The_ Receiver is the component of communication to which information is transferred.

Question There are different categories in computers such as
Correct Answer Super computer, Mini computer, Micro computer.

Question The ability to be creative and imaginative is lower in Artificial Intelligence than that of natural intelligence.
Correct Answer True.

Question ___is critical for transaction processing.
Correct Answer Data.

Question Due to one of the following the consumers can be convinced that the prospective clients software is developed using best practices
Correct Answer software quality assurance.
Question Disadvantages of vacuum tubes are it  Correct Answer Generated lot of heat., Consumed more power., Very short span of life. Question Polymorphism is the ability to take more from two forms. Correct Answer False

Question MIS helps the organization in Correct Answer process of decision making

Question Some of the output devices are Correct Answer Plotters., Printers.

Question _______ is a Back office Application. Correct Answer Maintenance of the service facilities

Question The different types of systems available are Correct Answer Open and closed systems., Natural and artificial systems., Conceptual and empirical systems.

Question Information requirement within organization are Correct Answer different

Question ESS/EIS is developed to support decision making processes at the___ top management ______level.

Question Encapsulation refers to art of representing essential features without including the background details. Correct Answer False

Question The longer the data warehouse has been in use the more it will evolve. the more it will evolve. In today's information era data constitutes one of the potentially most powerful assets of corporate organization. one of the potentially most powerful assets of corporate organization. As data is routinely collected and stored away in archives organizations face dilemma of being data rich but information poor. organizations face dilemma of being data rich but information poor. Data in the data warehouse and is used for comparisons, trends, provide historical perspective forecasting. generating reports and answering pre-defined queries.

Question What denotes the hierarchy of and organization Correct Answer organization structure

Question In the________ database model each record appears to be like an organizational chart with one top level segment called root, spreading downward into branches and leaves. Correct Answer hierarchical

Question IMS is the short form of Correct Answer Information Management System.

Question When an employee leaves the organization his user Id should be terminated. Correct Answer True

Question Expert systems are very easy to maintain. Correct Answer False

Question Expert systems are not widely used or tested due to difficulty in use. Correct Answer True

Question MIS always refers to Correct Answer computer system and manual system

Question ________helps to connect dissimilar networks by providing the translation from one set of protocols to another. Correct Answer Gateway

Question MIS as a combination of human and computer based resources result into Correct Answer both of the above

Question Tick IT certification scheme is a Correct Answer sector scheme

Question The choice of technology makes a significant ________ in the service quality to the customer. Correct Answer difference

Question DML is generally used in conjunction with 3rd or 4th generation programming languages. 3rd or 4th generation programming languages.

Question The database approach evolved out of the need to eliminate the data management problems. eliminate the data management problems.

Database implies a particular structuring of data both conceptual and physical. both conceptual and physical.

In a database instead of storing data separately data records are physically organized and stored centrally. data records are physically organized and stored centrally.

Question The commands received from the______ management components are delivered either to the model base management system or the mode execution system. Correct Answer dialogue

Question The marketing service system will provide the facility of re-opening enquiries received from distributors or customer. Correct Answer True

Question The basic relationships used in Relational Database Management System are Answer Select , Project , Join
Question One of the service goals of airline industry is ________ % occupancy to conclude that the
schedules are convenient. Correct Answer 95

Question The different types of threats/problems faced by information security system are
Correct Answer external threat, internal threat

Question The functions of the operating system are Correct Answer Scheduling computer events,
Monitoring events. Question Feedback can be only positive. Correct Answer False

Question Files that have not been accessed for quite some time should be purged, to free up
space. True

Question Products are tangible, services are intangible. Correct Answer True

Question The ethical dimensions would cover one of the following aspects: Correct Answer Obligation to
employees

Question One of the following is an Ethical Dilemma Correct Answer Inefficient programming logic

Question The strategic planning which is an activities sub-system would be responsible for
Correct Answer Formulation of objectives, Formulation of strategic plans.

Question The back bone of any organization is Correct Answer information

Question Bottom-up approach is used in Correct Answer Object oriented programming

Question The signals through which data is transferred in telecommunication are Correct Answer
Analog, Digital, Electromagnetic wave.

Question The different types of data processing are Correct Answer Batch, Online, Real time.

Question The bus which specifies whether to read or write data from input device is: Correct Answer
Control.

Question The product can be offered on payment while services are offered on demand. while services are
offered on demand.

Unlike the manufacturing the service sector does not have physical goods to be manufacturing for the
customers. The service sector does not have physical goods to be manufacturing for the customers.
The MIS normally found in a manufacturing sector will not be suitable for service sector. will
not be suitable for service sector.

Any human interaction is knowledge based hence information based. hence information based.

Question The fourth generation computers have become instrumental in Correct Answer
Providing impetus to CAD/CAM, Spreading computers from offices to homes, Decentralizing computer
organization.

Question Data Warehousing is seen as a Data Arrangement technology adopting one of the following:
Correct Answer Up-date approach

Question In the hierarchical model within each record data elements are organized into pieces of
records called_______ Correct Answer segments

Question Some of the policies / measures that needs to be addressed in case of avoiding internal
security threats are
Correct Answer passwords, special privilege IDs, authorization levels

Question In DSS focus is on semi structured tasks, semi structured tasks
MIS is considered useful for structured decisions, useful for structured decisions
DSS is considered useful for decisions at tactical/strategic levels, useful for decisions at
tactical/strategic levels

In MIS focus is on structured tasks and routine decisions, structured tasks and routine decisions

Question One of the following is true with Data warehousing
Correct Answer It is a data manipulation tool.

Question The following layer of the OSI provides the means to establish maintain and terminate the
connections.
Correct Answer Network layer.

Question The most critical part of System Design Life Cycle as the whole edifice of the information
system would depend upon Correct Answer Information requirement analysis

Question Criticism free idea generation is a factor of _____ Correct Answer GDSS

Question Some of the popular reasons for breaking into computer system are Correct Answer money,
dishonor, challenge of doing it data dictionary

Question Some of the mistakes that should be avoided while implementing data warehouse are
Correct Answer Expecting warehouse to stay static, Using poor definition and approach, Using
inexperienced personnel.
Question Idea organisation and evaluation is a ________ of GDSS. Correct Answer Factor
Question There are ________ steps in Prototyping process. Correct Answer four
Question The non-functional prototype approach focuses on the following aspects
Correct Answer User interface, Data entry displays, System outputs
Question Some of the benefits of EIS / ESS are Correct Answer Better strategic planning and control, Time effective information, Increases communication capability and quality
Question MIS helps the organization in Correct Answer process of decision making
Question DBMS Correct Answer Is used for creating, revising and controlling database, Is specially devised software to create and maintain a database, Is a software system which performs the functions of defining.
Question Prototyping is like a blue print of any product/project. Correct Answer True
Question Planning personnel requirements, analyzing performance etc would be the tasks of the functional sub - system Correct Answer Personnel.
Question Resource, planning and control in the hospital industry is used for judging the usage of the facilities and to put them in proper use. Correct Answer True
Question Information requirement within organization are Correct Answer different
Question Digitization of data has caused data explosion over the past two decades. Correct Answer True
Question One of the key forces in a person's ethics is: Correct Answer Family influences
Question MIS always refers to Correct Answer computer system and manual system
Question The back bone of any organization is Correct Answer information
Question Super computers are often termed as or considered synonymous with personal computers. Correct Answer False
Question According to Herbert Simon model, the decision making process consists of the following inter related phases Correct Answer The intelligence phase, Design phase, Choice phase.
Question Compiler is used to translate assembly language. Correct Answer False
Question RDBMS is the short form of Correct Answer Relational Database Management System
Question OLTP is the short form of Correct Answer Online Transaction Processing.
Question Some of the reports that are generated by the inventory management system are Correct Answer Goods receipt, Rejection GP, Stock information.
Question Dynamic binding is associated to polymorphism and inheritance. Correct Answer True
Question User Termination comes under one of the following: Correct Answer Internal Security Threat
Question Passwords can be of two characters also. Correct Answer False
Question Maintenance refers to changes in Correct Answer Hardware, Software
Question Select, train and ________ the employees to work for the customers is a principle stated by Tom Peters in "The Service Edge". Correct Answer Empower
Question Sensor Data is an application of ________ Correct Answer Data Mining
Question Transaction processing system is normally used by operations personnel or supervisors. Correct Answer True
Question According to DoD 1985, Quality means the degree to which the ________ of the software enable it to perform its specified end item use. Correct Answer Attributes
Question The way in which machines are connected in a network is its Correct Answer Topology.
Question What denotes the hierarchy of and organization Correct Answer organization structure
Question Like any other product in the market, software should also be evaluated carefully before they are delivered and implemented. Correct Answer True
Question The flow of information through MIS is Correct Answer need dependent
Question If the servicing process is not enjoyable though it gives what is asked for then dissatisfaction occurs. Correct Answer True
Question Mr. Nitin Joshi enters a shopping all. He buys a shaving cream. He tries to bargain for it. This is due to:
Correct Answer Changes in industry structure.
Question Expenses incurred by a firm on recruitment, training & development of employees are treated as **Current** costs

Question Every employee also has a succession plan to him, which is also known as - Correct Answer Shadow planning

Question Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning Correct Answer False

Question Why do employees adopt proxy system? In order to improve Correct Answer to their social status, their economic status, their psychological status

Question What is concerned with developing a pool of candidates in line with the human resources plan Correct Answer Recruitment

Question _______ is the pay which the employee gets based on his performance in the company as per his set role and responsibilities. Correct Answer Merit Pay

Question The differences in which kind of faiths among the people is hurdle in the HRD Answer Religious

Question List the measures to overcome the HRD problems in India Correct Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

Question 360-degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage - Correct Answer Individual learning, Organisational learning, Improved Individual behaviour

Question One of the feature HRD goals are, _______ is a perishable commodity Correct Answer Labour

Question The link between sense of reality and _______ is important for proper understanding of the definition of sense of reality Correct Answer imagination

Question It is not necessary that the subordinate should feel free to participate without fear in the process of review & feedback. Correct Answer False

Question Name the technique which determines the relevant worth of a job with respect to other jobs. Ans Job Evaluation

Question Some employees may not like flexibility in horizontal movement from one job to another Correct Answer True

Question Under the phase 3 "Monitoring and Follow Up" the rater also identifies himself in several roles in the questionnaire like a - Correct Answer Superior, Subordinate, Colleague

Question The main focus of attention today is the employee. Correct Answer False

Question A strong _______ can have a lasting effect and provide sustenance to an organisation. Correct Answer Culture

Question Which management is committed adequately to competency building through multi-rater feedback - Correct Answer Top

Question Large recruitment _______ problematic and vice-versa. Correct Answer Less

Question _______ of managers assessed in the same study were positioned in the "Stars" category. Correct Answer 0.15

Question _______ assignment can also be recommended for career development. Correct Answer Rotational

Question Name the steps that develop strategic framework for HRD Correct Answer

Question Realistic employee development, Measurable employee development, Well costed employee development

Question In _______ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation. Correct Answer LARSEN & TUBRO LTD.

Question Correct Answer Your Answer

Job analysis

It is one of the job evaluation process which finds out relevant facts.

It is one of the job evaluation process which finds out relevant facts.

Non-quantitative job evaluation category.

Simple ranking and grading are placed under such category.

It is considered to be complex to cos. as it is not understood by all.

Quantitative job evaluation

Point system and factor comparison methods are placed under such category.

Simple ranking and point system are placed under such category.

The beneficiaries to business firms by job evaluation

It enables Cos. to get data in local wage surveys to establish job classification.
It enables Cos. to get data in local wage surveys to establish job classification.

Question: Essentials of effective QC's: -  Answer: Prompt approval, Regular communication, Unconditional support

Question: Name the person who lacks the other basic qualities can lead others in the wrong direction. Correct Answer: Leader

Correct Answer: Leader

Question: The whole process of conducting a 360-Degree Feedback process in any Organisation could last about ________. Correct Answer: One & half to about 3 months

Question: As per the Human Development balance sheet, 1997, 45 million children were out of primary school in 1995. Correct Answer: True

Question: The whole process of conducting a 360-Degree Feedback process in any Organisation could last about ________. Correct Answer: One & half to about 3 months

Question: Name the factors which come under 'Career System' that is component system of HRD: Correct Answer: Career planning, Career development, Potential appraisals

Question: What were the elements of the liberalization Movement? Correct Answer: Abolition of licensing, MRTP limit, Foreign Investment

Question: Name of the various HRD score card: Correct Answer: HRD systems maturity score, Competency score, HRD competencies systems maturity score

Question: How does the people in the organisation take feedback seriously and try to benefit from the same? Correct Answer: The candidate is desirous to be better, The candidate has an attitude for healthy competition, The candidate is desirous of knowing himself through the eyes of others.

Correct Answer: The candidate is desirous to be better, The candidate has an attitude for healthy competition, The candidate is desirous of knowing himself through the eyes of others.

Question: Proper implementation and support of all management levels are not very crucial for the success of HRD audit. Correct Answer: False

Question: Organisations should pay for the value of the job but not for the value of the person. Answer: False

Question: One of the importance of HRD is Correct Answer: Role clarity

Question: Monitoring and Follow-up follows the distribution of questionnaires to all assessors. Correct Answer: True

Question: Financial difficulties, accumulation of stock, expiry of license or lease & exhaustion of natural resources are not considered valid reasons for closure as there are ________. Correct Answer: avoidable circumstances

Question: Besides business process re-engineering & benchmarking; then are some other useful tools to bring about continuous improvement in an organisation. Correct Answer: Human Resource Audit, Human Resource Accounting, Urgency Motivation

Question: What is it that some of the companies have borrowed from professionally managed Cos'? Correct Answer: HRD practices

Question: The concept of quality control as a distinct discipline emerged in the United States in the early - Correct Answer: 1920's

Question: Name the process in the development of managerial personnel. Correct Answer: Performance planning, Performance appraisal, Coaching

Question: Which system emphasis a lot on the need to motivate people Correct Answer: Human Resource Development

Question: 360-Degree Feedback enhances the quality of ________ decisions. Correct Answer: HR

Question: What are the limitations of HRD Audits? Correct Answer: Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Does not give evaluation of individuals but focuses on unit & systems

Question: Under HRD, name the factors that act as motivating forces Correct Answer: Job enrichment, Informal organisation, Participative management

Question: The factors coming under Discipline & Attendance are Time keeping and ________ Ans: Obedience
Question: Every HRD system developed by an organisation should be based on the following elements of HRM. Those are: Suitable compensation plan, Selection of the right people, Good performance appraisal system.

Question: When employees spend half of the time and/or resources available to them on a second job/occupation for luxuries/comforts it is known as: Correct Answer: Half Moon lighting.

Question: What is it that Union leader usually do to gain the confidence of its member? Correct Answer: Win something in grievance procedure.

Question: The main focus of attention today is the employee. Correct Answer: False.

Question: At Hewlett Packard, as part of their BPR programme, the EMS directs resources from applicants to a centralised employment response centre. Correct Answer: EMS.

Question: The role of the organisation in career planning is to introduce & strengthen systems to ensure Career Progression of employees. Correct Answer: True.

Question: Federations & unions constitute not only a part of organisations but also an important and crucial wing of them. Correct Answer: True.

Question: In an employees organisation the flow of decisions from the President/Secretary & Craft/Unit level Union flow to - General body of Members of employees organisations. Correct Answer: Your Answer

Question: Majority of the disputes in industries are related to the problem of wages, salaries & benefits. Correct Answer: True.

Question: Need for HRD Audit: It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs. It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs.

Question: Limitation of HRD Audit: It does not give evaluation of individuals but focuses on unit and systems. It does not give evaluation of individuals but focuses on unit and systems.

Definition of HRD Audit: It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company. It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company.

Role of HRD Audit in business improvement: It helps in changes in the styles of the top management and it helps in changes in the styles of the lower management.

Question: If employees federations & unions are mismanaged they - Correct Answer: Disturb the smooth functioning & growth of organisations, affect industrial peace, affect effective management of personnel.

Question: There are companies where the HR department lists out the raters by choosing randomly from the participant's list of work related employees. Each rater receives an envelop having the following: - Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator.

Question: A paper prepared by Mr. P Chidambaram, titled Indian subsidies reveals that in order to clean its fiscal difficult in a few years, India needs to out down about 50% of subsidies in ___ Non-merit ___ goods since it yields only 10% returns.

Question: In the same organisation, with the new policy, what is the policy if the assessor is transferred from his/her job after February? Answer: He/She will complete the appraisal of those reporting to him/her & proceed on transfer.

Question: ________ are those who provide competitive advantage to corporations. Correct Answer: People.

Question: Expenses incurred by a firm on recruitment, training & development of employees are treated as ________ Correct Answer: Current costs.

Question: Potential refers to the likelihood of the job holder making a future contribution to the employing organisation. Correct Answer: True.

Question: Why do most companies want HRD audit?
Correct Answer  
Change of Leadership, To make HR function business-driven, For growth & diversification

Question  
Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________ Correct Answer  Rs. 5 lakh

Question  
Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance: Correct Answer By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction

Question  
Job performance refers to :- Correct Answer The actual achievements compared with the objectives of the job.

Question  
A strong Culture can have a lasting effect and provide sustenance to an organisation.

Question  
HR managers to guarantee their viability need to think themselves as - Answer Strategic partners

Question  
Name the steps that develop strategic framework for HRD Answer Realistic employee development, Measurable employee development, Well costed employee development

Question  
While planning for surplus, the following are the options: Correct Answer Reduce work hours, Redesign the jobs, Reassign the jobs

Question  
A major beneficiary of liberalization and consequently competition not been the consumer .... But the industry Correct Answer False

Question  
A dynamic and ever-changing environment calls for a shift in approach from human resource management to a proactive and innovative one. Correct Answer reactive

Question  
ESOP are issued to the employees to be a shareholders in the company.

Question  
Proper implementation and support of all management levels are not very crucial for the success of HRD audit Correct Answer False

Question  
Successful HR departments will focus on motivational performance. Correct Answer False

Ques Which system emphasis a lot on the need to motivate people Answer Human Resource Development

Question  
Which kind of literature identifies a number of systems & subsystems? Correct Answer HRD

Question  
The differences in which kind of faiths among the people is hurdle in the HRD Ans Religious

Question  
What is concerned with developing a pool of candidates in line with the human resources plan Correct Answer Recruitment

Question  
Name the various Organisational effectiveness dimensions. Correct Answer Higher productivity, Cost reduction, More profit

Question  
One of the importance of HRD is Correct Answer Role clarity

Question  
Establishment of trade unions by workers in small industries is not common Answer False

Question  
Politician as the custodian of the nation has the responsibility to protect the interest of all the parties involved in the process of organisation Correct Answer False

Question  
Member ship of the nation wide consumer councils (as formed by the Government) would comprise representative of Correct Answer various ministeries, manufactures of commerce, cost account & Consumer

Question  
Name the process which is continuous and stops only when the organisation ceases to exist Correct Answer Hiring

Question  
The relationship between good HR practices and organisational effectiveness is very simple. Correct Answer False

Question  
Ulrich (1994) says: The idea of utilising human resource as a strategic business partner is still at a level of ________ rather than reality. Correct Answer Rhetoric
Question A culture having which factors as its bed rocks is highly suitable for 360 degree appraisal.
Correct Answer Openness , Authenticity , Confrontation

Question In an interview Method of Training Need identification, what do the Questions asked need to
outline?
Correct Answer Inputs expected from the Training Department , To prove weakness & strengths of individuals , Opportunities available to overcome such weaknesses.

Question An employee sponsor, the HR manager plays an integral role in organisational success. True

Question If employee fedrations & unious are mismanaged they- Correct Answer Disturb the smooth functioning & growth of organisations , affect industrial peace , affect effective management of personnel

Question The data obtained through job analysis are recorded on what is known as job analysis sheet. True

Question Performance counselling should not give a chance in discussion like Ans Increments , Salaries , Rewards

Question HRD means competence building, commitment building, and ___ culture ______ building.
Correct Answer Openness

Question The differences in which kind of faiths among the people is hurdle in the HRD Correct Answer Religious

Question The ________ provide resources to approved employment schemes in the organised & marginised sectors
Correct Answer Employment Generation Fund

Question Under the 'Point rating system' name the important steps mentioned:
Correct Answer Wage survey , Designing wage structure. , Construction of the yardsticks

Question Flexitime works better when the employees have self-determination Correct Answer True

Question What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer Recruitment

Question 360 - Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage - Answer Individual learning , Organisational learning , Improved Individual behaviour

Question Which kind of literature identifies a number of systems & subsystems?Correct Answer HRD

Question After the assets and liabilities of each individual is identified, what should be done; some thumb-rules are
Correct Answer Make out a time bound plan to workon your liabilities , Choose first the liability which is hindering your growth the most , Build your career on your assets

Question Name the data required by Manpower planning from the external environment:
Correct Answer Technology , Govt. Policies & regulations , Composition of work force

Question What is step1 / phase1 of a 360 degree Feedback approach?Correct Answer Orientation

Question List the measures to overcome the HRD problems in India
Correct Answer Govt. to take steps to alleviate poverty , Govt. to take steps to accelerarate economic development , People to practice religious tolerance

Question Name the steps that develop strategic framework for HRD Correct Answer Realistic employee development , Measurable employee development , Well costed employee development

Question Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment Correct Answer True

Question Factor comparison system consists of selection of key jobs. Correct Answer True

Question Name the situation where a person takes the necessary steps at the right moment of time
Correct Answer  Action Question  Under HRD, name the factors that act as motivating forces

Correct Answer  Job enrichment, Informal organisation, Participative management

Question  Analysis of secondary data can give a lot of insights into the HRD assets & liabilities of the company

Correct Answer  True

Question  Under "Workshop" feedback is done on which kind of categories?

Correct Answer  Managerial role, Leadership styles, Behavioural qualities

Your Answer  Managerial role, Leadership styles, Behavioural qualities

Question  While planning for surplus, the following are the options:

Correct Answer  Reduce work hours, Redesign the jobs, Reassign the jobs

Question  Whose study provides that one create appropriate HRD climate only through good practices.

Correct Answer  Abraham

Question  The "Zero defects" concept defined TQM as -

Answer  The system to be used is prevention.

Question  Most HRD audit are due to failures of ________

Correct Answer  Implementation

Question  Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining

Correct Answer  True

Question  In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ________

Correct Answer  Development needs for growth

Question  Which practices are service related and human resources related?

Correct Answer  Organisational

Question  Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning

Correct Answer  False

Question  Under ________ method jobs are arranged from highest to lowest, in order of their value to the organisation.

Correct Answer  ranking

Question  What is the essentially the most important principle of any Human Resource Development Activity?

Correct Answer  Self development.

Question  One of the importance of HRD is Correct Answer  Role clarity

Question  ________ means every employee is an active participant in goal attainment.

Correct Answer  Employee involvement

Question  ________

Correct Answer  Your Answer

Job analysis  It is one of the job evaluation process which finds out relevant facts.  It is one of the job evaluation process which finds out relevant facts.

Non-quantitative job evaluation category.  Simple ranking and grading are palced under such category.

Quantitative job evaluation  Point system and factor comparison methods are placed under such category.

The beneficiaries to business firms by job evaluation  It enables Cos. to get data in local wage surveys to establish job classification.  It enables Cos. to get data in local wage surveys to establish job classification.

Question  An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success

Correct Answer  True

Question  Name one of the processes of job evaluation

Correct Answer  Select the method

Question  HRD ________ can be treated as a separate element for good HRD.

Correct Answer  department
Question Which system emphasis a lot on the need to motivate people Answer Human Resource Development

Question Participation of Mgmt in federations & unions at all levels helps to -
Correct Answer Develop sound human relations, Strength the trade union movement, maintain Industrial harmony

Question Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution. Correct Answer True

Question Why is it that some managements may be disinterested in participation in Trade Unions?
Correct Answer Possibility of cropping up misunderstandings among leaders & members

Question In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a - Correct Answer "Swim or Sink approach"

Question An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success Correct Answer True

Question A leader who lacks the other basic qualities can lead others in the wrong direction. Answer True

Que As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in absolute poverty
Correct Answer False

Question Potential refers to the likelihood of the job holder making a future contribution to the employing organisation. Correct Answer True

Question Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining Correct Answer True

Question HRD process variable include - Correct Answer Role clarity, Work planning, Better communication

Question In one organisation the joke making rounds was that managers came in vertically and went out Horizontally

Question Financial difficulties, accumulation of stock, expiry of license or lease & exhaustion of natural resources are not considered valid reasons for closure as there are _________ Correct Answer avoidable circumstances

Question Some employees may not like flexibility in horizontal movement from one job to another True

Question One of the feature HRD goals are, _________ is a perishable commodity Correct Answer Labour

Question A dynamic and everchanging environment calls for a shift in approach from _________ human resource management to a proactive and innovative one. Correct Answer reactive

Question _________ are the visible amounts given for fertilizers export promotion, etc. Correct Answer Explicit subsidies

Question On recruitment, clarification are sought on which kind of issues? Correct Answer Strategies of finding new talent, Opening expected in the next five years, Current system of recruitment.

Question What is Business Process Re-engineering?
Correct Answer The ability of an organisation to step back & rethink the way it does business, Focus on all form business components: strategy, business process, people and technology, Encouraging enterprenueal adaptation on capabilities with stress on innovative skills & collaborative decision-making

Question What form of resource allocation unit was originally created to impart training retain workers through skill upgradation & prevention of redundancy due to the technology gap? Correct Answer National Renewal Fund

Question what is the role played by management representatives while Participating in trade unions administration? Correct Answer Advisory, monitoring information, providing ideas and opinions

Question 360 -Degree Feedback enhances the quality of _________ decisions. Correct Answer HR

Question Correct Answer Your Answer
To divert manufacturing activities from urban to rural areas one of the roles of the consumer council. The mechanism of price fixation a much neglected sphere of the market one of the roles of the advisory committee. These are not the days of individualism & unorganisation unionsim unionsim Knowledge of the subject hand work & a sincere approach requisites for consumersim management participation in employees organisations Question Why do most companies want HRD audit? Correct Answer Change of Leadership, To make HR function business-driven, For growth & diversification. Question What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job? Correct Answer Moon-lighting. Question How can management representatives essentially help employees' organisations? Correct Answer Formulation of plans & providing information. Question Name the various HRD outcomes variables: Correct Answer Better organisational health, Better developed roles, Better utilisation of human resources. Question If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug. False. Question ________ is known not to hold overly one-sided views. Correct Answer Judgement. Question Name the recruitment process which is said to be a costly affair Correct Answer External. Question Some organisations use ________ & committee management as techniques of training & development for flexitime systems Correct Answer Job rotation. Question People take ________ supportively and use it for development. Correct Answer Feedback. Question The ________ are mostly for the employees of the marketing department. Correct Answer Commissions. Question Organisations presently are taking measures to satisfy the workers through various methods including the schemes of worker & participation in management Correct Answer True. Question Name the steps that develop strategic framework for HRD Correct Answer Realistic employee development, Measurable employee development, Well costed employee development. Question If supply of labour is higher than demand, which factor would be relatively low? Answer Wage. Question HRD should be series of adhoc decisions and practices. Correct Answer False. Question Name the factors which come under 'Career System' that is component system of HRD: Correct Answer Career planning, Career development, Potential appraisals. Question List the basic managerial skills: Correct Answer To supervise, To stimulate, To motivate. Question It is very easy to write grade description, as the number of jobs increases. Answer False. Question The relationship between good HR practices and organisational effectiveness is very simple. False. Question During the pre-reform period what was the industrial growth during the 1950-60 period essentially 7% to 9%. Question In an interview Method of Training Need identification, what do the Questions asked need to outline? Correct Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses. Question The TQM philosophy was evolved or theorised by - Correct Answer Demming. Question Under HRD, name the factors that act as motivating forces Correct Answer Job enrichment, Informal organisation, Participative management. Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are: Correct Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system. Question The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels. Correct Answer Recruitment. Question While evaluating ________ jobs, where nature of work is difficult to be expressed in quantifiable numbers. Correct Answer manegerial. Question Correct Answer Your Answer.
The monitoring stage The firm checks the new system against strategy. The new system against strategy.
The clarification stage The firm identifies and confirms the overall business direction. The overall business direction.
The assessment stage The firm calculates the cost of investment on the human capital and the value placed by employees on this investment. The firm calculates the cost of investment on the human capital and the value placed by employees on this investment.
The design stage The firm plans the proposed changes into practice. The firm create programmes that yield better returns on human capital.

Question List the measures to overcome the HRD problems in India
Correct Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

Question What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?
Correct Answer Disharmony in individual & organisational goal balance.

Question Who is the person who should always remain away from Doppelganger effect.
Correct Answer Chief Executive

Question Career planning is essentially the process of aligning the career needs of the employee with the organisational career opportunities
Correct Answer True

Question Section ________ of the Industrial Disputes Act 1947, states that an employer should only retrench employees who have been most recently hired.
Correct Answer 25-G

Que What were the key components of the New Economic Policy?
Ans Liberalisation, Privatisation, Market friendly state

Question The HRD programmes fail due to poverty, social injustice.
Correct Answer True

Question ________ is indicated by work effort and it should be continuous.
Correct Answer Commitment

Question What is the long form of CII?
Correct Answer Confederation of Indian Industry

Question According to Gurucharan Das what should Indian companies focus its effort to emerge winners in the light of the liberalization & globalization?
Answer Be able to capitalize on global trade, Not ignore quality, Product development

Question Ranking system measures each job in comparison with other jobs in terms of the relative importance of the following factors:
Correct Answer Supervision & leadership, Co-operation & association outside the line of authority, Probability & consequences of errors

Question Counselling involves a one to one discussion between the participant and administrator.
True

Question HRD ________ is in methodology of evaluating various elements of HRD.
Answer Audit

Question One of the importance of HRD is Role clarity
Correct Answer True

Question 360-Degree Feedback enhances the quality of ________ decisions.
Answer HR

Question After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.
Correct Answer False

Question Flexitime works better when the employees have self-determination
Correct Answer True

Question Proper implementation and support of all management levels are not very crucial for the success of HRD audit
Correct Answer False

Question The differences in which kind of faiths among the people is hurdle in the HRD Answer Religious

Question Why is it that some managements may be disinterested in participation in Trade Unions?
Correct Answer Possibility of cropping up misunderstandings among leaders & members

Question What can influence the organisation's business goals?
Correct Answer HRD outcomes

Question A paper prepared by Mr. P Chidambaram, titled Indian subsidies reveals that in order to clean its fiscal difficult in a few year, India needs to out down about 50% of subsidies in ________ goods since it yields only 10% returns
Correct Answer Non-merit

Question The problem and challenges of continuous improvement can be effectively tackled by taking advantage of ________.
Correct Answer Synergy of teams

Question ________ is the example of the balanced score card applications in some companies.
Correct Answer AT & T

Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resource Development
Question: What is concerned with developing a pool of candidates in line with the human resources plan?
Correct Answer: Recruitment

Question: Long range planning are beyond eight years
Correct Answer: False

Question: Organisations should pay for the value of the job but not for the value of the person.
Answer: False

Question: While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?
Correct Answer: Its own approach to problem solving technique

Question: One of the importance of HRD is
Correct Answer: Role clarity

Question: Counselling involves a one to one discussion between the participant and administrator.
Answer: True

Question: ________ is indicated by work effort and it should be continuous.
Correct Answer: Commitment

Question: Establishment of trade unions by workers in small industries is not common
Correct Answer: False

Question: The job evaluation programme once installed must be continued on a ________ basis.
Answer: permanent

Question: Why was workers participation in management initiated?
Correct Answer: to satisfy workers psychological needs, to develop a source of belongingness, to establish industrial peace

Question: Whose study provides that one create appropriate HRD climate only through good practices
Answer: Abraham

Question: The ________ provides funds to meet the compensation & training expenditure of retrenched workers.
Correct Answer: National Renewal Grant Fund

Question: If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.
Correct Answer: False

Question: While planning for surplus, the following are the options:
Correct Answer: Reduce work hours, Redesign the jobs, Reassign the jobs

Question: Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining
Correct Answer: True

Question: What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job?
Correct Answer: Moon-lighting

Question: Which system emphasises a lot on the need to motivate people
Correct Answer: Human Resource Development

Question: According to Lahiry what is the simple act of comparison & learning for organisational improvement?
Correct Answer: Benchmarking

Question: The human resource department should move out from routine transactional activities and let IT take care of their activities.
Correct Answer: True

Question: Some problems are inherent in the performance Appraisal System, they are -
Correct Answer: Discrimination, First impression, Central tendency

Question: When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgement.
Correct Answer: True

Question: Assignment can also be recommended for career development.
Correct Answer: Rotational

Question: According to Shroff (1995) the government needs to focus on three areas which are likely to inuence the effective implementation of the economic policy, they are
Correct Answer: Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication & political management of these measures

Question: What is concerned with developing a pool of candidates in line with the human resources plan?
Correct Answer: Recruitment

Question: An employee who is categorised as Dead wood is one who has absolutely no potential for growth & should be included in a rationalization programme.
Correct Answer: False

Question: List the measures to overcome the HRD problems in India
Correct Answer: Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance
Question _____ is route to be followed in order to realise vision and overall purpose. Correct Answer Strategy

Question Why is it that today, more so than the past, employees take to Moon Lighting activities Correct Answer Decreasing purchasing power

Question In indian since the liberalisation process in 19991, FDI flows have developed each year & exports are up by more than ________ Correct Answer 0.5

Question How would the representative of consumer association be able to make a difference in the consumerism movement Correct Answer by participating in collective bargaining , to demands good supply of quality goods at fair practices , to demands good supply of quality goods at fairs prices

Question Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are: Correct Answer Skill , Efforts , Accountability

Question Trade union is a group of two people who come to strengthen their bargaining position. False

Question Name the process of 360 degree appraisal which can be broken into three stages or levels - Correct Answer Planning , Implementation , Result

Question Name the method where common factors to all the jobs are identified. Correct Answer Point

Question Name the system which is simple, less expensive & less time consuming. Answer Ranking

Question Federations may invite the management's representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite? Ans Representatives from line & personnel department.

Question Which kind of literature identifies a number of systems & subsystems? Correct Answer HRD

Question _____ means every employee is an active participant in goal attainment. Answer Employee involverment

Question The budget of Feb 1997 presented by Finance minister Mr. P. Chidambaram showed a spirit of optimism & growth. What were its components Correct Answer significantly reduced taxes , nationalized excise rates , encouragement for investment in infrastructure

Question Mention the objective of the potential appraisal. Correct Answer To assess an individual in terms of the highest level of work. , To assist the organisation in discharging its responsibility of selecting managers.

Question The differences in which kind of faiths among the people is hurdle in the HRD Answer Religious

Question Highly successful functional benchmarking models developed by the Japanese have been adopted the world over. Name some of Matsushita's Systems of benchmarking? Correct Answer Just in Time (JIT) , Point of Sale (POS) system , System of divisions (Profit centres) within a centralized banking system

Question Why is it found that federations & Unions constitute an important & crucial wing of an organisation? Correct Answer If mismanaged they affect industrial peace

Question What is it that can be defined as a written record of the duties, responsibilities and conditions of job. Correct Answer Job discription


Name the three types of forecast Economic, employee market, co's sales expansion forecasts. Long, short and medium forecasts.

Question Employer has to pay ___ of the basic wages to the employees during the lay off period Correct Answer 0.5

Question Section ______ of the Industrial Disputes Act 1947 , states that an employer should only retrench employees who have been most recently hired. Correct Answer 25-G

Question Name the steps that develop strategic framework for HRD Correct Answer Realistic employee development , Measurable employee development , Well costed employee development
Question: What were the key components of the New Economic Policy? Correct Answer: Market-friendly state, Liberalisation, Privatization

Question: Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal? Correct Answer: Creative imagination, Sense of reality, Effective leadership

Question: ________ manpower plan need the involvement of top management as well as HR exports.

Correct Answer: Strategic

Question: Large recruitment ________ problematic and vice-versa.

Correct Answer: Less

Question: The process of analysing jobs from which job descriptions are developed are called ________.

Correct Answer: Job Analysis

Question: Analysis of ________ data can give a lot of insights into the HRD assets and liabilities of the company.

Correct Answer: Secondary

Question: What is it that good HR practices can build?

Correct Answer: Competencies

Question: The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.

Correct Answer: Recruitment

Question: Most HRD audit are due to failures of ________.

Correct Answer: Implementation

Question: Successful HR departments will focus on motivational performance.

Correct Answer: True

Question: Under the balanced score card approach the expectation of three shareholders

Correct Answer: True

Question: Generally, training need identification forms a part of ________

Correct Answer: Management Appraisal System

Question: Performance counselling should not give a chance in discussion like - Answer Increments, Salaries, Rewards

Question: Five main phases make up the process of the feedback exercise, name the PHASE 4-

Correct Answer: Data feeding Reports & Analysis

Question: In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?

Correct Answer: Experiential stage

Question: Under the workshop methodology, a series of diagnostic exercises through question are taken, these are:

Correct Answer: How would you critically evaluate the job rotation in your company?, What are the three good things in your performance appraisal systems?, What are the strengths & weaknesses of your training policies & practices?

Question: Name the recruitment process which is said to be a costly affair

Correct Answer: External

Question: As per the Human Development balance sheet, 1997, 45 million children were out of primary school in 1995

Correct Answer: True

Question: Eight members is considered to be the norm as to the no. of members constituting a QC-

Correct Answer: True

Question: In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a - Correct Answer: “Swim or Sink approach”

Question: At a certain stage the upward mobility stops for many employees. This is inescapable in view of pyramid organisation structure. This phenomenon is called:

Correct Answer: Plateauing

Question: What form of resource allocation unit was originally created to impart training retain workers through skill upgradation & prevention of redundancy due to the technology gap?

Correct Answer: National Renewal Fund

Question: Proper implementation and support of all management levels are not very crucial for the success of HRD audit.

Correct Answer: False

Question: In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.

Correct Answer: LARSEN & TUBRO LTD.
Question Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at the department/divisional level invite to attend such meetings?
Correct Answer Divisional / departmental manager & personnel manager.

Question People take ________ supportively and use it for development. Correct Answer Feedback

Question Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.- Correct Answer Supportive atmosphere, Empathetic atmosphere, Setting goals

Question The data obtained through job analysis are recorded on what is known as job analysis sheet. True

Question Name the technique used by the point system and factor comparison system to list the job. Correct Answer Quantitative Answer Quantitative

Question Under the ‘Point rating system’ name the important steps mentioned:
Correct Answer Construction of the yardsticks, Wage survey, Designing wage structure.

Question Job knowledge defined in Appraisal form Ability to consider the extent and depth of demonstrated technical and professional competence.

Question Decision - making defined in the appraisal form Ability to analyse relevant facts, evaluate various alternatives. Ability to analyse relevant facts, evaluate various alternatives.

Question Communicating defined in the appraisal form Ability to consider clarity and precision of verbal and written expression of ideas and feelings. Ability to marshal and analyse relevant data anticipate eventualities.

Question The HRD programmes fail due to poverty, social injustice. Correct Answer True

Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are: Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system

Question It is very easy to write grade description, as the number of jobs increases. Correct Answer False

Question What is the general principle (as per P.A.S policy of premier) of Assessment Routes?
Answer 2nd Assessor-superior of first assessor, 2nd Assessor-superior of the 1st assessor

Question HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc. Answer True

Question Arthur He studied the impact of two different management approaches on the productivity of steel mills. He studied the impact of two different management approaches on the productivity of steel mills.

Macduffie He studied 70 automobile plants representing 24 companies from 17 different countries. He studied 70 automobile plants representing 24 companies from 17 different countries.

Huselied He used 2 scales- one to measure employee skills and the second to measure employee motivation. He used 2 scales- one to measure employee skills and the second to measure employee motivation.

Welbourne and Andrews He studied the survival rate of 136 non-financial companies. He studied the survival rate of 136 non-financial companies.

Question Name the three phases of recruitment process: Correct Answer Planning, Implementing, Evaluating

Question Human resource management is responsible for getting the best people, training and providing mechanism. Correct Answer True

Question Name the two chairman of Hindustan Lever who both followed the pattern of nurturing and handing over to competent successors from within. Correct Answer Vasant, T. Thomas

Question The concept of quality control as a distinct discipline emerged in the United States in the early 1920's

Question After the world War II, ’Made in Japan’ became a synonym for shoddy goods, but the TQM concept put it on the map. Correct Answer False
Que What kind of Grading must be brought to the notice of the vice-president of the Company.
Answer Excellent, Poor

Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment, Informal organisation, Participative management

Question The key to the whole SSL programme lies in the identification of - Correct Answer Supervisor's weaknesses

Question What are the areas where the auditors should physically visit the workplace?
Correct Answer Canteens, Living colony, Training rooms

Question For closure government permission is required at least ___ days before the intended closure.
Answer 90

Question What were the key components of the New Economic Policy?
Correct Answer Market friendly state, Liberalisation, Privatization

Question Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal:
Correct Answer Creative imagination, Sense of reality, Effective leadership

Question _ manpower plan need the involvement of top management as well as HR exports. Answer Strategic

Question Large recruitment ________ problematic and vice-versa. Correct Answer Less

Question The process of analysing jobs from which job descriptions are developed are called ___
Analysis

Question Analysis of ________ data can give a lot of insights into the HRD assets and liabilities of the company
Correct Answer Secondary

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Correct Answer Competencies

Question The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels. Correct Answer Recruitment

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Correct Answer False

Question Under the balanced score card approach the expectation of three shareholders
Correct Answer True

Question Generally, training need identification forms a part of __
Answer Management Appraisal System

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Correct Answer Data feeding Reports & Analysis

Question In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?
Correct Answer Expository stage

Question Under the workshop methodology, a series of diagnostic exercises through question are taken, these are:
Correct Answer How would you critically evaluate the job rotation in your company?
, What are the three good things in your performance appraisal systems?
, What are the strengths & weaknesses of your training policies & practice?
Question Name the recruitment process which is said to be a costly affair Correct Answer External

Question As per the Human Development balance sheet, 1997, 45 million children were out of primary school in 1995
Correct Answer True

Question Eight members is considered to be the norm as to the no. of members constituting a QC-Answer True

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Correct Answer Canteens, Living colony, Training rooms

Question For closure government permission is required at least ___ days before the intended closure.
Question: The data obtained through job analysis are recorded on what is known as job analysis sheet. 
Answer: True

Question: Which kind of literature identifies a number of systems & subsystems? 
Correct Answer: HRD

Question: A fee market economy demands a transparent set of laws and something that the archaic Indian judicial system is ill-equipped to cope with. 
Correct Answer: Quick disposal of litigation

Question: Essentials of effective QC's: 
Correct Answer: Prompt approval, Regular communication, Unconditional support

Question: It is said that versatility will be the key factor in determining employee value with following factors: 
Correct Answer: Technology, Leadership, Motivation

Question: The job falling under the same grade get different wage scale. 
Correct Answer: False

Question: Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________ 
Correct Answer: Rs. 5 lakh

Question: Some questions that every corporation needs to address are as follows: 
Correct Answer: How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

Question: If the assessee is transferred after Feb, the immediate superior will complete the appraisal as at 31st Aug. 
Correct Answer: False

Question: What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation? 
Correct Answer: Flexi work

Question: Through consumers participation in management, consumer will lose their rights through served technique. 
Correct Answer: False

Question: Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.- 
Correct Answer: Supportive atmosphere, Empathetic atmosphere, Setting goals

Question: Monitoring and Follow-up follows the distribution of questionnaires to all assessors. 
Answer: True

Question: In a re-engineering programme, when a process changes so does the ________ of the concerned employee. 
Correct Answer: Job profile

Question: Within the establishment stage of the career development cycle, what are very important occasions for a young employee? 
Correct Answer: The first promotion, Successfully completed assignment, The first performance appraisal

Question: ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc. 
Correct Answer: Rapport building

Question: ________ is known not to hold overly one-sided views. 
Correct Answer: Judgement

Question: ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc. 
Correct Answer: Rapport building

Question: ________ is the example of the balanced score card applications in some companies. 
Correct Answer: AT & T

Question: A strong ________ can have a lasting effect and provide sustenance to an organisation. 
Correct Answer: Culture

Question: Within the establishment stage of the career development cycle, what are very important occasions for a young employee? 
Correct Answer: The first promotion, Successfully completed assignment, The first performance appraisal

Question: ________ is known not to hold overly one-sided views. 
Correct Answer: Judgement

Question: ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc. 
Correct Answer: Rapport building

Question: Group goals Vs. Organisational goals 
Correct Answer: Course organisational Politics

Question: Better decisions about people based on improved information system 
HRA benefits 
Standard cost method 
value of human resources for accounting purposes 
value of human resources for accounting purposes

It is "endemic to every organisation regardless of size, function or character of ownership"

Question: Organisational politidering HRA model 
Correct Answer: HRA benefits

Question: The Main contribution of HRD audit is to focus on 
Correct Answer: Value-adding HRD
The ________ provide resources to approved employment schemes in the organised & marginised sectors.

Correct Answer: Employment Generation Fund

Traditionally, human resources has been perceived as, __________

Correct Answer: Bureacratic

How can the limitations/ misgivings of management participation in employees organisations be overcome? __________ by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings.

Federation & union at all levels are managed on the lines of management of ________

Correct Answer: A political body

HR managers to guarantee their viability need to think themselves as - __________

Correct Answer: Strategic partners

What are the general characteristics of a Technical - functional competence?

Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants.

Which practices are service related and human resources related?

Correct Answer: Organisational

Organizations gear most of their management succession activities to the immediate past. __________

Correct Answer: False

Name the three performance counselling phase.- __________

Answer: Rapport building, Exploration, Action Planning

In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ___

Answer: Development needs for growth

HRD should be series of adhoc decisions and practices. __________

Correct Answer: False

Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution. __________

Correct Answer: True

In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a - __________

Correct Answer: “Swim or Sink approach”

In an interview Method of Training Need identification, what do the Questions asked need to outline?

Correct Answer: Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Accounting is a management science group, what are the managers perceived as, __________

Correct Answer: Decision-maker

Continued self development A leadership quality A leadership quality

"Working on your liabilities" Life long mission Life long mission

Assignment to some important task force or committee Offsetting Plateauing effect Officiating Assignment

Need-opportunity Alignment Crucial role played by HRD Success formula

Name the internal operational measures dealing with how well HR practices are designed and delivered:

Correct Answer: Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population

Under HRD, name the factors that act as motivating forces

Correct Answer: Job enrichment, Informal organisation, Participative management

The reviewer has the prime role of recording major appraisal details. __________

Correct Answer: False

Trade union is a group of two people who come to strengthen their bargaining position. __________

Answer: False

Member ship of the nation wide consumer councils (as formed by the Government) would comprise representative of __________

Correct Answer: various ministeries, manufactures of commerce, cost account & Consumer
Question Participation of management’ representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties - Correct Answer To exchange their contradictory views

Question What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely? Correct Answer Disharmony in individual & organisational goal balance.

Question What are the needs for Quality Audit? 
Correct Answer It constitutes a permanent record of the progress in achieving the goals of quality, It facilitates and encourages supplier quality certification systems, It provides a benchmark as to the performance of the quality system.

Question Essentials of effective QC's: Answer Prompt approval, Regular communication, Unconditional support

Question The national renewal fund is administered by the department of industrial development. The NRF was proposed to have a corpus of _____ which would be contributed from budgetary support Correct Answer Rs. 2000 crores

Question Which of the following statements defines Dr. Joseph Juran's philosophy on TQM - 
Correct Answer 80% of all quality problems originate from poor management.

Question The _______ management of the organisation is committed to develop the competencies of employees on a continous basis Correct Answer Top

Question Name the internal operational measures dealing with how well HR practices are designed and delivered: 
Correct Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

Question Which practices should be linked to business goals and corporate strategy: Correct Answer HRD & HR

Question It can be enagued that globalization has reduced poverty in India and China, home to move that half a billion of the world’s poor income group Correct Answer True

Question Under orientation programmes, some very important issues discussed and clarified are: 
Correct Answer Purpose of 360 Degree Feedback, Who analyzes the data?, Who are going to provide feedback?

Question According to shroff (1995) the government needs to focus on three areas which are likely to impact the effective implementation of the economic policy, they are Correct Answer Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication & political management of there measures

Question Arthur He studied the impact of two different management approaches on the productivity of steel mills. He studied the impact of two different management approaches on the productivity of steel mills.

Macduffie He studied 70 automobile plants representing 24 companies from 17 different countries.
He used one scale i.e. to measure employee skills.

Huselied He used 2 scales- one to measure employee skills and the second to measure employee motivation. He used 2 scales- one to measure employee skills and the second to measure employee motivation.

Welbourne and Andrews He studied the survival rate of 136 non-financial companies. He studied the survival rate of 136 non-financial companies.

Question The _______ provide resources to approved employment schemes in the organised & marginised sectors Correct Answer Employment Generation Fund

Question It is technology who can provide competitive advantage to corporations. Correct Answer False

Question Flexitime works better when the employees have self-determination Correct Answer True

Question HRD _______ is in methodology of evaluating various elements of HRD Correct Answer Audit

Question Workers and trade unions never praticipate in the management of human resources Correct Answer False

Question Your Answer

An efficient plant layout & a good membermark Ford Motors Benchmarking
Simple act of comparison & learning for organisational improvement Benchmarking BPR


Japanese firms had long been benchmarking other companies, many of them American Ohirata (1994) Ohirata (1994)

Question Collecting bargaining is an institutional process for solving problems arising directly out of employee-worker relationships Correct Answer False

Question In the Development Grade Method of career planning the selected staff for this grade would remain there only for _______ years Correct Answer two

Question Job performance refers to :-
  Correct Answer The actual achievements compared with the objectives of the job.

Question What are the common features of a managerial walkabouts?
  Correct Answer The period of the walkabout is sufficiently long. The student is left on his own to successfully complete his walkabout. Performance is judged only on the basis of the final result obtained.

Question What is step1 / phase1 of a 360 degree Feedback approach? Correct Answer Orientation

Question The supervisory skill level survey (SSL technology) essentially developed by whom? J. Chapiro

Question While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other? Correct Answer It's own approach to problem solving technique

Question In an interview Method of Training Need identification, what do the Questions asked need to outline?
  Correct Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Que Name the three performance counselling phase.- Correct Answer Rapport building, Exploration, Action Planning

Question Name the appropriate method for forecasting demand which will be best suited to organisation:
  Correct Answer Time frame, Resources available

Question It is very easy to write grade description, as the number of jobs increases. Correct Answer False

Question For closure government permission is required at least _____90____ days before the intended closure

Question he key to the whole SSL programme lies in the identification of - Answer Supervisor's weaknesses

Question Which pay is one of the most crucial pay given to the employee & also shown in the pay structure.
  Correct Answer Performance

Question What are to be processed at a central place of the administrator Correct Answer Questionnaires

Question When was the first attempt made to move a change in policies regarding business, licenses & permits operating in India Correct Answer Mid 80's

Question Which practices are service related and human resources related? Correct Answer Organisational

Question Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment Correct Answer True

Question Employee's organisations in India have their impact on various aspects, policies pertaining to human resources management of various industries Correct Answer True

Question In the orientation phase, all participants are to submit a list of appraisers by whom they would like to be assessed. Correct Answer True

Question _______ manpower plan need the involvement of top management as well as HR exports. Correct Answer Strategic Your Answer Long-term

Question The major issue to be resolved while framing _______ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels. Correct Answer Recruitment
Question Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties - Correct Answer To exchange their contradictory views

Question Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance: Correct Answer By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction Correct Answer Twelve

Question It is said that versality will be the key factor in determining employee value with following factors: Correct Answer Technology, Leadership, Motivation

Question __ HR stands for Human Resource Strategies Correct Answer False

Question __ of managers assessed in the same study were positioned in the "Stars" category. Correct Answer 0.15

Question A strong ______ can have a lasting effect and provide sustenance to an organisation. Answer Culture

Question HRD department is also included as an ______ of HRD. Correct Answer Instruments

Question Name the Questions which enable the superior to verify that he has correctly heard. Answer Paraphrasing

Question what are the common objections against the treatment of people as assets in a HRM system Correct Answer There is no assurance of future benefits, people are not owned by the organisation, it may not be recognised by tax laws Your Answer There is no assurance of future benefits, it does not recognise the human side to human side to side to side to mgt of human resources, people are not owned by the organisation

Question T. Thomas said," I became chairman of this company in 1973 at the age of 45". Name the company. Correct Answer Hindustan Level

Question Analysis of ______ data can give a lot of insights into the HRD assets and liabilities of the company Correct Answer Secondary

Question In no phase of business life is ______ Integrity _ as important as in making promotion decisions. Answer

Question ______ are those who provide competitive advantage to corporations. Correct Answer People

Question The role of the organisation in career planning is to introduce & strengthen systems to ensure ______ of employees Correct Answer Career Progression

Question What are the factors that warrant the attention for successful implementation? Correct Answer Feedback management, Action planning, Reinforcement of new behaviour

Question A new management profile where managers take into cognisance the fact that organisational competitiveness is linked to human resource competance, was suggested by whom? Correct Answer Roetting (1995)

Question 360 - Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage - Correct Answer Organisational learning, Improved Individual behaviour, Individual learning

Question HR stands for Human Resource Strategies Correct Answer False

Question If supply of labour is higher than demand, which factor would be relatively low? Answer Wage

Question What is it that is necessary for the training manager to know the job's skills which have to be learned by the employee recruited. Correct Answer Adequate training

Question Correct Answer Your Answer Group goals Vs. Organisational goals Course organisational Politics Course organisational Politics Better decisions about people based on improved information system HRA benefits value of human resources for accounting purposes

Question Standard cost method value of human resources for accounting purposes HRA benefits It is "endemic to every organisation regardless of size, function or character of ownership Organisational polttidering HRA model

Question What are judgments of characteristics, traits of employees & impact of these characteristics & traits on their performance. Correct Answer Appraisals
Question The job falling under the same grade get different wage scale. Correct Answer False

Question Western and Third World Studies of organisational excellence indicate major keys to organisational excellence, those are - Correct Answer Mission, Goals, Policies

Question Ulrich (1994) says: The idea of utilising human resource as a strategic business partner is still at a level of _______ rather than reality. Correct Answer Rhetoric

Question Women employees presently restrict/limit their career to selected jobs & organisations. But, they will soon be ready to take up all types of jobs in different types of organisations. This phenomenon is known as - Correct Answer Dual career group

Question After which stage many good organisation in India have entered a competitive phase Correct Answer Liberalisation

Job analysis It is one of the job evaluation process which finds out relevant facts. It is one of the job evaluation process which finds out relevant facts. Non-quantitative job evaluation category. Simple ranking and grading are palced under such category. Simple ranking and grading are palced under such category. Quantitative job evaluation Point system and factor comparison methods are placed under such category. Point system and factor comparison methods are placed under such category. The beneficiaries to business firms by job evaluation It enables Cos. to get data in local wage surveys to establish job classification. It enables Cos. to get data in local wage surveys to establish job classification.

Question A major reason for resistance to re-engineering is a challenge to the existing ______ hierarchy

Question ______ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc. Correct Answer Rapport building

Question For each participant, a schedule is kept regarding the feedback he has been getting, for every questionnaire that is received, what is it that is included - Correct Answer The working relationship of the rater is recorded throughout the exercise, The name of the participant to whom it is addressed

Question After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map. Correct Answer False

Question An employee who is categorised as Dead wood is one who has absolutely no potential for growth & should be included in a rationalization programme. Correct Answer False

Question No worker employed in any industry who has been in continuous service for more than ___1___ year___, can be retrenched until prior permission from the govt. to retrench in undertakings employing more than 100 people Correct Answer False

Correct Answer Make out a time bound plan to work on your liabilities, Choose first the liability which is hindering your growth the most, Build your career on your assets

Question ______ is the example of the balanced score card applications in some companies. Correct Answer AT & T

Question Abraham has identified seven practices of successful organisations. Correct Answer False

Question HRD process variable include - Correct Answer Role clarity, Work planning, Better communication

Question The process of 360 Degree appraisal is broken into two stages - planning, implementation. Correct Answer False

Question Name the first three phases that make up the process of the feedback exercise - Correct Answer Participants orientation, Questionnaire distribution, Monitoring & follow up

Question Name some of the strategic role of HR: Correct Answer Successful HR department will focus on organisational performance, HR's value will be to have the right people ready at right time, The focus of the HR function will be human capital development & organisational productivity.

Question In which approach towards training and development stress is to be given on learning rather than on teaching? Correct Answer Agricultural approach

Question Performance development plan is set for the employee by his immediate boss. Correct Answer True

Question When do managers lose faith in the fairness of the top management. Correct Answer Promoting from outside
Question As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in absolute poverty  Correct Answer False

Question Transfer of technology does not mean merely shifting technology from one place to another Answer True

Question What are the aims & objectives of HRA?  Correct Answer Increase managerial awareness of human resources, Developing new measure of effective manpower utilization, Enabling a longer time horizon for planning & budgeting.

Question What were the unmet deliverables of the economic refracting or what were its pitfalls?  Correct Answer unmet social objectives, status of small-scale industries, advantage MNC's had over their Indian competitions  

Question Participation of Mgmt in federations & unions at all levels helps to  Correct Answer Strength the trade union movement, maintain Industrial harmony, Develop sound human relations

Question Pfeffer (1998) has identified seven dimensions of successful organisations, name one of them.  Correct Answer Employment security

Question Collecting bargaining is an institutional process for solving problems arising directly out of employee-worker relationships Correct Answer False

Question ___ Recruitment__ and retention of qualified employees is a common goal shared by many employers.

Question Every employee also has a succession plan to him, which is also known as - Answer Shadow planning

Question Some of the tools of Expert Systems are  Correct Answer WAX, Expert Ease

Question Data processing means  Correct Answer Processing of raw facts.

Question One of the following is the first component of DBMS  Correct Answer DDL

Question The_ Receiver is the component of communication to which information is transferred

Question There are different categories in computers such as  

Correct Answer Super computer, Mini computer, Micro computer.

Question The ability to be creative and imaginative is lower in Artificial Intelligence than that of natural intelligence. Correct Answer True

Question ________is critical for transaction processing. Correct Answer Data

Question Due to one of the following the consumers can be convinced that the prospective clients software is developed using best practices  Correct Answer Generated lot of heat, Consumed more power, Very short span of life.  Polymorphism is the ability to take more from two forms.

Correct Answer False

Question MIS helps the organization in  Correct Answer process of decision making

Question Some of the output devices are  Correct Answer Plotters, Printers.

Question The different types of systems available are  

Correct Answer Open and closed systems, Natural and artificial systems, Conceptual and empirical systems.

Question Information requirement within organization are  Correct Answer different

Question ESS/EIS is developed to support decision making processes at the___ top management ______level.

Question Encapsulation refers to art of representing essential features without including the background details. 

Correct Answer False

Question The longer the data warehouse has been in use the more it will evolve. the more it will evolve.  In today's information era data constitutesone of the potentially most powerful assets of corporate organization. one of the potentially most powerful assets of corporate organization. As data is routinely collected and stored away in archives organizations face dilemma of being data rich but information poor. organizations face dilemma of being data rich but information poor. Data in the data warehouse and is used for comparisons, trends, provide historical perspective forecasting, generating reports and answering pre-defined queries.

Question What denotes the hierarchy of and organization  Correct Answer organization structure
In the________ database model each record appears to be like an organizational chart with one top level segment called root, spreading downward into branches and leaves. Correct Answer hierarchical

IMS is the short form of Correct Answer Information Management System.

When an employee leaves the organization his user Id should be terminated. Correct Answer True

Expert systems are very easy to maintain. Correct Answer False

Expert systems are not widely used or tested due to difficulty in use. Correct Answer True

MIS always refers to Correct Answer computer system and manual system

______helps to connect dissimilar networks by providing the translation from one set of protocols to another. Correct Answer Gateway

MIS as a combination of human and computer based resources result into Correct Answer both of the above

Tick IT certification scheme is a Correct Answer sector scheme

The choice of technology makes a significant ________ in the service quality to the customer.

Correct Answer difference

DML is generally used in conjunction with 3rd or 4th generation programming languages. 3rd or 4th generation programming languages.

The database approach evolved out of the need to eliminate the data management problems.

Database implies a particular structuring of data both conceptual and physical.

In a database instead of storing data separately data records are physically organized and stored centrally.

The commands received from the________ management components are delivered either to the model base management system or the mode execution system. Correct Answer dialogue

The marketing service system will provide the facility of re-opening enquiries received from distributors or customer. Correct Answer True

The basic relationships used in Relational Database Management System are Correct Answer Select , Project , Join

One of the service goals of airline industry is ________ % occupancy to conclude that the schedules are convenient. Correct Answer 95

The different types of threats/problems faced by information security system are Correct Answer external threat , internal threat

The functions of the operating system are Correct Answer Scheduling computer events. , Monitoring events. Question Feedback can be only positive. Correct Answer False

Files that have not been accessed for quite some time should be purged, to free up space. True

Products are tangible, services are intangible. Correct Answer True

The ethical dimensions would cover one of the following aspects: Correct Answer Obligation to employees

One of the following is an Ethical Dilemma Correct Answer Inefficient programming logic

The strategic planning which is an activities sub - system would be responsible for Correct Answer Formulation of objectives. , Formulation of strategic plans.

The back bone of any organization is Correct Answer information

Bottom-up approach is used in Correct Answer Object oriented programming

The signals through which data is transferred in telecommunication are Correct Answer Analog. , Digital. , Electromagnetic wave.

The different types of data processing are Correct Answer Batch. , Online. , Real time.

The bus which specifies whether to read or write data from input device is: Correct Answer Control

The product can be offered on payment while services are offered on demand.
Unlike the manufacturing the service sector does not have physical goods to be manufacturing for the
customers. The service sector does not have physical goods to be manufacturing for the customers.
The MIS normally found in a manufacturing sector will not be suitable for service sector.

Any human interaction is knowledge based hence information based. The service sector does not have
physical goods to be manufacturing for the customers. The MIS normally found in a manufacturing sector
will not be suitable for service sector.

Providing impetus to CAD/CAM, spreading computers from offices to homes, decentralizing computer
organization.

Data Warehousing is seen as a Data Arrangement technology adopting one of the following:
- Up-date approach

In the hierarchical model within each record data elements are organized into pieces of
records called segments.

Some of the policies / measures that needs to be addressed in case of avoiding internal
security threats are:
- Passwords
- Special privilege IDs
- Authorization levels

In DSS focus is on semi structured tasks

MIS is considered useful for structured decisions useful for structured decisions

DSS is considered useful for decisions at tactical/strategic levels useful for decisions at
tactical/strategic levels

In MIS focus is on structured tasks and routine decisions

One of the following is true with Data warehousing
- It is a data manipulation tool.

The following layer of the OSI provides the means to establish maintain and terminate the
connections.

The most critical part of System Design Life Cycle as the whole edifice of the information
system would depend upon Information requirement analysis

Criticism free idea generation is a factor of GDSS.

Some of the popular reasons for breaking into computer system are money, dishonor, challenge of doing it data dictionary.

Some of the mistakes that should be avoided while implementing data warehouse are
- Expecting warehouse to stay static.
- Using poor definition and approach.
- Using inexperienced personnel.

Idea organisation and evaluation is a factor of GDSS.

There are four steps in Prototyping process.

The non-functional prototype approach focuses on the following aspects:
- User interface
- Data entry displays
- System outputs

One of the benefits of EIS /ESS are
- Better strategic planning and control
- Time effective information
- Increases communication capability and quality

MIS helps the organization in
- Process of decision making

DBMS is used for creating, revising and controlling database.

Super computers are often termed as or considered synonymous with personal computers.
Question: According to Herbert Simon model, the decision making process consists of the following inter related phases. Correct Answer: The intelligence phase, Design phase, Choice phase.

Question: Compiler is used to translate assembly language. Correct Answer: False

Question: RDBMS is the short form of Correct Answer: Relational Database Management System

Question: OLTP is the short form of Correct Answer: Online Transaction Processing.

Question: Some of the reports that are generated by the inventory management system are Correct Answer: Goods receipt, Rejection GP, Stock information.

In___ Economic type of feasibility the likely savings to be effected and the cost benefits are assessed.

Question: Dynamic binding is associated to polymorphism and inheritance. Correct Answer: True

Question: User Termination comes under one of the following: Correct Answer: Internal Security Threat

Question: Passwords can be of two characters also. Correct Answer: False

Question: Maintenance refers to changes in Correct Answer: Hardware, Software

Select, train and ________ the employees to work for the customers is a principle stated by Tom Peters in "The Service Edge". Correct Answer: Empower

Question: Sensor Data is an application of ________ Correct Answer: Data Mining

Question: Transaction processing system is normally used by operations personnel or supervisors. Correct Answer: True Your Answer: False

Question: According to DoD 1985, Quality means the degree to which the ________ of the software enable it to perform its specified end item use. Correct Answer: Attributes

Question: The way in which machines are connected in a network is its Correct Answer: Topology.

What denotes the hierarchy of and organization Correct Answer: organization

Like any other product in the market, software should also be evaluated carefully before they are delivered and implemented. Correct Answer: True

The flow of information through MIS is Correct Answer: need dependent

If the servicing process is not enjoyable though it gives what is asked for then dissatisfaction occurs. Correct Answer: True

Mr. Nitin Joshi enters a shopping all. He buys a shaving cream. He tries to bargain for it. This is due to: Correct Answer: Changes in industry structure.

Expenses incurred by a firm on recruitment, training & development of employees are treated as Correct Answer: Current costs

Every employee also has a succession plan to him, which is also known as - Correct Answer: Shadow planning

Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning Correct Answer: False

Why do employees adopt proxy system? In order to improve Correct Answer: to their social status, their economic status, their psychological status

What is concerned with developing a pool of candidates in line with the human resources plan Correct Answer: Recruitment

Merit Pay is the pay which the employee gets based on his performance in the company as per his set role and responsibilities. Correct Answer: Merit Pay

The differences in which kind of faiths among the people is hurdle in the HRD Answer: Religious

What is concerned with developing a pool of candidates in line with the human resources plan Correct Answer: Recruitment

360 - Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage - Correct Answer: Individual learning, Organisational learning, Improved Individual behaviour

One of the feature HRD goals are, ________ is a perishable commodity Correct Answer: Labour

The link between sense of reality and ________ is important for proper understanding of the definition of sense of reality Correct Answer: imagination
Question It is not necessary that the subordinate should feel free to participate without fear in the process of review & feedback. Correct Answer False

Question Name the technique which determines the relevant worth of a job with respect to other jobs. Ans Job Evaluation

Question Some employees may not like flexibility in horizontal movement from one job to another. Correct Answer True

Question Under the phase 3 "Monitoring and Follow Up" the rater also identifies himself in several roles in the questionnaire like a - Correct Answer Superior, Subordinate, Colleague

Question The main focus of attention today is the employee. Correct Answer False

Question A strong ________ can have a lasting effect and provide sustenance to an organisation. Correct Answer Culture

Question Which management is committed adequately to competency building through multi-rater feedback? Correct Answer Top

Question Large recruitment ________ problematic and vice-versa. Correct Answer Less

Question ________ assignment can also be recommended for career development. Correct Answer Rotational

Question Name the steps that develop strategic framework for HRD. Correct Answer Realistic employee development, Measurable employee development, Well costed employee development

Question In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation. Correct Answer LARSEN & TUBRO LTD.

Question Correct Answer Your Answer

Job analysis
It is one of the job evaluation process which finds out relevant facts.
It is one of the job evaluation process which finds out relevant facts.
Non-quantitative job evaluation category.
Simple ranking and grading are placed under such category.
It is considered to be complex to cos. as it is not understood by all.
Quantitative job evaluation
Point system and factor comparison methods are placed under such category.
Simple ranking and point system are placed under such category.
The beneficiaries to business firms by job evaluation
It enables Cos. to get data in local wage surveys to establish job classification.
It enables Cos. to get data in local wage surveys to establish job classification.

Question Essentials of effective QC's: Answer Prompt approval, Regular communication, Unconditional support

Question Name the person who lacks the other basic qualities can lead others in the wrong direction. Correct Answer Leader

Question The whole process of conducting a 360-Degree Feedback process in any Organisation could last about ________. Correct Answer One & half to about 3 months

Question As per the Human Development balance sheet, 1997, 45 million children were out of promary school in 1995. Correct Answer True

Question Mention the objectives of Job evaluation. Correct Answer To maintain complete description of each occupation in the entire plant, To promote accurate consideration of all employees for advancement and transfer, To promote information for work organisation, employees section etc.

Question How can management representatives essentially help employees' organisations? Correct Answer Formulation of plans & providing information

Question Name one of the components systems of HRD: Correct Answer Career system

Question Name the factors which come under 'Career System' that is component system of HRD: Correct Answer Career planning, Career development, Potential appraisals

Question What were the elements of the liberalization Movement? Correct Answer Abolishment of licensing, MRTP limit, Foreign Investment

Question Name of the various HRD score card: Correct Answer HRD systems maturity score, Competency score, HRD competencies systems maturity score
Question How does the people in the organisation take feedback seriously and try to benefit from the same?
Correct Answer The candidate is desirous to be better, The candidate has an attitude for healthy competition, The candidate is desirous of knowing himself through the eyes of others.

Question Proper implementation and support of all management levels are not very crucial for the success of HRD audit
Correct Answer False

Question Organisations should pay for the value of the job but not for the value of the person. Answer False

Question One of the importance of HRD is Correct Answer Role clarity

Question Monitoring and Follow-up follows the distribution of questionnaires to all assessors. Correct Answer True

Question Financial difficulties, accumulation of stock, expiry of license or lease & exhaustion of natural resources are not considered valid reasons for closure as there are ________ Correct Answer avoidable circumstances

Question Besides business process re-engineering & benchmarking; then are some other useful tools to bring about continuous improvement in an organisation. Correct Answer Human Resource Audit, Human Resource Accounting, Urgency Motivation

Question What is it that some of the companies have borrowed from professionally managed Cos'? Correct Answer HRD practices

Question The concept of quality control as a distinct discipline emerged in the United States in the early - Correct Answer 1920's

Question Name the process in the development of managerial personnel. Correct Answer Performance planning, Performance appraisal, Coaching i

Question Which system emphasis a lot on the need to motivate people Correct Answer Human Resource Development

Question 360-Degree Feedback enhances the quality of ________ decisions. Correct Answer HR

Question What are the limitations of HRD Audits?
Correct Answer Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Does not give evaluation of individuals but focuses on unit & systems

Question Under HRD, name the factors that act as motivating forces Correct Answer Job enrichment, Informal organisation, Participative management

Question The factors coming under Discipline & Attendance are Time keeping and ______ Ans, Obedience

Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are: Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system

Question When employees spend half of the time and/or resources available to them on a second job/occupation for luxuries/comforts it is known as: Correct Answer Half Moon lighting

Question What is it that Union leader usually do to gain the confidence of its member?
Correct Answer Win something in grievance procedure

Question The main focus of attention today is the employee. Correct Answer False

Question At Hewlett Packard, as part of their BPR programme, the ______ directs resources from applicants to a centralised employment response centre. Correct Answer EMS

Question The role of the organisation in career planning is to introduce & strengthen systems to ensure ________ of employees Correct Answer Career Progression

Question Federations & unions constitute not only a part of organisations but also an important and crucial wing of them Correct Answer True

Question In an employees organisation the flow of decisions from the President/Secretary & Craft/Unit level Union flow to - Correct Answer General body of Members of employees organisations

Question Majority of the disputes in industries are related to the problem of wages, salaries & benefits Answer True

Question Correct Answer Your Answer
Need for HRD Audit

It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs. It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs.

Limitation of HRD Audit

It does not give evaluation of individuals but focuses on unit and systems. It does not give evaluation of individuals but focuses on unit and systems.

Definition of HRD Audit

It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company. It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company.

Role of HRD Audit in business improvement

It helps in changes in the styles of the top management. It helps in changes in the styles of the lower management.

Question

If employee federations & unions are mismanaged they- Correct Answer

Disturb the smooth functioning & growth of organisations, affect industrial peace, affect effective management of personnel.

Question

List the measures to overcome the HRD problems in India

Correct Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance. Your Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance.

Question

There are companies where the HR department lists out the raters by choosing randomly from the participant's list of work related employees. Each rater receives an envelope having the following:

- Letter from the administrator
- Letter from the participant soliciting feedback
- Self-addressed envelope from the administrator

Question

A paper prepared by Mr. P Chidambaram, titled Indian subsidies reveals that in order to clear its fiscal difficulty in a few years, India needs to cut down about 50% of subsidies in ___ Non-merit ___ goods since it yields only 10% returns.

Question

In the same organisation, with the new policy, what is the policy if the assessor is transferred from his/her job after Feb. Answer He/She will complete the appraisal of those reporting to him/her & proceed on transfer.

Question

________ are those who provide competitive advantage to corporations. Correct Answer People

Question

Expenses incurred by a firm on recruitment, training & development of employees are treated as ______. Correct Answer Current costs

Question

Potential refers to the likelihood of the job holder making a future contribution to the employing organisation. Correct Answer True

Question

Why do most companies want HRD audit? Correct Answer Change of Leadership, To make HR function business-driven, For growth & diversification

Question

Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of up to ______. Correct Answer Rs. 5 lakh

Question

Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance: Correct Answer By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction.

Question

Job performance refers to: -

Correct Answer The actual achievements compared with the objectives of the job.

Question

A strong ___Culture___ can have a lasting effect and provide sustenance to an organisation.

Question

HR managers to guarantee their viability need to think themselves as - Answer Strategic partners

Question

Name the steps that develop strategic framework for HRD

Answer Realistic employee development, Measurable employee development, Well costed employee development.

Question

While planning for surplus, the following are the options: Correct Answer Reduce work hours, Redesign the jobs, Reassign the jobs.

Question

A major beneficiary of liberalization and consequently competition not been the consumer .... But the industry Correct Answer False
Question A dynamic and everchanging environment calls for a shift in approach from ________ human resource management to a proactive and innovative one. Correct Answer reactive

Question ____ ESOP _____ are issued to the employees to be a shareholders in the company.

Question Proper implementation and support of all management levels are not very crucial for the success of HRD audit Correct Answer False

Question Successful HR departments will focus on motivational performance .Correct Answer False

Question Which system emphasis a lot on the need to motivate people Answer Human Resource Development

Question Which kind of literature identifies a number of systems & subsystems?Correct Answer HRD

Question The differences in which kind of faiths among the people is hurdle in the HRD Ans Religious

Question What is concerned with developing a pool of candidates in line with the human resources plan Correct Answer Recruitment

Question Name the various Organisational effectiveness dimensions.Correct Answer Higher productivity , Cost reduction , More profit

Question One of the importance of HRD isCorrect Answer Role clarity

Question Establishment of trade unions by workers in small industries is not common Answer False

Question Politician as the custodian of the nation has the responsibility to protect the interest of all the parties enolved in the process of organisation Correct Answer False

Question Member ship of the nation wide consumer councils (as formed by the Government) would comprise representative of Correct Answer various ministeries , manufactures of commerce , cost account & Consumer

Question Name the process which is continous and stops only when the organisation ceases to exist Correct Answer Hiring

Question The relationship between good HR practices and organisational effectiveness is very simple. Correct Answer False

Question Ulrich (1994) says:The idea of utilising human resource as a strategic business partner is still at a level of ________ rather than reality. Correct Answer Rhetoric

Question A culture having which factors as its bed rocks is highly suitable for 360 degree appraisal. Correct Answer Openness , Authenticity , Confrontation

Question In an interview Method of Training Need identification, what do the Questions asked need to outline? Correct Answer Inputs expected from the Training Department , To prove weakness & strengths of individuals , Opportunities available to overcome such weaknesses.

Question An employee sponsor, the HR manager plays an integral role in organisational success. True

Question If employee fedrations & unions are mismanaged they- Correct Answer Disturb the smooth functioning & growth of organisations , affect industrial peace , affect effective management of personnel True

Question The data obtained through job analysis are recorded on what is known as job analysis sheet.True

Question Performance counselling should not give a chance in discussion like Ans Increments , Salaries , Rewards False

Question HRD means competence building, commitment building, and ___ culture _____ building.

Question The differences in which kind of faiths among the people is hurdle in the HRD Correct Answer Religious

Question The ________ provide resources to approved employment schemes in the organised & marginised sectors Correct Answer Employment Generation Fund
Question Under the 'Point rating system' name the important steps mentioned:
Correct Answer Wage survey, Designing wage structure, Construction of the yardsticks

Question Flexitime works better when the employees have self-determination
Correct Answer True

Question What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer Recruitment

Question 360 - Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage - Individual learning, Organisational learning, Improved Individual behaviour

Question Which kind of literature identifies a number of systems & subsystems?
Correct Answer HRD

Question After the assets and liabilities of each individual is identified, what should be done; some thumb-rules are
Correct Answer Make out a time bound plan to workon your liabilities, Choose first the liability which is hindering your growth the most, Build your career on your assets

Question Name the data required by Manpower planning from the external environment:
Correct Answer Technology, Govt. Policies & regulations, Composition of work force

Question What is concerned with developing a pool of candidates in line with the human resources plan?
Correct Answer Recruitment

Question 360 Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage - Individual learning, Organisational learning, Improved Individual behaviour

Question Which kind of literature identifies a number of systems & subsystems?
Correct Answer HRD

Question After the assets and liabilities of each individual is identified, what should be done; some thumb-rules are
Correct Answer Make out a time bound plan to work on your liabilities, Choose first the liability which is hindering your growth the most, Build your career on your assets

Question Name the steps that develop strategic framework for HRDCorrect Answer Realistic employee development, Measurable employee development, Well costed employee development

Question Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
Correct Answer True

Question Factor comparison system consists of selection of key jobs.
Correct Answer True

Question Name the situation where a person takes the necessary steps at the right moment of time
Correct Answer Action Question Under HRD, name the factors that act as motivating forces

Correct Answer Job enrichment, Informal organisation, Participative management

Question Analysis of secondary data can give a lot of insights into the HRD assets & liabilities of the company
Correct Answer True

Question Under "Workshop" feedback is done on which kind of categories?
Correct Answer Managerial role, Leadership styles, Behavioural qualities

Your Answer Managerial role, Leadership styles, Behavioural qualities

Question While planning for surplus, the following are the options:
Correct Answer Reduce work hours, Redesign the jobs, Reassign the jobs

Question Whose study provides that one create appropriate HRD climate only through good practices.
Correct Answer Abraham

Question The "Zero defects" concept defined TQM as -
Answer The system to be used is prevention.

Question Most HRD audit are due to failures of ________
Correct Answer Implementation

Question Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining
Correct Answer True

Question In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance &_______
Correct Answer Development needs for growth
Question What is it that Union leader usually do to gain the confidence of its member?
Correct Answer Win something in grievance procedure

Question Some employees may not like flexibility in horizontal movement from one job to another
True

Question Which practices are service related and human resources related?
Correct Answer Organisational

Question Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning
Correct Answer False

Question Under ________ method jobs are arranged from highest to lowest, in order of their value to the organisation.
Correct Answer ranking

Question What is the essentially the most important principle of any Human Resource Development Activity?
Correct Answer Self development.

Question One of the importance of HRD is
Correct Answer Role clarity

Question ________ means every employee is an active participant in goal attainment.
Correct Answer Employee involvement

Question Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning
Correct Answer False

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Correct Answer Role clarity

Question ________ means every employee is an active participant in goal attainment.
Correct Answer Employee involvement

Question An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success
Correct Answer True

Question Name one of the processes of job evaluation
Correct Answer Select the method

Question HRD ________ can be treated as a separate element for good HRD.
Correct Answer department

Question essentials of effective QC’s :-
Correct Answer Prompt approval, Regular communication, Unconditional support
Multiple Choice Multiple Answer
Question: It is said that versalitly will be the key factor in determining employee value with following factors:
Correct Answer: Technology, Leadership, Motivation
Your Answer: Technology, Leadership, Motivation

True/False
Question: The job falling under the same grade get different wage scale.
Correct Answer: False
Your Answer: True

Select The Blank
Question: Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of up to ________
Correct Answer: Rs. 5 lakh
Your Answer: Rs. 5 lakh

Multiple Choice Multiple Answer
Question: Some questions that every corporation needs to address are as follows:-
Correct Answer: How well are HR practices linked to business goals, Are good HR practices & HRD systems & processes being designed, Are the systems internally sound consistent & relevant
Your Answer: How well are HR practices linked to business goals, Are good HR practices & HRD systems & processes being designed, Are the systems internally sound consistent & relevant

True/False
Question: If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.
Correct Answer: False
Your Answer: True

Multiple Choice Single Answer
Question: What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?
Correct Answer: Flexi work
Your Answer: Flexitime

True/False
Question: Through consumers participation in management, consumer will lose their rights through served technique
Correct Answer: False
Your Answer: False

Multiple Choice Multiple Answer
Question: Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.
Correct Answer: Supportive atmosphere, Empathetic atmosphere, Setting goals
Your Answer: Supportive atmosphere, Empathetic atmosphere, Setting goals

True/False
Question: Monitoring and Follow-up follows the distribution of questionnaires to all assessors.
Correct Answer: True
Your Answer: True

Select The Blank
Question In a re-engineering programme, when a process changes so does the ________ of the concerned employee.
Correct Answer job profile
Your Answer job profile

Multiple Choice Single Answer
Question Under the pre-Interview preparation it is useful to note the key points
Correct Answer Paper
Your Answer Paper

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resourse Development
Your Answer Human Resourse Development

Select The Blank
Question The whole process of conducting a 360 - Degree Feedback process in any Organisation could last about ________.
Correct Answer One & half to about 3 months
Your Answer One & half to about 3 months

Select The Blank
Question ________ is the example of the balanced score card applications in some companies.
Correct Answer AT & T
Your Answer AT & T

Select The Blank
Question A strong ________ can have a lasting effect and provide sustenance to an organisation.
Correct Answer Culture
Your Answer Vision

Multiple Choice Multiple Answer
Question Within the establishment stage of the career development cycle, what are very important occasions for a young employee?
Correct Answer The first promotion , Successfully completed assignment , The first performance appraisal
Your Answer The first promotion , Successfully completed assignment , The first performance appraisal

Select The Blank
Question ________ is known not to hold overly one-sided views.
Correct Answer Judgement
Your Answer Judgement

Select The Blank
Question ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.
Correct Answer Rapport building
Your Answer Rapport building

Match The Following
Question Correct Answer Your Answer

Group goals Vs. Organisational goals Course organisational Politics Course organisational Politics
Better decisions about people based on improved information system HRA benefits HRA benefits
Standard cost method value of human resources for accounting purposes value of human resources for accounting purposes

It is "endemic to every organisation regardless of size, function or character of ownership Organisational politidering HRA model

Multiple Choice Single Answer
Question The Main contribution of HRD audit is to focus on
Correct Answer Value-adding HRD
Your Answer Value-function HRD

Select The Blank
Question The ________ provide resources to approved employment schemes in the organised & marginalised sectors
Correct Answer Employment Generation Fund
Your Answer National Renewal Grant Fund

Multiple Choice Single Answer
Question Traditionally, human resources has been perceived as,
Correct Answer Bureacratic
Your Answer Lazziz-faire

Multiple Choice Multiple Answer
Question How can the limitations/ misgivings of management participation in employees organisations be overcome ?
Correct Answer by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings
Your Answer by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings

Select The Blank
Question Federation & union at all levels are managed on the lines of management of ________
Correct Answer A political body
Your Answer A social organisation

Multiple Choice Single Answer
Question HR managers to guarantee their viability need to think themselves as -
Correct Answer Strategic partners
Your Answer Strategic partners

Multiple Choice Multiple Answer
Question What are the general characteristics of a Technical - functional competence?
Correct Answer Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants
Your Answer Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants

Multiple Choice Single Answer
Question Which practices are service related and human resources related?
Correct Answer Organisational
Your Answer Organisational

True/False
Question Organizations gear most of their management succession activities to the immediate past.
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question Name the three performance counselling phase.-
Correct Answer Rapport building, Exploration, Action Planning
Your Answer Rapport building, Exploration, Action Planning

Select The Blank
Question In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ________.
Correct Answer Development needs for growth
Your Answer Development needs for growth

True/False
Question HRD should be series of adhoc decisions and practices.
Correct Answer False
Your Answer False

True/False
Question Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -
Correct Answer "Swim or Sink approach"
Your Answer Job rotation

Multiple Choice Multiple Answer
Question In an interview Method of Training Need identification, what do the Questions asked need to outline?
Correct Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.
Your Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Multiple Choice Single Answer
Question Accounting is a management science group, what are the managers perceived as,
Correct Answer Decision-maker
Your Answer Decision-maker

Match The Following
Question Correct Answer Your Answer
Continued self development A leadership quality A leadership quality
"Working on your liabilities" Life long mission Life long mission
Assignment to some important task force or committee Offsetting Plateauing effect Officiating Assignment
Need-opportunity Alignment Crucial role played by HRD Success formula
Multiple Choice Multiple Answer
Question Name the internal operational measures dealing with how well HR practices are designed and delivered:
Correct Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.
Your Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

Multiple Choice Multiple Answer
Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment, Informal organisation, Participative management
Your Answer Job enrichment, Informal organisation, Participative management

True/False
Question The reviewer has the prime role of recording major appraisal details.
Correct Answer False
Your Answer False

True/False
Question Trade union is a group of two people who come to strengthen their bargaining position.
Correct Answer False
Your Answer True

Multiple Choice Multiple Answer
Question Membership of the nation wide consumer councils (as formed by the Government) would comprise representative of
Correct Answer various ministeries, manufactures of commerce, cost account & Consumer
Your Answer employer organisations, manufactures of commerce, cost account & Consumer

Multiple Choice Single Answer
Question Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -
Correct Answer To exchange their contradictory views
Your Answer To exchange their contradictory views

Multiple Choice Single Answer
Question What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?
Correct Answer Disharmony in individual & organisational goal balance.
Your Answer Disharmony in individual & organisational goal balance.
**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What are the factors that warrant the attention for successful implementation?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Feedback management, Action planning, Reinforcement of new behaviour</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Feedback management, Action planning, Reinforcement of new behaviour</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>The job falling under the same grade get different wage scale.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>The HRD programmes fail due to poverty, social injustice.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>On the basis of job elements and organisational demand an appropriate ________ of job evaluation should be selected.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>method</td>
</tr>
<tr>
<td>Your Answer</td>
<td>method</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Human resource management is responsible for getting the best people, training and providing mechanism.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>For the period of the lay off up to a maximum of ________ workmen will be paid compensation equal to half their basic pay &amp; D.A.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>45 days</td>
</tr>
<tr>
<td>Your Answer</td>
<td>45 days</td>
</tr>
</tbody>
</table>
True/False
Question  Human resource Audit is full-fledged methodology to bring about a change.
Correct Answer  False
Your Answer  False

Select The Blank
Question  For closure, if there is no response (from government) within ________ permission is deemed to have been granted
Correct Answer  60
Your Answer  60

Multiple Choice Multiple Answer
Question  What are the major advantages of a Generic Benchmarking Technique?
Correct Answer  It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals, Proven systems can be implemented with minimal modification
Your Answer  It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals, Proven systems can be implemented with minimal modification

Multiple Choice Multiple Answer
Question  Under HRD, name the factors that act as motivating forces
Correct Answer  Job enrichment, Informal organisation, Participative management
Your Answer  Job enrichment, Informal organisation, Participative management

True/False
Question  The final step in manpower planning is to ensure that the supply will match the demand in future.
Correct Answer  False
Your Answer  False

Multiple Choice Single Answer
Question  Five main phases make up the process of the feedback exercise, name the PHASE 4-
Correct Answer  Data feeding Reports & Analysis
Your Answer  Data feeding Reports & Analysis
**Question**
Under phase 5, what is it that is conducted for two days or more depending on the number of participants

**Correct Answer**
Workshop

**Your Answer**
Workshop

**Multiple Choice Multiple Answer**

**Question**
Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:

**Correct Answer**
Suitable compensation plan, Selection of the right people, Good performance appraisal system

**Your Answer**
Suitable compensation plan, Selection of the right people, Good performance appraisal system

**Multiple Choice Multiple Answer**

**Question**
Performance Appraisal directly affects the interpersonal relations which are really delicate and difficult to maintain, because of heterogeneity in the nature of human beings. It is necessary to follow certain principles like:

**Correct Answer**
Appraise on the basis of representative information, Appraise on the basis of sufficient information, Appraise on the basis of relevant information

**Your Answer**
Appraise on the basis of representative information, Appraise on the basis of sufficient information, Appraise on the basis of relevant information

**Select The Blank**

**Question**
is route to be followed in order to realise vision and overall purpose.

**Correct Answer**
Strategy

**Your Answer**
Strategy

**Multiple Choice Single Answer**

**Question**
In an employees organisation the flow of decisions from the Working Committee flows to -

**Correct Answer**
President / Secretary of Branch Union

**Your Answer**
President / Secretary of Branch Union

**Select The Blank**

**Question**
_________ is known not to hold overly one-sided views.

**Correct Answer**
Judgement

**Your Answer**
Judgement

**Select The Blank**
In Indian since the liberalisation process in 19991, FDI flows have developed each year & exports are up by more than 0.5.

Who's study provides that one create appropriate HRD climate only through good practices.

What can influence the organisation's business goals?

Generally, training need identification forms a part of ________.

Name the basic appraisal qualities:

It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs.

It does not give evaluation of individuals but focuses on unit and systems.

It is a comprehensive

Need for HRD Audit

Limitation of HRD Audit

Definition of HRD Audit
evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company

Role of HRD Audit in business improvement
- It helps in changes in the styles of the top management

True/False
Question: An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success
Correct Answer: True
Your Answer: True

Multiple Choice Multiple Answer
Question: Performance counselling should not give a chance in discussion like -
Correct Answer: Rewards, Increments, Salaries
Your Answer: Increments, Salaries, Rewards

Multiple Choice Multiple Answer
Question: What are the general characteristics of Freedom or Independence competence?
Correct Answer: They will like to work at their own place, They will like to choose their working hours, Free-lance writer & consultants come under this category
Your Answer: They will like to work at their own place, They will like to choose their working hours, Free-lance writer & consultants come under this category

Select The Blank
Question: The factors coming under Discipline & Attendance are Time keeping and ________.
Correct Answer: Obedience
Your Answer: Sincerity

Multiple Choice Single Answer
Question: Name the program which makes supervisor more alert, as it is his responsibility to rate his subordinates.
Correct Answer: Periodic appraisal
Your Answer: Yearly appraisal
Multiple Choice Multiple Answer
Question: Some problems are inherent in the performance Appraisal System, they are -
Correct Answer: Discrimination, First impression, Central tendency
Your Answer: Discrimination, First impression

Select The Blank
Question: ________ of more than 1500 managers in Dr. Odiorne's study were found to be in the Work Horse category
Correct Answer: 0.79
Your Answer: 0.79

Select The Blank
Question: Factor comparison method is regarded as ________ method
Correct Answer: complex
Your Answer: complex

Multiple Choice Multiple Answer
Question: Essentials of effective QC’s -
Correct Answer: Prompt approval, Regular communication, Unconditional support
Your Answer: Prompt approval, Regular communication, Unconditional support

Multiple Choice Single Answer
Question: Name the method where common factors to all the jobs are identified.
Correct Answer: Point
Your Answer: Point

Multiple Choice Multiple Answer
Question: According to Ulrich (1994), today's human resource professionals need to move towards effectively fulfilling the multiple roles of -
Correct Answer: Employee champions who are able to relate to & meet the needs of employees, Strategic partners, Change agents
Your Answer: Employee champions who are able to relate to & meet the needs of employees, Strategic partners, Change agents

Multiple Choice Single Answer
Question: In an organisation initiating career planning what modality would essentially form the basis for placement, transfer and rotation?
### Correct Answer
- Career path model
- Manpower planning model

### Select The Blank
**Question:** Business re-engineering often shift the power base, changing the 'command - and - control' approach to ________.

**Correct Answer:** 'Mobilised -and - enable'

**Your Answer:** 'Mobilised -and - enable'

### Multiple Choice Multiple Answer
**Question:** The concept of 'quality' underwent numerous refinements, which out of the following pioneered such refinements?

**Correct Answer:** Deming , Shewhart , Juran

**Your Answer:** Deming , Juran

### Multiple Choice Single Answer
**Question:** When employees takes up other occupation & spend more or less 70% of their time & resources for their business or industrial unit. Second job activity to this extent may be called as :

**Correct Answer:** Three quarter Moon Lighting

**Your Answer:** Three quarter Moon Lighting

### True/False
**Question:** Federation & unions at few levels are managed on the lines of management of a political body

**Correct Answer:** False

**Your Answer:** True

### Multiple Choice Single Answer
**Question:** The key to the whole SSL programme lies in the identification of -

**Correct Answer:** Supervisor's weaknesses

**Your Answer:** Supervisor's leadership skills

### Multiple Choice Single Answer
**Question:** Name the system which is simple, less expensive & less time consuming.

**Correct Answer:** Ranking

**Your Answer:** Ranking
### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>In the Development Grade Method of career planning the selected staff for this grade would remain there only for ______ years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>two</td>
</tr>
<tr>
<td>Your Answer</td>
<td>two</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>List the measures to overcome the HRD problems in India</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>The relationship between good HR practices and organisational effectiveness is very simple.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>
LIST OF ATTEMPTED QUESTIONS AND ANSWERS

True/False
Question The modern HR function has HRD at its core.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question A key HR role in the firm will be multidisciplinary consulting around –
Correct Answer Individual, Team, Business unit
Your Answer Business unit

Multiple Choice Single Answer
Question The liberalization swept through the nation bringing in a new era which compelled Indian business to value up from shumber & reassess its assumption. The characteristics were that of
Correct Answer a complete or perish situation
Your Answer an open economy

Select The Blank
Question No worker employed in any industry who has been in continuous service for more than ________ , can be retrenched until prior permission from the govt. to retrench in undertakings employing more than 100 people
Correct Answer 1 year
Your Answer 90 days

Select The Blank
Question ________ is the pay which the employee gets based on his performance in the company as per his set role and responsibilities.
Correct Answer Merit Pay
Your Answer Compensation

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resource Development
Your Answer Human Resource Development

Multiple Choice Multiple Answer
Question List the measures to overcome the HRD problems in India
Correct Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance
Your Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

Multiple Choice Single Answer
Question The belief that a human resource, when put through different management development programmes, is converted into a good management resources is supported by which common approach?
Correct Answer Manufacturing approach
human resource Management

Multiple Choice Multiple Answer
Question Name the three phases of recruitment process:
Correct Answer Planning, Implementing, Evaluating
Your Answer Implementing, Evaluating, Screening

Select The Blank
Question ________ is a difficult exercise, therefore it should be done with care.
Correct Answer Potential appraisal
Your Answer Performance appraisal

Select The Blank
Question On the basis of job elements and organisational demand an appropriate ________ of job evaluation should be selected.
Correct Answer method
Your Answer study

Select The Blank
Question ________ is the example of the balanced score card applications in some companies.
Correct Answer AT & T
Your Answer AT & T

True/False
Question It can be enaged that globalization has reduced poverty in India and China, home to move that half a billion of the world’s poor income group
Correct Answer True
Your Answer True

Match The Following
Question Correct Answer Your Answer

Long range Beyond 5 years Beyond 5 years
Business plans Data from within the organization Data from within the organization

Immediate Within 1 year Within 1 year

Intermediate 1 year to 5 years 1 year to 5 years

Multiple Choice Single Answer
Question What is regarded as the preventive tool in case of any differences of opinions among the members of rating committee.
Correct Answer Job specification
Your Answer Job specification

Multiple Choice Multiple Answer
Question Name the internal operational measures dealing with how well HR
human resource Management

practices are designed and delivered:
Correct Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.
Your Answer Cycle time, quality & cost of HR practices, The ratio of HR professionals to employee population.

Multiple Choice Single Answer
Question Participation of management representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -
Correct Answer To exchange their contradictory views
Your Answer To exchange their contradictory views

Multiple Choice Single Answer
Question What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer Recruitment
Your Answer Recruitment

True/False
Question Eight members is considered to be the norm as to the no. of members constituting a QC-
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment, Informal organisation, Participative management
Your Answer Job enrichment, Informal organisation, Participative management

Multiple Choice Single Answer
Question One of the importance of HRD is
Correct Answer Role clarity
Your Answer Training clarity

Select The Blank
Question Analysis of ________ data can give a lot of insights into the HRD assets and liabilities of the company
Correct Answer Secondary
Your Answer Secondary

Multiple Choice Single Answer
Question At a US based industrial design firm there is no position as a head or chief, instead, importance is given to hiring the right people for the rights. This policy emulates which concept?
Correct Answer Self actualization at the work place.
Your Answer Self actualization at the work place.

Multiple Choice Single Answer
Question Name the technique used by the point system and factor comparison system to list the job.
human resource Management

Correct Answer Quantitative
Your Answer Quantitative

Select The Blank
Question One of the feature HRD goals are, ________ is a perishable commodity
Correct Answer Labour
Your Answer Labour

Multiple Choice Multiple Answer
Question Leadership is difficult to define but easy to appreciate. Name some of the leadership qualities.
Correct Answer Personal Integrity, Technical ability, Motivator
Your Answer Personal Integrity, Technical ability, Motivator

Multiple Choice Single Answer
Question Name the person who suggested the new concept which takes into account various key factors that will tell the overall performance of a job.
Correct Answer Elliot Jacques
Your Answer Fred Luthas

Select The Blank
Question ________ means providing the employee with necessary tools & authority to overcome obstacles to achieving goals.
Correct Answer Employee empowerment
Your Answer Employee empowerment

Multiple Choice Single Answer
Question After which stage many good organisation in India have entered a competitive phase
Correct Answer Liberalisation
Your Answer Globalisation

True/False
Question Performance development plan is set for the employee by his immediate boss.
Correct Answer True
Your Answer True

True/False
Question Workers and trade unions never participate in the management of human resources
Correct Answer False
Your Answer False

Select The Blank
Question ________ assignment can also be recommended for career development.
Correct Answer Rotational
Your Answer Rotational

Multiple Choice Single Answer
human resource Management

Question Accounting is a management science group, what are the managers perceived as.
   Correct Answer Decision-maker
   Your Answer Decision-maker

True/False
   Question Analysis of secondary data can give a lot of insights into the HRD assets & liabilities of the company.
   Correct Answer True
   Your Answer False

True/False
   Question Implementation level deals with the actual conduct of the appraisal process.
   Correct Answer True
   Your Answer True

True/False
   Question Establishment of trade unions by workers in small industries is not common.
   Correct Answer False
   Your Answer True

Multiple Choice Single Answer
   Question Whose development plays an integral part in a Company today.
   Correct Answer Employee
   Your Answer Employee

Select The Blank
   Question Financial difficulties, accumulation of stock, expiry of license or lease & exhaustion of natural resources are not considered valid reasons for closure as there are ________
   Correct Answer avoidable circumstances
   Your Answer beyond the contrast of the employer

True/False
   Question The relationship between good HR practices and organisational effectiveness is very simple.
   Correct Answer False
   Your Answer False

Select The Blank
   Question ________ manpower plan need the involvement of top management as well as HR exports.
   Correct Answer Strategic
   Your Answer Strategic

Multiple Choice Multiple Answer
   Question Essentials of effective QC’s :-
   Correct Answer Prompt approval, Regular communication, Unconditional support
   Your Answer Prompt approval, Regular communication, Unconditional support
Multiple Choice Multiple Answer
Question Highly successful functional benchmarking models developed by the Japanese have been adopted worldwide. Name some of Matshita’s Systems of benchmarking?
Correct Answer Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system.
Your Answer Just in Time (JIT), Work Force Solutions (WFS) system, System of divisions (Profit centres) within a centralized banking system.

Match The Following
Question Correct Answer Your Answer
Need for HRD Audit It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs If helps in changes in the styles of the lower management.

Limitation of HRD Audit It does not give evaluation of individuals but focuses on unit and systems. It gives evaluation of individuals but does not focus on unit and systems.

Definition of HRD Audit It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company. It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company.

Role of HRD Audit in business improvement It helps in changes in the styles of the top management. It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs.

Multiple Choice Single Answer
Question The differences in which kind of faiths among the people is hurdle in the HRD?
Correct Answer Religious
Your Answer Religious

Multiple Choice Multiple Answer
Question What are the needs for Quality Audit?
Correct Answer It provides a benchmark to the performance of the quality system. , It constitutes a permanent record of the progress in achieving the goals of quality. , It facilitates and encourages supplier quality certificationsystems.
Your Answer It provides a benchmark to the performance of the quality system. , It acts as an appraisal system to gauge the performance of the TQM processes. , It constitutes a permanent record of the progress in achieving the goals of quality.

Multiple Choice Multiple Answer
Question Name the steps that develop strategic framework for HRD
Correct Answer Realistic employee development , Measurable employee
human resource Management
development, Well costed employee development

Your Answer: Realistic employee development, Measurable employee development, Well costed employee development

Multiple Choice Single Answer

Question: When do managers lose faith in the fairness of the top management.

Correct Answer: Promoting from outside

Your Answer: Promoting from outside

Multiple Choice Single Answer

Question: Why Companies go for HRD Audit?

Correct Answer: Promoting Professionalism

Your Answer: Promoting Professionalism

True/False

Question: It is technology who can provide competitive advantage to corporations.

Correct Answer: False

Your Answer: True

True/False

Question: Counselling involves a one to one discussion between the participant and administrator.

Correct Answer: True

Your Answer: False

Multiple Choice Single Answer

Question: The role of which manager must parallel the needs of his changing organisation.

Correct Answer: HR

Your Answer: HR

Multiple Choice Multiple Answer

Question: Mention the objectives of Job evaluation

Correct Answer: To maintain complete description of each occupation in the entire plant, To promote accurate consideration of all employees for advancement and transfer, To promote information for work organisation, employees section etc.

Your Answer: To promote accurate consideration of all employees for advancement and transfer, To promote information for work organisation, employees section etc., To ensure that like wages are paid to all qualified employees on unlike work.

Multiple Choice Single Answer
human resource Management

Question Women employees presently restrict / limit their career to selected jobs & organisations. But, they will soon be ready to take up all types of jobs in different types of organisations. This phenomenon is known as –
Correct Answer Dual career group
Your Answer Dual career group

Multiple Choice Single Answer
Question Whose development plays an integral part in a Company today.
Correct Answer Employee
Your Answer Employee

Multiple Choice Multiple Answer
Question What are the causes for unsound functioning of Indian Trade unions?
Correct Answer Multiple unions , Category wise unions , Intra & inter union rivalry
Your Answer Multiple unions , Category wise unions , Intra & inter union rivalry

Multiple Choice Multiple Answer
Question What are the published literature of the company which help in assessing the strengths and weakness of HRD
Correct Answer Manual reports , Marked Handouts , Personal Manual
Your Answer Manual reports , Marked Handouts , Personal Manual

True/False
Question Majority of the disputes in industries are related to the problem of wages, salaries & benefits
Correct Answer True
Your Answer True

Select The Blank
Question The ________ are mostly for the employees of the marketing department.
Correct Answer Commissions
Your Answer Commissions

Select The Blank
Question A major reason for resistance to re-engineering is a challenge to the existing ________.
Correct Answer hierarchy
Your Answer hierarchy

Multiple Choice Single Answer
Question The Finance Minister also expressed the government's intention
Human Resource Management

to eventually raise total resource allocation for education to how much percent of the GDP in a phased manner?

Correct Answer 0.05
Your Answer 0.05

Multiple Choice Multiple Answer

Question: What were the elements of the liberalization Movement?
Correct Answer: Abolition of licensing, MRTP limit, Foreign Investment
Your Answer: Abolition of licensing, MRTP limit, Open economy

Multiple Choice Multiple Answer

Question: Name the various steps considered under Factor comparision system:
Correct Answer: Allocation of correct rate to each key job, Selection of job characteristics, Determination of correct rates of key jobs
Your Answer: Allocation of correct rate to each key job, Selection of job characteristics, Determination of correct rates of key jobs

Select The Blank

Question: For the period of the lay off up to a maximum of ________ workmen will be paid compensation equal to half their basic pay & D.A.
Correct Answer: 45 days
Your Answer: 45 days

True/False

Question: The individual with a deep speed insight will not go quickly to the least of a problem.
Correct Answer: False
Your Answer: False

Select The Blank

Question: HRD means competence building, commitment building, and ________ building.
Correct Answer: culture
Your Answer: culture

Multiple Choice Single Answer

Question: Name the technique used by the point system and factor comparison system to list the job.
Correct Answer: Quantitative
Your Answer: Quantitative

Multiple Choice Single Answer

Question: Name the bank which was one of the earliest organisations in
human resource Management

India to try Sensitivity training based interventions in the 60’s:
Correct Answer State Bank of India
Your Answer State Bank of India

Multiple Choice Single Answer
Question What is one of the major reasons for a perceived rise in number of moon-lights in the coming future?
Correct Answer Change in values & expectations.
Your Answer Change in values & expectations.

True/False
Question Objective of performance appraisal system is to identify the developmental needs of each employee.
Correct Answer True
Your Answer True

Match The Following
Question Correct Answer Your Answer

Group goals Vs. Organisational goals Course organisational Politics
Course organisational Politics

Better decisions about people based on improved information system HRA benefits
HRA benefits

Standard cost method value of human resources for accounting purposes
value of human resources for accounting purposes

It is “endemic to every organisation regardless of size, function or character of ownership Organisational politidering Organisational politidering

Multiple Choice Single Answer
Question Which practices are service related and human resources related?
Correct Answer Organisational
Your Answer Organisational

Multiple Choice Multiple Answer
Question How would the representative of consumer association be able to make a difference in the consumerism movement
Correct Answer by participating in collective bargaining, to demands good supply of quality goods at fair practices, to demands good supply of quality goods at fair prices
Your Answer by participating in collective bargaining, to demands good supply of quality goods at fair practices, to demands good supply of quality goods at fair prices
human resource Management

True/False
Question  Proper implementation and support of all management levels are not very crucial for the success of HRD audit
Correct Answer  False
Your Answer  False

Select The Blank
Question  ______ assignment can also be recommended for career development.
Correct Answer  Rotational
Your Answer  Rotational

Multiple Choice  Multiple Answer
Question  What are the areas where the auditors should physically visit the workplace?
Correct Answer  Canteens , Living colony , Training rooms
Your Answer  Canteens , Living colony , Training rooms

Multiple Choice  Single Answer
Question  When effort to earn additional income through a second job does not bear fruit, such type of efforts & the consequent results may be called as -
Correct Answer  Blue Moon lighting
Your Answer  Blue Moon lighting

Multiple Choice  Multiple Answer
Question  Succession planning is done in three time frames, those are-
Correct Answer  Immediate , Intermediate , Long range
Your Answer  Immediate , Intermediate , Long range

True/False
Question  An employee who is categorised as Dead wood is one who has absolutely no potential for growth & should be included in a rationalization programme.
Correct Answer  False
Your Answer  True

Multiple Choice Single Answer
Question  What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer  Recruitment
Your Answer  Recruitment
Select The Blank
Question The process of analysing jobs from which job descriptions are developed are called ________.
Correct Answer Job Analysis
Your Answer Job Evaluation

Multiple Choice Multiple Answer
Question Name the two factors which lead people to work:
Correct Answer Economic, Motivation
Your Answer Economic, Motivation

Multiple Choice Multiple Answer
Question Motorola developed an index, Individual Dignity Entitlement based on following questions:
Correct Answer Do you have a substantive job that contributes to the success of Motorola?, Do you have a career plan and is it exciting, achievable and being acted on?, Do you have on-the-job behaviours and the knowledge base to be successful?
Your Answer Do you have a career plan and is it exciting, achievable and being acted on?, Do you have on-the-job behaviours and the knowledge base to be successful?, Do you have internal operational measures?

True/False
Question The benefit of job evaluation is that it lays down the foundation for a rational wage structure
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Why was workers participation in manamement initiated?
Correct Answer to satisfy workers psychological needs, to develop a source of belongingness, to establish industrial peace
Your Answer to satisfy workers psychological needs, to develop a source of belongingness, to establish industrial peace

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resource Development
Your Answer Human Resource Development

Select The Blank
Question Financial difficulties, accumulation of stock, expiry of license or lease & exhaustion of natural resources are not considered valid reasons for closure as there are ________
Correct Answer avoidable circumstances
Your Answer avoidable circumstances
human resource Management

Match The Following

Question Correct Answer Your Answer

Arthur He studied the impact of two different management approaches on the productivity of steel mills. He studied the impact of two different management approaches on the productivity of steel mills.

Macduffie He studied 70 automobile plants representing 24 companies from 17 different countries. He studied 70 automobile plants representing 24 companies from 17 different countries.

Huselied He used 2 scales- one to measure employee skills and the second to measure employee motivation. He studied 80 automobile plants representing 24 companies from 18 different countries.

Welbourne and Andrews He studied the survival rate of 136 non-financial companies. He used 2 scales- one to measure employee skills and the second to measure employee motivation.

Select The Blank

Question In a re-engineering programme, when a process changes so does the ________ of the concerned employee.

Correct Answer job profile
Your Answer job profile

Select The Blank

Question The national renewal fund is administered by the department of industrial development. The NRF was proposed to have a corpus of ________ which would be contributed from budgetary support.

Correct Answer Rs. 2000 crores
Your Answer Rs. 2000 crores

Multiple Choice Multiple Answer

Question What are the uses of the 'Balanced Score Card' as a strategic management system?

Correct Answer It is used to clarify & translate vision & strategy, It is used as a management tool., It is used to enhance strategic feedback and learning curves.

Your Answer It is used to clarify & translate vision & strategy, It is used as a management tool., It is used to enhance strategic feedback and learning curves.

Select The Blank

Question A strategy based on superior service is very powerful as the ________ is high.
True/False
Question Performance development plan is set for the employee by his immediate boss.
Correct Answer True
Your Answer True

True/False
Question The human resource department should move out from routine transactional activities and let IT take care of their activities.
Correct Answer True
Your Answer True

Select The Blank
Question The role of the organisation in career planning is to introduce & strengthen systems to ensure ________ of employees.
Correct Answer Career Progression
Your Answer Career Progression
human resource Management

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

1
Name the technique which determines the relevant worth of a job with respect to other jobs.
Job Analysis

Job Description

Job Evaluation
Yes

Job Enlargement

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

2
Name the system which is simple, less expensive & less time consuming.
Factor comparison

Grading
Point

Ranking
Yes

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

3 What is regarded as the preventive tool in case of any differences of opinions among the members of rating committee?
Job evaluation

Job description

Job specification
Yes

Job analysis

Multiple Choice Single Response

Question ID
Question
Options
Is Correct
If supply of labor is higher than demand, which factor would be relatively low?

- Price
- Wage
- Increment

Multiple Choice Single Response

Question ID

5

Name the person who suggested the new concept which takes into account various key factors that will tell the overall performance of a job.

- Fred Luthas
- Elliot Jacques
- Philip Kotler
- Robbins Stephen P.
Question ID
Question
Options
Is Correct

6  Name the technique used by the point system and factor comparison system to list the job.
   Non-quantitative

Quantitative
Yes

Non-analytical

Analytical

Question ID
Question
Options
Is Correct

7  Name one of the processes of job evaluation
   Select the method
   Yes

Ranking system
human resource Management

Point method

Job Enlargement

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

8
Name the method where common factors to all the jobs are identified.
Factor comparison

Analytical

Non-analytical

Point
Yes

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

9

Page 19
on the basis of the relative work in the organisation, what is the primary purpose of job evaluation?

To set wages
Yes

To set prices

To set methods

To set programmes

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

10
What is that describes the duties of the job, authority relationship, skills requirement, conditions of work etc.
Job evaluation

Job programmes

Job enlargement

Job analysis
Yes
Under which system the process is based on personal judgement, and therefore tends to get influenced by personal biases. Point

Ranking
Yes

Grading

Factor comparison

Which kind of inequality to a great extent affects industrial relations?
Price

Quality
13. What is it that job evaluation requires while undertaking the programme at all stages in the organization?

- Controlling
- Planning
- Co-ordination
- Co-operation

Is Correct: Yes

14. Name the organized group of employees which is directly concerned with job evaluation.
human resource Management

Multi-union

Trade-union
Yes

Workers union

Supervisor’s union

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

15
Which is the only weapon of trade union, which the union think is taken away by applying the Job evaluation System.
Collective negotiation

Collective controlling

Collective bargaining
Yes

Multiple Choice Single Response
16. Under the techniques of job evaluation, which is the most widely used method?
   - POINT SYSTEM (Yes)
   - RANKING SYSTEM
   - Job grading
   - Factor comparision system

17. Name the factor which when changes, the job evaluation system should also change.
   - Consumer
   - Management
   - Seller
Technology
Yes

Multiple Choice single Response

Question ID
Question
Options
Is Correct

18 Under the techniques of job evaluation, which is the least method used?
Job grading

Factor comparative system

Ranking system
Yes

Point system

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

19 Grading systems require which type of system, because grading of clerical job may be quite different from that of operative job.
In which type of system are yardsticks of value for each job factor are prepared?

- Point rating system
- Yes

- Job evaluation system

- Job description system

- Ranking system
Question 21
After assigning weight to each criterion like skill, knowledge etc., the worth of job is determined and converted to which kind of values?

Monetary
Yes

Incentive

Quantitative

Qualitative

Multiple Choice Single Response

Question 22
When individual job description and grade descriptions do not match well, the evaluators classify the job using which kind of judgment?

Specific

Non-specific

Subjective
Objective

Multiple Choice Single Response

Question ID

<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>23</td>
</tr>
</tbody>
</table>

Which kind of relationship does system of a job-evaluation maintain while rating for different jobs?

- Variable
- Equitable
- Systematic
- Relevant

Multiple choice Multiple Response

Question ID

<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>24</td>
</tr>
</tbody>
</table>

Job analysis describes variety of duties of the job, they are:

- Social skills
Condition of work
Yes

Skills
Yes

Authority relationship
Yes

Multiple choice Multiple Response

25
Name the various processes of job evaluation:
Classify the jobs
Yes

Select the method
Yes

Gain acceptance
Yes

Lose acceptance

Multiple Choice Multiple Response

Question ID
26. Job factors used under Factor comparison method are:
   Mental efforts  Yes

   Fixed efforts

   Physical efforts  Yes

   Skill needed  Yes

27. Name the various ways through which business firms are being helped by well designed job evaluation:
   Enables Co. to get data  Yes

   Establishes equal wage rate for all the jobs, according to job requirement.  Yes

   Systematic process and understood by all
human resource Management

Establishes different wage rate for all the jobs, according to job requirement.

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

28
Mention the defects of Simple ranking method:
Simplicity tends to make measurement somewhat crude. Yes

Absence of pre-determined yardstick leads to personal bias Yes

All the factors affecting the job are not considered Yes

Some factors affecting the job are considered

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

29
It is said that participants should have familiarity with the job to be rated, therefore the degree of familiarity has impact on which factor:
Accessability
Name the factors affecting the designing of the wage structure area:

Labour market condition
Yes

High market condition

Economic condition of the country
Yes

Adjustment and operation of wage structure
Yes
Job description which are prepared as part of the process which can be used for writing up job specifications, that can then be used for which kind of purpose?
   Training
   Yes

   Promotion
   Yes

   Job analysis

   Job evaluation
   Yes

   Multiple Choice Multiple Response

Question ID
   Question
   Options
   Is Correct

The worth of job is determined in relation to other jobs in terms of responsibility involved
   Yes

   Efforts required
   Yes

   Responsibility checked
human resource Management

Payment requirement

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

33
Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:
Skill
Yes

Job enrichment

Efforts
Yes

Accountability
Yes

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

34
Ranking system measures each job in comparison with other jobs in terms of the relative importance of the following factors:
Supervision & leadership
Yes
Leadership & management

Co-operation & association outside the line of authority    Yes

Probability & consequences of errors
Yes

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

35

Under the grading system, name the separate grades included:
Firm

Office
Yes

Clerical
Yes

Managerial
Yes

Multiple Choice Multiple Response

Question ID
Question
Options

Page 35
human resource Management

36
Mention the objectives of Job evaluation
To maintain complete description of each occupation in the entire plant
Yes

To promote accurate consideration of all employees for advancement and transfer
Yes

To promote information for work organization, employees section etc.
Yes

To ensure that like wages are paid to all qualified employees on unlike work.

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

37
Mention certain weaknesses under the grading method:
It is difficult to write grade description
Yes

It oversimplifies sharp differences between different jobs & different grades
Yes

It is considered to be less subjective
Yes
human resource Management

It is considered to be too subjective

Multiple Choice Multiple Response

38. Name the various steps considered under Factor comparison system:
   - Selection of job analysis
   - Allocation of correct rate to each key job
   - Selection of job characteristics
   - Determination to correct rates of key jobs

Multiple Choice Multiple Response

39. Under the 'Point rating system' name the important steps mentioned:
   - Construction of the yardsticks

Page 37
human resource Management

Price survey

Wage survey
Yes

Designing wage structure.
Yes

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

40
Name the two factors which lead people to work:
Economic
Yes

Organising

Motivation
Yes

Controlling

True /False

Question ID
Question
Options
Is Correct
Job evaluation precedes job analysis
TRUE
Yes
FALSE

Employee and supervisor should be never involved while finalizing job description
TRUE

Ail forms of job evaluation are designed to enable management to determine how much one job should be paid as compared to others.
TRUE
Yes
FALSE
When several unions exist in an organization it becomes easy to apply job evaluation system.

44  TRUE

FALSE

Yes

Point rating system consists of designing the wage structure.

45  TRUE

Yes

FALSE
The aim of the majority of the systems of job evaluation is to establish, on agreed basis, the relative values of different jobs in a given plant.

TRUE

YES

FALSE

A corollary of this job evaluation principal is that for equal work there should be unequal wage rates.

TRUE

YES

FALSE

Ranking system usually measures each job in comparison with other jobs in terms of relative importance of experience & education.

TRUE

YES
<table>
<thead>
<tr>
<th>Question ID</th>
<th>Question</th>
<th>Options</th>
<th>Is Correct</th>
<th>Is Correct</th>
</tr>
</thead>
<tbody>
<tr>
<td>49</td>
<td>It is very easy to write grade description, as the number of jobs increases.</td>
<td>TRUE</td>
<td>TRUE</td>
<td></td>
</tr>
</tbody>
</table>

FALSE
Yes

<table>
<thead>
<tr>
<th>Question ID</th>
<th>Question</th>
<th>Options</th>
<th>Is Correct</th>
<th>Is Correct</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgment.</td>
<td>TRUE</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

FALSE
Yes

<table>
<thead>
<tr>
<th>Question ID</th>
<th>Question</th>
</tr>
</thead>
</table>
51
Under point method, common factors to all the jobs are identified.
TRUE
Yes

FALSE

TRUE / FALSE

52
The job falling under the same grade get different wage scale.
TRUE

FALSE
Yes

TRUE / FALSE

53
Factor comparison system consists of selection of key jobs.
TRUE
Yes
54  The data obtained through job analysis are recorded on what is known as job analysis sheet.  
   TRUE  
   Yes  
   FALSE  

55  Trade union is a group of two people who come to strengthen their bargaining position.  
   TRUE  
   FALSE  
   Yes

56  The data of job analysis are recorded in what is known as job analysis sheet.  
   TRUE  
   FALSE  
   Yes
The benefit of job evaluation is that it lays down the foundation for a rational wage structure.

56. TRUE
   Yes
   FALSE

Select a Blank

If standard of living is , it calls for higher wage

57. High
   Yes
   low
   medium
   below

Select a Blank
Responsibility is much more than that of a worker.

Manager

Supervisor

Yes

General Manager

Personnel Manager

Select a Blank

In the case of there is one yardstick consisting of job classes.

Job Ranking
human resource Management

Job analysis

Job Evaluation

Job Grading
Yes

Select a Blank

Question ID
Question
Options
Is Correct

All should be paid within limits

which is given by the standards set through a wage structure.

Increment

Gratuity

Wages
Yes

Incentive

Select a Blank
Question ID
Question
Options
Is Correct

61
The ranking system is also known as system.
Non-quantitative
Yes
Quantitative
Qualitative
Non-qualitative
Select a Blank

Question ID
Question
Options
Is Correct

62
It is said that rate the job, and not the
Wage
Man
Yes
Salary

Page 48
human resource Management

Personnel

Select a Blank

Question ID
  Question
  Options
  Is Correct

Is the rating of jobs to determine their position in a job hierarchy.
Job evaluation
Yes

Job system

Job analysis

Job description

Select a Blank

Question ID
  Question
  Options
  Is Correct
human resource Management

On the basis of job elements and organizational demand an appropriate of job evaluation

64 should be selected.
study

type

method
Yes

course

Select a Blank

Question ID
Question
Options
Is Correct

Are first established on the

65 basis of job information derived from job analysis.
Description

Equipment

Page 50
human resource Management

Experiences

Grades
Yes

Select a Blank

Question ID
Question
Options
Is Correct

66
Factor comparison method is regarded as method
Simple

Complex
Yes

Appreciable

Less expensive

Select a Blank

Question ID
Question
Options
Is Correct

While evaluating jobs,
Where nature of work is difficult to be expressed in quantifiable numbers.

Workers

Supervisors

manegerial
Yes

Personnel

Select a Blank

Question ID
Question
Options
s Correct

Under method jobs are

arranged from highest to lowest, in order of their value to the organization.

Point

Grading
The job evaluation programme once installed must be continued on a basis.

Monthly

Voluntary

Permanent

Yes

Periodical

Match

Definition of Job Evaluation:
human resource Management

It is the process of analysis and assessment of jobs to ascertain reliability, their relatively worth using the assessment as a basis for a balanced wage structure.

Objectives of Job Evaluation:
To determine a rate of pay for each job which is fair and equitable with relation to other jobs in the industry.

Principles of Job Evaluation:
Allows employees to discuss job ratings

Process of Job Evaluation:
The basic procedure is to compare content of jobs in relation to one author, in terms of some elements like skills, efforts etc.

The basic procedure is that, it should be written very carefully as it can be used as an evidence while handling some grievances.

The job analyst should himself observe the actual work done by the employee.

Match

Question ID
Question
Options
Is Correct

71
JOB RANKING
In this case, the method is very simple and not expensive.
Yes
human resource Management

JOB GRADING
In this case, there is one yardstick consisting of job classes.
Yes

FACTOR COMPARISON SYSTEM
In this case the job factors are compared rather than the whole job.
Yes

POINT RATING SYSTEM
In this case, it is widely used in job evaluation and also designs wage structure.
Yes

In this case, this is the first approach which breaks down jobs into several characteristics.

This new concept is suggested by Elliott Jecques.

Match

Question ID
Question
Options
Is Correct

72
Non-quantitative job evaluation category.
Simple ranking and grading are placed under such category.
Yes

Quantitative job evaluation
Point system and factor comparison methods are placed under such category.
Yes

The beneficiaries to business firms by job evaluation
It enables Cos. to get data in local wage surveys to establish job
human resource Management

classification.
Yes

Job analysis
It is one of the job evaluation processes, which finds out relevant facts.
Yes

It is considered to be complex to cos, as it is not understood by all.

Simple ranking and point system are placed under such category.

Match

**Question ID**
**Question**
**Options**
**Is Correct**

73

Job Factors enumerated as :
Effort, responsibility, skill, working conditions
Yes

Wage survey :
It places all evaluated jobs according to point in terms of money.
Yes

Designing wage structure :
Similar jobs are grouped and treated as a job class.
Yes

Concept suggested by Elliot Jecques.
It takes into account the various key factors that will tell the overall performance of a job.
Yes
LIST OF ATTEMPTED QUESTIONS AND ANSWERS

True/False
Question The data obtained through job analysis are recorded on what
is known as job analysis sheet.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Which kind of literature identifies a number of systems &
subsystems?
Correct Answer HRD
Your Answer HRD

Select The Blank
Question A fee market economy demands a transparent set of laws
and________somthing that the archaic Indian judicial system is ill-equipped
tocope with
Correct Answer quick disposal of litigation
Your Answer a set of social security legislation

Multiple Choice Multiple Answer
Question Essentials of effective QC's :-
Correct Answer Prompt approval, Regular communication, Unconditional support
Your Answer Prompt approval, Regular communication, Unconditional support

Multiple Choice Multiple Answer
Question It is said that versality will be the key factor in determining
employee value with following factors :
Correct Answer Technology, Leadership, Motivation
Your Answer Technology, Leadership, Motivation

True/False
Question The job falling under the same grade get different wage scale.
Correct Answer False
Your Answer True

Select The Blank
Question Under Voluntary retirement scheme income tax benefits for
employees who have accepted the scheme are however, valid only for payouts
of upto ________
Correct Answer Rs. 5 lakh
Some questions that every corporation needs to address are as follows:
Correct Answer How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant
Your Answer How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

True/False
Question If the assessee is transferred after Feb, the immediate superior will complete the appraisal as at 31st Aug.
Correct Answer False
Your Answer True

Multiple Choice Single Answer
Question What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?
Correct Answer Flexi work
Your Answer Flexitime

True/False
Question Through consumers participation in management, consumer will lose their rights through served technique
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in
Correct Answer Supportive atmosphere, Empathetic atmosphere, Setting goals
Your Answer Supportive atmosphere, Empathetic atmosphere, Setting goals

True/False
Question Monitoring and Follow-up follows the distribution of questionnaires to all assessors.
Correct Answer True
Your Answer True

Select The Blank
Question In a re-engineering programme, when a process changes so does the ________ of the concerned employee.
Correct Answer job profile
Your Answer job profile

Multiple Choice Single Answer
human resource Management

Question Under the pre-Interview preparation it is useful to note the key points
Correct Answer Paper
Your Answer Paper

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resourse Development
Your Answer Human Resourse Development

Select The Blank
Question The whole process of conducting a 360-Degree Feedback process in any Organisation could last about ________.
Correct Answer One & half to about 3 months
Your Answer One & half to about 3 months

Select The Blank
Question ________ is the example of the balanced score card applications in some companies.
Correct Answer AT & T
Your Answer AT & T

Select The Blank
Question A strong ________ can have a lasting effect and provide sustenance to an organisation.
Correct Answer Culture
Your Answer Vision

Multiple Choice Multiple Answer
Question Within the establishment stage of the career development cycle, what are very important occasions for a young employee?
Correct Answer The first promotion , Successfully completed asignment , The first performance appraisal
Your Answer The first promotion , Successfully completed asignment , The first performance appraisal

Select The Blank
Question ________ is known not to hold overly one-sided views.
Correct Answer Judgement
Your Answer Judgement

Select The Blank
Question ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.
Correct Answer Rapport building
Your Answer Rapport building

Match The Following
Question Group goals Vs. Organisational goals Course organisational Politics
Correct Answer Course organisational Politics
human resource Management

Better decisions about people based on improved information system
HRA benefits

HRA benefits

Standard cost method value of human resources for accounting purposes
value of human resources for accounting purposes

It is "endemic to every organisation regardless of size, function or character of
ownership Organisational politicalHRA model

Multiple Choice Single Answer
Question The Main contribution of HRD audit is to focus on
Correct Answer Value-adding HRD
Your Answer Value-function HRD

Select The Blank
Question The _______ provide resources to approved employment
schemes in the organised & marginised sectors
Correct Answer Employment Generation Fund
Your Answer National Renewal Grant Fund

Multiple Choice Single Answer
Question Traditionally, human resources has been perceived as,
Correct Answer Bureacratic
Your Answer Lazziz-faire

Multiple Choice Multiple Answer
Question How can the limitations/ misgivings of management
participation in employees organisations be overcome ?
Correct Answer by gaining the confidence of union leaders from the
initial stages , managements should educate the members about the concept &
value in strengthening union functioning , minimising misunderstandings
Your Answer by gaining the confidence of union leaders from the initial
stages , managements should educate the members about the concept & value
in strengthening union functioning , minimising misunderstandings

Select The Blank
Question Federation & union at all levels are managed on the lines of
management of ________
Correct Answer A political body
Your Answer A social organisation

Multiple Choice Single Answer
Question HR managers to guarantee their viability need to think
themselves as -
Correct Answer Strategic partners
Your Answer Strategic partners

Multiple Choice Multiple Answer
Question What are the general characteristics of a Technical –
functional competence?
human resource Management

Correct Answer Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants

Your Answer Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants

Multiple Choice Single Answer
Question Which practices are service related and human resources related?
Correct Answer Organisational
Your Answer Organisational

True/False
Question Organizations gear most of their management succession activities to the immediate past.
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question Name the three performance counselling phase.-
Correct Answer Rapport building, Exploration, Action Planning
Your Answer Rapport building, Exploration, Action Planning

Select The Blank
Question In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ________.
Correct Answer Development needs for growth
Your Answer Development needs for growth

True/False
Question HRD should be series of adhoc decisions and practices.
Correct Answer False
Your Answer False

True/False
Question Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -
Correct Answer "Swim or Sink approach"
Your Answer Job rotation

Multiple Choice Multiple Answer
Question In an interview Method of Training Need identification, what do
the Questions asked need to outline?

Correct Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Your Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Multiple Choice Single Answer

Question Accounting is a management science group, what are the managers perceived as,

Correct Answer Decision-maker

Your Answer Decision-maker

Match The Following

Question Correct Answer Your Answer

Continued self development A leadership quality A leadership quality

"Working on your liabilities" Life long mission Life long mission

Assignment to some important task force or committee Offsetting Plateauing effect Officiating Assignment

Need-opportunity Alignment Crucial role played by HRD Success formula

Multiple Choice Multiple Answer

Question Name the internal operational measures dealing with how well HR practices are designed and delivered:

Correct Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

Your Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

Multiple Choice Multiple Answer

Question Under HRD, name the factors that act as motivating forces

Correct Answer Job enrichment, Informal organisation, Participative management

Your Answer Job enrichment, Informal organisation, Participative management

True/False

Question The reviewer has the prime role of recording major appraisal details.

Correct Answer False

Your Answer False

True/False

Question Trade union is a group of two people who come to strengthen their bargaining position.
Multiple Choice Multiple Answer
Question Member ship of the nation wide consumer councils (as formed by the Government) would comprise representative of
Correct Answer various ministeries, manufactures of commerce, cost account & Consumer
Your Answer employees organisations, manufactures of commerce, cost account & Consumer

Multiple Choice Single Answer
Question Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties –
Correct Answer To exchange their contradictory views
Your Answer To exchange their contradictory views

Multiple Choice Single Answer
Question What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?
Correct Answer Disharmony in individual & organisational goal balance.
Your Answer Disharmony in individual & organisational goal balance.

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Select The Blank
Question ________ of more than 1500 managers in Dr. Odiorne's study were found to be in the Work Horse category
Correct Answer 0.79
Your Answer 0.79

Multiple Choice Multiple Answer
Question What are the common job responsibilities of an executive?
Correct Answer Co-ordinate Training Programme, Keep cost within budget, Publish House Journal
Your Answer Co-ordinate Training Programme, Keep cost within budget, Publish House Journal

Multiple Choice Single Answer
Question What is it that some of the companies have borrowed from professionally managed Cos'
Correct Answer HRD practices
Your Answer HRD practices

Multiple Choice Multiple Answer
Question What are aims & objectives of HRA?
Correct Answer Increase manarginal awarness of human resourcess, Developing new meaure of effective manpower utilization, Enabling a longer time horzon for planning & budgeting
Your Answer Increase manarginal awarness of human resourcess,
Developing new measure of effective manpower utilization. Enabling a longer time horizon for planning & budgeting.

Multiple Choice Single Answer

Question One of the importance of HRD is
Correct Answer Role clarity
Your Answer Role clarity

Match The Following

Question Correct Answer Your Answer

Need for HRD Audit It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs
Limitation of HRD Audit It does not give evaluation of individuals but focuses on unit and systems. It does not give evaluation of individuals but focuses on unit and systems.
Definition of HRD Audit It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company
Role of HRD Audit in business improvement It helps in changes in the styles of the top management

True/False

Question As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in absolute poverty
Correct Answer False
Your Answer False

True/False

Question HRD audit can also be used against the HRD department
Correct Answer True
Your Answer True

True/False

Question Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
Correct Answer True
Your Answer True

True/False

Question A leader who lacks the other basic qualities can lead others in the wrong direction.
Correct Answer True
Your Answer True
human resource Management

Multiple Choice Single Answer
Question Name the persons through which balanced score card Approach was popularised:
Correct Answer Kaplan & Norton
Your Answer Kaplan & Norton

Match The Following
Question Correct Answer Your Answer
Feedback It should be data-based and not impressionistic It should be data-based and not impressionistic
Rapport building In this case there is a climate of acceptance & warmth In this case there is a climate of acceptance & warmth
Exploration In this case, the employee should appreciate his strengths & weakness. In this case, the employee should appreciate his strengths & weakness.
Action Planning In this case, the interview should end with specific plans of action for the development of the employee. In this case, the interview should end with specific plans of action for the development of the employee.

Multiple Choice Multiple Answer
Question Name of the various HRD score card:
Correct Answer HRD systems maturity score, Competency score, HRD competencies systems maturity score
Your Answer HRD systems maturity score, Competency score, HRD competencies systems maturity score

Multiple Choice Multiple Answer
Question What are the objectives of a quality control programme?
Correct Answer Improvement in standard of goods with very little increase in cost of production, Improvement in minimizing wastages, Conformance with desired standards.
Your Answer Improvement in standard of goods with very little increase in cost of production, Improvement in minimizing wastages, Conformance with desired standards.

Multiple Choice Multiple Answer
Question List the measures to overcome the HRD problems in India
Correct Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance.
Your Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance.

Multiple Choice Single Answer
Question The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer Religious
human resource Management

Your Answer Religious

Multiple Choice Single Answer
Question Conventionally Personnel Managers & Manpower Development Managers took what form of approach for the development of human resource?
Correct Answer Manufacturing approach
Your Answer Manufacturing approach

Select The Blank
Question In the Development Grade Method of career planning the selected staff for this grade would remain there only for ________ years
Correct Answer two
Your Answer two

Multiple Choice Single Answer
Question Name the situation where a person takes the necessary steps at the right moment of time
Correct Answer Action
Your Answer Action

Multiple Choice Multiple Answer
Question Training programmes conducted by dividing the total group of participants into teams who are assigned to complete the task within a time limit are called -
Correct Answer SSL Technology, Grid Seminars
Your Answer Game Seminars, Grid Seminars

True/False
Question Human resource management is responsible for getting the best people, training and providing mechanism.
Correct Answer True
Your Answer True

True/False
Question The HRD programmes fail due to poverty, social injustice.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Retrenchment procedures are governed what method of Accounting?
Correct Answer LIFO
Your Answer LIFO

Multiple Choice Multiple Answer
Question Under orientation programmes, some very important issues discussed and clarified are :
Correct Answer Purpose of 360 Degree Feedback, Who analyzes the data?
Who are going to provide feedback?
Your Answer Purpose of 360 Degree Feedback, Who analyzes the data?
Who are going to provide feedback?
Multiple Choice Multiple Answer
Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
Correct Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system
Your Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system

Select The Blank
Question ________ is route to be followed in order to realise vision and overall purpose.
Correct Answer Strategy
Your Answer Strategy

Multiple Choice Multiple Answer
Question Name the steps that develop strategic framework for HRD
Correct Answer Realistic employee development, Measurable employee development, Well costed employee development
Your Answer Realistic employee development, Well costed employee development

Multiple Choice Single Answer
Question What was the total budgetary allocation made towards education as a vehicle for social transformation by the then Minister of Finance, Yashwant Sinha in the 1998 budget?
Correct Answer Rs 70,470 million
Your Answer Rs 70,470 million

True/False
Question Implementation level deals with the actual conduct of the appraisal process.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Why do employees adopt proxy system? In order to improve
Correct Answer to their social status, their economic status, their psychological status
Your Answer to their social status, their economic status, their psychological well being

Multiple Choice Multiple Answer
Question HRD process variable include –
Correct Answer Role clarity, Work planning, Better communication
Your Answer Role clarity, Better communication

Select The Blank
Question ________ manpower plan need the involvement of top management as well as HR exports.
Correct Answer Strategic
Your Answer Long-term
human resource Management

True/False
Question Eight members is considered to be the norm as to the no. of members constituting a QC-
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Under “Workshop” feedback is done on which kind of categories?
Correct Answer Managerial role, Leadership styles, Behavioural qualities
Your Answer Managerial role, Leadership styles, Behavioural qualities

Multiple Choice Single Answer
Question Five main phases make up the process of the feedback exercise, name the PHASE 4-
Correct Answer Data feeding Reports & Analysis
Your Answer Data feeding Reports & Analysis

Multiple Choice Multiple Answer
Question A Managerial Walkabouts presents the students with some basic challenges, such as –
Correct Answer Logical Enquiry, Service, Adventure
Your Answer Logical Enquiry, Service, Adventure

Select The Blank
Question Some organisations use ________ & committee management as techniques of training & development for flexitime systems
Correct Answer Job rotation
Your Answer Job rotation

Select The Blank
Question The ________ provide resources to approved employment schemes in the organised & marginised sectors
Correct Answer Employment Generation Fund
Your Answer Employment Generation Fund

Select The Blank
Question No worker employed in any industry who has been in continuous service for more than ________ , can be retrenched until prior permission from the govt. to retrench in undertakings employing more than 100 people
Correct Answer 1 year
Your Answer 1 year

Multiple Choice Multiple Answer
Question Why do most companies want HRD audit?
Correct Answer Change of Leadership, To make HR function business-driven, For growth & diversification
Your Answer Change of Leadership, To make HR function business-driven, For growth & diversification

Multiple Choice Single Answer
Question In the future what sort of organisations would provide expert
human resource Management

advice & consultancy & further will also supply human resources for executing their projects.
  Correct Answer Employee leasing
  Your Answer Employee leasing

True/False
  Question An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success
  Correct Answer True
  Your Answer True

Multiple Choice Single Answer
  Question Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?
  Correct Answer Representatives from line & personnel department.
  Your Answer Representatives from line & personnel department.

Select The Blank
  Question Expenses incurred by a firm on recruitment, training & development of employees are treated as _________
  Correct Answer Current costs
  Your Answer Current costs

Multiple Choice Single Answer
  Question What is concerned with developing a pool of candidates in line with the human resources plan
  Correct Answer Recruitment
  Your Answer Recruitment

Multiple Choice Single Answer
  Question Which system emphasis a lot on the need to motivate people
  Correct Answer Human Resource Development
  Your Answer Human Resource Development

True/False
  Question Monitoring and Follow-up follows the distribution of questionnaires to all assessors.
  Correct Answer True
  Your Answer True

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Single Answer
  Question Name the person who lacks the other basic qualities can lead others in the wrong direction.
  Correct Answer Leader
  Your Answer Leader

Multiple Choice Multiple Answer
  Question what are the common objections against the treatment of people
human resource Management

as assets in a HRM system

Correct Answer There is no assurance of future benefits, people are not owned by the organisation, it may not be recognised by tax laws
Your Answer people are not owned by the organisation, it may not be recognised by tax laws, There is no assurance of future benefits

Multiple Choice Single Answer

Question What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer Recruitment
Your Answer Recruitment

Multiple Choice Single Answer

Question The 'Zero defects' concept emphasizing adherence to quality requirements and employee motivation was prompted by –
Correct Answer Crosby
Your Answer Crosby

Multiple Choice Multiple Answer

Question Name the steps that develop strategic framework for HRD
Correct Answer Realistic employee development, Measurable employee development, Well costed employee development
Your Answer Realistic employee development, Measurable employee development, Well costed employee development

Multiple Choice Multiple Answer

Question While planning for a period of five years, the expected loss situation can be evaluated in terms of:
Correct Answer Retirement, Transfer, Death
Your Answer Retirement, Transfer, Death

Multiple Choice Multiple Answer

Question Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal:
Correct Answer Human Resource Development
Your Answer Human Resource Development

Multiple Choice Multiple Answer

Question ________ are the visible amounts given for fertilizers export promotion, etc.
Correct Answer Explicit subsidies
Your Answer Explicit subsidies

Page 70
Correct Answer: Creative imagination, Sense of reality, Effective leadership.

Your Answer: Creative imagination, Sense of reality, Effective leadership.

True/False

Question: Analysis of secondary data can give a lot of insights into the HRD assets & liabilities of the company.

Correct Answer: True

Your Answer: True.

Select The Blank

Question: The _______ can be made using a checklist of questions.

Correct Answer: Observation

Your Answer: Observation.

Select The Blank

Question: The job evaluation programme once installed must be continued on a _______ basis.

Correct Answer: permanent

Your Answer: permanent.

Multiple Choice Single Answer

Question: What is one of the major reasons for a perceived rise in number of moon-lights in the coming future?

Correct Answer: Change in values & expectations.

Your Answer: A change in standard of living.

Multiple Choice Multiple Answer

Question: What are the areas where the auditors should physically visit the workplace?

Correct Answer: Canteens, Living colony, Training rooms.

Your Answer: Training rooms, Canteens, Living colony.

Multiple Choice Multiple Answer

Question: What are the action steps for effective Benchmarking?

Correct Answer: Identifying the human resources related areas to be benchmarked, Prepare a report that documents the processes, functions, its extent & result areas, Understand why such a study is being conducted.

Your Answer: Identifying the human resources related areas to be benchmarked, Prepare a report that documents the processes, functions, its extent & result areas, Understand why such a study is being conducted.

Multiple Choice Multiple Answer

Question: Under HRD, name the factors that act as motivating forces.

Correct Answer: Job enrichment, Informal organisation, Participative management.

Your Answer: Job enrichment, Informal organisation, Participative management.

Multiple Choice Multiple Answer

Question: Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
human resource Management

Correct Answer  Suitable compensation plan , Selection of the right people ,
Good performance appraisal system
Your Answer  Suitable compensation plan , Selection of the right people ,
Good performance appraisal system

Select The Blank
Question  Business re-engineering often shift the power base, changing the 'command - and - control' approach to ________.
Correct Answer  'Mobilised -and - enable'
Your Answer  'Mobilised -and - enable'

Multiple Choice Multiple Answer
Question  What are the published literature of the company which help in assessing the strengths and weakness of HRD
Correct Answer  Manual reports , Marked Handouts , Personal Manual
Your Answer  Manual reports , Marked Handouts , Personal Manual

Select The Blank
Question  At Hewlett Packard, as part of their BPR programme, the ________directs resources from applicants to a centralised employment response centre.
Correct Answer  EMS
Your Answer  EMS

True/False
Question  Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
Correct Answer  True
Your Answer  True

Multiple Choice Single Answer
Question  What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job?
Correct Answer  Moon-lighting
Your Answer  Moon-lighting

Multiple Choice Single Answer
Question  Name one of the components systems of HRD :
Correct Answer  Career system
Your Answer  Career system

Select The Blank
Question  Most HRD audit are due to failures of ________..
Correct Answer  Implementation
Your Answer  Implementation

True/False
Question  It can be enagued that globalization has reduced poverty in India and China, home to move that half a billion of the world’s poor income group
Correct Answer  True
Your Answer  True
Multiple Choice Single Answer
Question Why is it felt that federations & unions in India are not functioning on sound lines?
Correct Answer Outside political leadership
Your Answer Outside political leadership

Select The Blank
Question ________ of more than 1500 managers in Dr. Odiorne’s study were found to be in the Work Horse category
Correct Answer 0.79
Your Answer 0.79

Select The Blank
Question In one organisation the joke making rounds was that managers came in vertically and went out ________
Correct Answer Horizontally
Your Answer Horizontally

True/False
Question It is not necessary that the subordinate should feel free to participate without fear in the process of review & feedback.
Correct Answer False
Your Answer False

Select The Blank
Question Union leaders at different levels & at federatoins are elected on ________
Correct Answer democratic principle
Your Answer democratic principle

Multiple Choice Single Answer
Question One of the importance of HRD is
Correct Answer Role clarity
Your Answer Role clarity

Multiple Choice Multiple Answer
Question What are the prerequisites for the perfect functioning of management participation in trade unions
Correct Answer The union should be well organised with sounds rules, the coverage of items for discussion & participation should be pre-set, both parties should have implicit faith in information supplied by the other
Your Answer The union should be well organised with sounds rules, the coverage of items for discussion & participation should be pre-set, both parties should have implicit faith in information supplied by the other

Select The Blank
Question For the period of the lay off up to a maximum of ________ workmen will be paid compensation equal to half their basic pay & D.A.
Correct Answer 45 days
Your Answer 45 days
Match The Following

Question Correct Answer Your Answer

An efficient plant layout & a good benchmark Ford Motors Ford Motors

Simple act of comparison & learning for organisational improvement Benchmarking Benchmarking


Japanese firms had long been benchmarking other companies, many of them American Ohirata (1994) Ohirata (1994)

Multiple Choice Single Answer

Question According to Lahiry what is the simple act of comparison & learning for organisational improvement?

Correct Answer Benchmarking

Your Answer Benchmarking

True/False

Question The job falling under the same grade get different wage scale.

Correct Answer False

Your Answer False

Multiple Choice Single Answer

Question A candidate immediately after completing his school / college education joins an organisation in lower level position. Later he finds it difficult to make both ends meet as his family grows & thus takes up a part time job or business, etc during his off-hours, this part of moon lighting is called :

Correct Answer Quarter Moon Lighting

Your Answer Quarter Moon Lighting

Multiple Choice Single Answer

Question The differences in which kind of faiths among the people is hurdle in the HRD

Correct Answer Religious

Your Answer Religious

True/False

Question Majority of the disputes in industries are related to the problem of wages, salaries & benefits

Correct Answer True

Your Answer True

Multiple Choice Multiple Answer

Question What are the uses of the 'Balanced Score Card' as a strategic management system?

Correct Answer It is used to clarify & translate vision & strategy, It is used as a management tool, It is used to enhance strategic feedback and learning curves.
human resource Management

Your Answer It is used to clarify & translate vision & strategy, It is used as a management tool, It is used to enhance strategic feedback and learning curves.

Multiple Choice Multiple Answer
Question How would the representative of consumer association be able to make a difference in the consumerism movement
Correct Answer by participating in collective bargaining, to demands good supply of quality goods at fair practices, to demands good supply of quality goods at fair prices
Your Answer by participating in collective bargaining, to demands good supply of quality goods at fair prices

Multiple Choice Multiple Answer
Question Why do employees adopt proxy system? In order to improve
Correct Answer to their social status, their economic status, their psychological status
Your Answer to their social status, their economic status, their psychological status

Multiple Choice Single Answer
Question In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a –
Correct Answer "Swim or Sink approach"
Your Answer "Swim or Sink approach"

Multiple Choice Single Answer
Question How can management representatives essentially help employees’ organisations?
Correct Answer Formulation of plans & providing information
Your Answer By taking on an advisory role

Multiple Choice Single Answer
Question A multi-Rate Appraisal and feedback system is essentially
Correct Answer a 360 degree Appraisal
Your Answer a 360 degree Appraisal

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer
Question Besides business process re-engineering & benchmarking; then are some other useful tools to bring about continuous improvement in an organisation.
Correct Answer Urgency Motivation, Human Resource Audit, Human Resource Accounting
Your Answer Urgency Motivation, Human Resource Audit, Human Resource Accounting

Multiple Choice Multiple Answer
Question What are the general characteristics of a Technical – functional competence?
human resource Management

Correct Answer Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants.

Your Answer Primary interest in functional work, Such individuals start a new business, less for making money than for creating product that could be identified as theirs, They would like to remain expert rather than become general managers.

Select The Blank
Question In one organisation the joke making rounds was that managers came in vertically and went out ________
Correct Answer Horizontally
Your Answer Horizontally

Select The Blank
Question No worker employed in any industry who has been in continuous service for more than ________ , can be retrenched until prior permission from the govt. to retrench in undertakings employing more than 100 people
Correct Answer 1 year
Your Answer 1 year

True/False
Question A leader who lacks the other basic qualities can lead others in the wrong direction.
Correct Answer True
Your Answer True

Select The Blank
Question Ulrich (1994) says: The idea of utilising human resource as a strategic business partner is still at a level of ________ rather than reality.
Correct Answer Rhetoric
Your Answer Rhetoric

Select The Blank
Question ________ are those who provide competitive advantage to corporations.
Correct Answer People
Your Answer Managers

Select The Blank
Question ________ system stresses on discipline and there is simplicity in the form.
Correct Answer Merit rating
Your Answer Merit rating

Multiple Choice Multiple Answer
Question Name the first three phases that make up the process of the feedback exercise –
Correct Answer Participants orientation, Questionnaire distribution, Monitoring & follow up
Your Answer Participants orientation, Questionnaire distribution, Monitoring & follow up

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human resource Management

True/False
Question The HRD programmes fail due to poverty, social injustice.
Correct Answer True
Your Answer True

Select The Blank
Question Where the firm pats the proposed changes into practice is called ________ stage.
Correct Answer Implementation
Your Answer Implementation

Multiple Choice Single Answer
Question In an employees organisation the flow of decisions from the President / Working President flows to –
Correct Answer General Secretary
Your Answer General Secretary

Select The Blank
Question ________ of more than 1500 managers in Dr. Odiorne’s study were found to be in the Work Horse category
Correct Answer 0.79
Your Answer 0.79

True/False
Question Human resource management is responsible for getting the best people, training and providing mechanism.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question The HRD outcomes can influence the organisation’s business goals which may be in terms of –
Correct Answer Higher productivity, Satisfied customers, Satisfied stockholders
Your Answer Cost effectiveness, Higher productivity

Multiple Choice Single Answer
Question On the basis of the relative work in the organisation, what is the primary purpose of job evaluation?
Correct Answer To set wages
Your Answer To set wages

Multiple Choice Multiple Answer
Question Under “Workshop” feedback is done on which kind of categories?
Correct Answer Managerial role, Leadership styles, Behavioural qualities
Your Answer Managerial role, Leadership styles, Behavioural qualities

Select The Blank
Question One of the feature HRD goals are, ________ is a perishable commodity
Correct Answer Labour
human resource Management

Multiple Choice Single Answer
Question Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings?
Correct Answer Divisional / departmental manager & personnel manager.
Your Answer Divisional / departmental manager & personnel manager.

Multiple Choice Multiple Answer
Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
Correct Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system
Your Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system

True/False
Question Under the balanced score card approach the expectation of three shareholders
Correct Answer True
Your Answer True

Select The Blank
Question In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.
Correct Answer LARSEN & TUBRO LTD.
Your Answer LARSEN & TUBRO LTD.

Multiple Choice Single Answer
Question What was the expenditure of the States on human resource development in 1992-93?
Correct Answer Rs 1,29,020 million
Your Answer Rs 1,29,020 million

True/False
Question After the world War II, ‘Made in Japan’ became a synonym for shoddy goods, but the TQM concept put it on the map.
Correct Answer False
Your Answer True

Match The Following
Question Correct Answer Your Answer

Job analysis It is one of the job evaluation process which finds out relevant facts. It is one of the job evaluation process which finds out relevant facts.
Non-quantitative job evaluation category. Simple ranking and grading are palced under such category. Simple ranking and grading are palced under such category.
human resource Management

Quantitative job evaluation Point system and factor comparison methods are placed under such category. Point system and factor comparison methods are placed under such category.

The beneficiaries to business firms by job evaluation It enables Cos. to get data in local wage surveys to establish job classification. It enables Cos. to get data in local wage surveys to establish job classification.

Multiple Choice Single Answer

Question After which stage many good organisation in India have entered a competitive phase

Correct Answer Liberalisation

Your Answer Globalisation

Multiple Choice Multiple Answer

Question Name the various steps considered under Factor comparision system:

Correct Answer Allocation of correct rate to each key job , Selection of job characteristics , Determination of correct rates of key jobs

Your Answer Allocation of correct rate to each key job , Selection of job characteristics , Determination of correct rates of key jobs

Multiple Choice Multiple Answer

Question Name the appropriate method for forecasting demand which will be best suited to organisation:

Correct Answer Time frame , Resources available

Your Answer Time frame , Resources available , Stability

True/False

Question Workers and trade unions never praticipate in the management of human resources

Correct Answer False

Your Answer False

True/False

Question The Asian Institute of Management have introduced a unique course called "Managerial Walkabout". The idea of the course came from Prof. M. Gibbons of Simon Fraser University, British Columbia.

Correct Answer True

Your Answer True

Select The Blank

Question ________ should reinforce positive behaviour.

Correct Answer Feedback

Your Answer Feedback

Multiple Choice Single Answer

Question On what grounds are training sessions normally criticised?

Correct Answer Trainers conduct the programme on the basis of what they know rather than what the trainees need

Your Answer Trainers conduct the programme on the basis of what they
human resource Management

know rather than what the trainees need

True/False
Question Factor comparison system consists of selection of key jobs.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Under the phase 3 "Monitoring and Follow Up" the rater also identifies himself in several roles in the questionnaire like a -
Correct Answer Superior, Subordinate, Colleague
Your Answer Superior, Subordinate, Colleague

True/False
Question As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in absolute poverty
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question Under the workshop methodology, a series of diagnostic exercises through question are taken, these are:
Correct Answer How would you critically evaluate the job rotation in your company?, What are the three good things in your performance appraisal systems?, What are the strengths & weaknesses of your training policies & practice?
Your Answer How would you critically evaluate the job rotation in your company?, What are the three good things in your performance appraisal systems?, What are the strengths & weaknesses of your training policies & practice?

Select The Blank
Question The national renewal fund is administered by the department of industrial development. The NRF was proposed to have a corpus of ________ which would be contributed from budgetory support
Correct Answer Rs. 2000 crores
Your Answer Rs. 2000 crores

True/False
Question Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
Correct Answer True
Your Answer True

True/False
Question A major beneficiary of liberalization and consequently competition not been the consumer but the industry
Correct Answer False
Your Answer False

Match The Following
human resource Management

Question Correct Answer Your Answer

Need for HRD Audit It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs. It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs.

Limitation of HRD Audit It does not give evaluation of individuals but focuses on unit and systems. It does not give evaluation of individuals but focuses on unit and systems.

Definition of HRD Audit It is a comprehensive evaluation of the current HRD strategies, structure, systems, styles and skills in the business plans of a company. It is a comprehensive evaluation of the current HRD strategies, structure, systems, styles and skills in the business plans of a company.

Role of HRD Audit in business improvement It helps in changes in the styles of the top management. It helps in changes in the styles of the top management.

Multiple Choice Single Answer
  Question When do managers lose faith in the fairness of the top management.
  Correct Answer Promoting from outside
  Your Answer Promoting from outside

Multiple Choice Single Answer
  Question What is that describes the duties of the job, authority relationship, skills requirement, conditions of work etc.
  Correct Answer Job analysis
  Your Answer Job analysis

Multiple Choice Multiple Answer
  Question List the measures to overcome the HRD problems in India
  Correct Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance
  Your Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

Multiple Choice Multiple Answer
  Question Under HRD, name the factors that act as motivating forces
  Correct Answer Job enrichment, Informal organisation, Participative management
  Your Answer Job enrichment, Informal organisation, Participative management

Multiple Choice Multiple Answer
  Question Name the steps that develop strategic framework for HRD
  Correct Answer Realistic employee development, Measurable employee development, Well costed employee development
  Your Answer Realistic employee development, Measurable employee development, Well costed employee development

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Multiple Choice Multiple Answer
Question According to Ulrich (1994), today’s human resource professionals need to move towards effectively fulfilling the multiple roles of -
Correct Answer Employee champions who are able to relate to & meet the needs of employees, Strategic partners, Change agents
Your Answer Employee champions who are able to relate to & meet the needs of employees, Strategic partners, Change agents

Multiple Choice Single Answer
Question In the future what sort of organisations would provide expert advice & consultancy & further will also supply human resources for executing their projects.
Correct Answer Employee leasing
Your Answer Employee leasing

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer
Question Why do employees adopt proxy system? In order to improve their social status, their economic status, their psychological status
Correct Answer to their social status, their economic status, their psychological status
Your Answer to their social status, their economic status, their psychological status

Select The Blank
Question HRD means competence building, commitment building, and _______ building.
Correct Answer culture
Your Answer culture

True/False
Question Monitoring and Follow-up follows the distribution of questionnaires to all assessors.
Correct Answer True
Your Answer False

True/False
Question The individual with a deep speed insight will not go quickly to the least of a problem.
Correct Answer False
Your Answer True

Select The Blank
Question The _______ role is to ensure the deserving managers should get appropriate opportunities for job Rotation.
human resource Management
Correct Answer Reviewer
Your Answer Reviewer

Multiple Choice Multiple Answer
Question Under the phase 3 "Monitoring and Follow Up" the rater also identifies himself in several roles in the questionnaire like a –
Correct Answer Superior, Subordinate, Colleague
Your Answer Superior, Subordinate, Colleague

Multiple Choice Multiple Answer
Question What are the component/elements of a flow of decisions in employees organisations?
Correct Answer Providing wrong information about management, Promotional Opportunities, Grievance Procedure
Your Answer Political tactics, Promotional Opportunities, Grievance Procedure

Select The Blank
Question A strategy based on superior service is very powerful as the _______ is high
Correct Answer value added
Your Answer value added

Multiple Choice Single Answer
Question Women employees presently restrict/limit their career to selected jobs & organisations. But, they will soon be ready to take up all types of jobs in different types of organisations. This phenomenon is known as –
Correct Answer Dual career group
Your Answer Boundrylessness career group

Multiple Choice Multiple Answer
Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment, Informal organisation, Participative management
Your Answer Employee enrichment, Job enrichment, Informal organisation

Multiple Choice Multiple Answer
Question Name the various steps considered under Factor comparision system:
Correct Answer Allocation of correct rate to each key job, Selection of job characteristics, Determination of correct rates of key jobs
Your Answer Selection of job analysis, Allocation of correct rate to each key job, Selection of job characteristics
Multiple Choice Single Answer
Question: What is the general principle (as per P.A.S policy of premier) of Assessment Routes?
Correct Answer: 2nd Assessor—superior of first assessor, 2nd Assessor—superior of the 1st assessor
Your Answer: 1st Assessor—immediate superior, 2nd Assessor, 360 degree approach

Multiple Choice Multiple Answer
Question: Name the steps that develop strategic framework for HRD
Correct Answer: Realistic employee development, Measurable employee development, Well costed employee development
Your Answer: Realistic employee development, Measurable employee development, Well costed employee development

True/False
Question: Performance development plan is set for the employee by his immediate boss.
Correct Answer: True
Your Answer: True

Multiple Choice Single Answer
Question: In an employees organisation the flow of decisions from the President / Secretary of Branch Union flow to —
Correct Answer: President / Secretary & Craft / Unit level Union
Your Answer: General Secretary

True/False
Question: Transfer of technology does not mean merely shifting technology from one place to another
Correct Answer: True
Your Answer: True

Multiple Choice Multiple Answer
Question: Name of the various HRD score card:
Correct Answer: HRD systems maturity score, Competency score, HRD competencies systems maturity score
Your Answer: HRD systems maturity score, Competency score, HRD competencies systems maturity score

Match The Following
Question Correct Answer Your Answer
An efficient plant layout & a good benchmark  Ford Motors   BPR
Simple act of comparison & learning for organisational improvement
human resource Management

Benchmarking Ohirata (1994)

The Malcolm Bridge National Quality Award Xerox (1989) Ford Motors

Japanese firms had long been benchmarking other companies, many of them American Ohirata (1994) Benchmarking

Match The Following
Question Correct Answer Your Answer

Feature of Performance Appraisal It is totally different from job evaluation as well as merit rating. It is totally different from job evaluation as well as merit rating.

Essentials of a good Appraisal Plan Relating scales should be constructed adequately and in accordance with the objectives. Relating scales should be constructed adequately and in accordance with the objectives.

Definition of Performance Appraisal It is a systematic, orderly and objective method of evaluating the present and potential utility of employees to the organisation. It is a systematic, orderly and objective method of evaluating the present and potential utility of employees to the organisation.

Objectives of Performance Appraisal Provision of feedback to subordinates to know where they stand. Provision of feedback to subordinates to know where they stand.

True/False
Question Objective of performance appraisal system is to identify the developmental needs of each employee.
Correct Answer True
Your Answer False

Select The Blank
Question The ________ provides funds to meet the compensation & training expenditure of retrenched workers.
Correct Answer National Renewal Grant Fund
Your Answer Employment Generation Fund

Select The Blank
Question While evaluating ________ jobs, where nature of work is difficult to be expressed in quantifiable numbers.
Correct Answer managerial
Your Answer managerial
Multiple Choice Multiple Answer
Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
Correct Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system
Your Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system

Select The Blank
Question In no phase of business life is ________ as important as in making promotion decisions.
Correct Answer Integrity
Your Answer Integrity

Multiple Choice Multiple Answer
Question Name the three important components in aligning business strategy with HR practice:

Multiple Choice Single Answer
Question What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer Recruitment
Your Answer Training

Multiple Choice Single Answer
Question Traditionally, human resources has been perceived as,
Correct Answer Bureacratic
Your Answer Benevolent

Multiple Choice Single Answer
Question The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer Religious
Your Answer Religious

Multiple Choice Multiple Answer
Question Participation of Mgmt in federations & unions at all levels helps to –
Correct Answer Strength the trade union movement, maintain Industrial harmony, Develop sound human relations
Your Answer Strength the trade union movement, maintain Industrial harmony, Develop sound human relations
Multiple Choice Multiple Answer
Question What are the factors that warrant the attention for successful implementation?
Correct Answer Feedback management, Action planning, Reinforcement of new behaviour
Your Answer Feedback management, Action planning, Reinforcement of new behaviour

Multiple Choice Single Answer
Question Name the person who lacks the other basic qualities can lead others in the wrong direction.
Correct Answer Leader
Your Answer Leader

Select The Blank
Question Business re-engineering often shift the power base, changing the 'command - and - control' approach to ________.
Correct Answer 'Mobilised -and - enable'
Your Answer Proactive - and - innovative

True/False
Question Federation & unions at few levels are managed on the lines of management of a political body
Correct Answer False
Your Answer True

Select The Blank
Question In one organisation the joke making rounds was that managers came in vertically and went out ________
Correct Answer Horizontally
Your Answer Horizontally

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resource Development
Your Answer Human Resource Development

True/False
Question Human resource Audit is full-fledged methodology to bring about a change.
Correct Answer False
Your Answer False
human resource Management

Multiple Choice Single Answer
Question What does a Supervisory Skill Level Survey entail?
Correct Answer Method of measuring training needs of a Co’s supervisors through well designed psychometric tests
Your Answer Method of measuring training needs of a Co’s supervisors through well designed psychometric tests

Multiple Choice Multiple Answer
Question Some questions that every corporation needs to address are as follows:–
Correct Answer How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant
Your Answer How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

Select The Blank
Question Most HRD audit are due to failures of ________.
Correct Answer Implementation
Your Answer Implementation

Multiple Choice Single Answer
Question What is it that some of the companies have borrowed from professionally managed Cos’
Correct Answer HRD practices
Your Answer HRD practices

True/False
Question HRD audit can give significant inputs about existing stage of accountability of employees.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question When employees spend half of the time and / or resources available to them on a second job / occupation for luxuries / comforts it is known as :
Correct Answer Half Moon lighting
Your Answer Half Moon lighting

True/False
Question If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.
Correct Answer False
Your Answer False
Multiple Choice Single Answer
Question: What is the primary objective behind SSL?
Correct Answer: To not only measure training supervisors by comparing their performance with that of several thousand supervisors in other Cos.
Your Answer: To not only measure training supervisors by comparing their performance with that of several thousand supervisors in other Cos.

True/False
Question: Collecting bargaining is an institutional process for solving problems arising directly out of employee-worker relationships
Correct Answer: False
Your Answer: False

Multiple Choice Single Answer
Question: What is the concept of groups of employees working towards different goals with little knowledge of other functions or understanding of overall goals of the organisation?
Correct Answer: Compartmentalisation
Your Answer: Compartmentalisation

Multiple Choice Multiple Answer
Question: List the measures to overcome the HRD problems in India
Correct Answer: Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance
Your Answer: Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer
Question: Essentials of effective QC’s:
Correct Answer: Prompt approval, Regular communication, Unconditional support
Your Answer: Prompt approval, Problem collection, Regular communication

Multiple Choice Single Answer
Question: The birth of the quality control movement in Japan took place in the early –
Correct Answer: 1960’s
Your Answer: 1970’s
True/False
Question An urgency motivation can be explained by a situation where dynamic profitable organisations foresee a crisis and initiate a radical transformation by breaking status barriers & restructuring organisational relationships.
Correct Answer True
Your Answer True

True/False
Question A leader who lacks the other basic qualities can lead others in the wrong direction.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question According to Ulrich (1994), today’s human resource professionals need to move towards effectively fulfilling the multiple roles of –
Correct Answer Employee champions who are able to relate to & meet the needs of employees, Strategic partners, Change agents
Your Answer Employee champions who are able to relate to & meet the needs of employees, Strategic partners, Change agents

True/False
Question Some employees may not like flexibility in horizontal movement from one job to another.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question The capacity to take considerable responsibility, ability to influence and control others and skills in problem solving primarily show:
Correct Answer Managerial competence
Your Answer Managerial competence

Match The Following
Question

| Long range | Beyond 5 years | Beyond 8 years |
| Business plans | Data from within the organization | 1 year to 5 years |
| Immediate | Within 1 year | Data from within the organization |
| Intermediate | 1 year to 5 years | Beyond 5 years |
Multiple Choice Single Answer
Question The anchor for an individual who is attached to an organisation or a location rather than to work is essentially termed:
Correct Answer Search for security
Your Answer Search for security

Select The Blank
Question The______ can be made using a checklist of questions
Correct Answer Observation
Your Answer Questionnaire method

Multiple Choice Single Answer
Question What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?
Correct Answer Disharmony in individual & organisational goal balance.
Your Answer Disharmony in individual & organisational goal balance.

Multiple Choice Multiple Answer
Question Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in:
Correct Answer Supportive atmosphere , Empathetic atmosphere , Setting goals
Your Answer Supportive atmosphere , Empathetic atmosphere , Setting goals

True/False
Question Politician as the custodian of the nation has the responsibility to protect the interest of all the parties involved in the process of organisation
Correct Answer False
Your Answer True

Multiple Choice Single Answer
Question What should be suggestive and not prescriptive.
Correct Answer Feedback
Your Answer Feedback

True/False
Question Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining
Correct Answer True
Your Answer False
human resource Management

True/False
Question  The HRD programmes fail due to poverty, social injustice.
Correct Answer True
Your Answer True

Select The Blank
Question  Factor comparison method is regarded as ________ method
Correct Answer complex
Your Answer complex

Multiple Choice Single Answer
Question  Why Companies go for HRD Audit?
Correct Answer Promoting Professionalism
Your Answer Promoting Management practices

Select The Blank
Question  ________ is a difficult exercise, therefore it should be done with care.
Correct Answer Potential appraisal
Your Answer Performance appraisal

Select The Blank
Question  ________ is route to be followed in order to realise vision and overall purpose.
Correct Answer Strategy
Your Answer Strategy

Select The Blank
Question  The ________ management of the organisation is committed to develop the competencies of employees on a continuous basis
Correct Answer Top
Your Answer Top

Select The Blank
Question  A free market economy demands a transparent set of laws and________something that the archaic Indian judicial system is ill-equipped to cope with
Correct Answer quick disposal of litigation
Your Answer strong pillars of justice

True/False
Question  The degree to which an individual possess the innate quality of breath of mind is the most direct indication of the individual's ultimate potential.
human resource Management

Correct Answer True
Your Answer True

True/False

Question After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.
Correct Answer False
Your Answer True

Select The Blank

Question People take ________ supportively and use it for development.
Correct Answer Feedback
Your Answer Feedback

Multiple Choice Single Answer

Question Self–questionnaires is to be filled by whom?
Correct Answer Participant
Your Answer Participant

Multiple Choice Single Answer

Question Name one of the drawbacks that can take place while designing the form–
Correct Answer The rating scale are ambiguous
Your Answer The rating scale are ambiguous

Multiple Choice Multiple Answer

Question After the assets and liabilities of each individual is identified, what should be done; some thumb–rules are
Correct Answer Make out a time bound plan to work on your liabilities
Choose first the liability which is hindering your growth the most
Build your career on your assets
Your Answer Make out a time bound plan to work on your liabilities
Choose first the liability which is hindering your growth the most
Build your career on your assets

True/False

Question The relationship between good HR practices and organisational effectiveness is very simple.
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer

Question Ranking system measures each job in comparison with other jobs in terms of the relative importance of the following factors:
human resource Management

Correct Answer Supervision & leadership, Co-operation & association outside the line of authority, Probability & consequences of errors
Your Answer Supervision & leadership, Leadership & management, Probability & consequences of errors

Multiple Choice Multiple Answer
Question What includes in Salary Survey?
Correct Answer Inflation indicators, Salary budget averages, Average salaries
Your Answer Average Compensation, Inflation indicators, Average salaries

Multiple Choice Single Answer
Question In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -
Correct Answer "Swim or Sink approach"
Your Answer Job rotation

Multiple Choice Single Answer
Question Pfeffer (1998) has identified seven dimensions of successful organisations, name one of them.
Correct Answer Employment security
Your Answer Performance appraisal

True/False
Question In the orientation phase, all participants are to submit a list of appraisers by whom they would like to be assessed.
Correct Answer True
Your Answer False

Match The Following
Question Correct Answer Your Answer
To divert manufacturing activities from urban to rural areas one of the roles of the consumer council
The mechanism of price fixation a much neglected sphere of the market requisites for consumers
These are not the days of individualism & unorganisation unionsim
Knowledge of the subject hand work & a sincere approach requisites for consumersim a much neglected sphere of the market

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human resource Management

Multiple Choice Multiple Answer
Question According to Gurucharan Das what should Indian companies focus its effort to emerge winners in the light of the liberalization & globalization?
Correct Answer Be able to capitalize on global trade, Not ignore quality, Product development
Your Answer Be able to capitalize on global trade, Not ignore quality, Product development

Multiple Choice Multiple Answer
Question Why would management participation in trade union be open to opposition by a few?
Correct Answer trade union leader may feel thire influence decelerated among trade union members, member may view thire movement weekend with the influence of management, due to misunderstandings cropping up among leader & members
Your Answer trade union leader may feel thire influence decelerated among trade union members, member may feel thire privacy being voileted, member may view thire movement weekend with the influence of management

Multiple Choice Multiple Answer
Question What are the common job responsibilities of an executive?
Correct Answer Co-ordinate Training Programme, Keep cost within budget, Publish House Journal
Your Answer Co-ordinate Training Programme, Keep cost within budget, Administrative Skills

Multiple Choice Multiple Answer
Question While planning for surplus, the following are the options:
Correct Answer Reduce work hours, Redesign the jobs, Reassign the jobs
Your Answer Reduce work hours, Increase work hours, Reassign the jobs

Select The Blank
Question Analysis of _________ data can give a lot of insights into the HRD assets and liabilities of the company
Correct Answer Secondary
Your Answer Primary

Multiple Choice Single Answer
Question Which management is committed adequately to competency building through multi – rater feedback -
Correct Answer Top
Your Answer Lower

Multiple Choice Multiple Answer
human resource Management

Question What are the action steps for effective Benchmarking?
Correct Answer Identifying the human resources related areas to be benchmarked. Prepare a report that documents the processes, functions, its extent & result areas. Understand why such a study is being conducted.
Your Answer Identifying the human resources related areas to be benchmarked. To evolve into administrative experts who are able to create efficient HR process & business process. Prepare a report that documents the processes, functions, its extent & result areas.

True/False
Question Human resource management is responsible for getting the best people, training and providing mechanism.
Correct Answer True
Your Answer True

Select The Blank
Question Some organisations use _________ & committee management as techniques of training & development for flexitime systems.
Correct Answer Job rotation
Your Answer Job rotation

Multiple Choice Multiple Answer
Question The traditional methods of performance appraisal lay emphasis on the ratings of individual's personality traits such as -
Correct Answer Initiative, Drive, Creativity
Your Answer Initiative, Drive, Creativity

True/False
Question When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgement.
Correct Answer True
Your Answer True

Select The Blank
Question One of the feature HRD goals are, _________ is a perishable commodity.
Correct Answer Labour
Your Answer Labour

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer
Question What are the basic features of TQM approach?
Correct Answer Business philosophy based on customer satisfaction. Aims at charging the system. Getting it right the first time & everytime.
human resource Management

Your Answer Business philosophy based on customer satisfaction. Aims at charging the system. Isolated change mechanism.

Multiple Choice Single Answer

Question What is regarded as the preventive tool in case of any differences of opinions among the members of rating committee.
Correct Answer Job specification
Your Answer Job analysis

Match The Following
Question Correct Answer Your Answer

Major sources of recruitment in private sector. Employee recommendations and advertisement. Employee recommendations and advertisement.

SANDOZ INDIA LTD. Internal Advertising is restored for all vacancies. Vacancy is filled in by promoting the employees seniority, merits.

NATIONAL MACHINERY manufacturers ltd. Vacancy is filled in by promoting the employees seniority, merits. Internal Advertising is restored for all vacancies.

Major sources of recruitment in public sector. Scheduled tribes and scheduled castes & employee recommendations. Scheduled tribes and scheduled castes & employee recommendations.

Multiple Choice Single Answer

Question What can give significant inputs about existing state of accountability of employees.
Correct Answer HRD audit
Your Answer TQM Interventions

True/False

Question The first HRD department in the Indian corporate sector was started in 1975 in Larsen & Toubro (L & T).
Correct Answer True
Your Answer True

True/False

Question Long range planning are beyond eight years
Correct Answer False
Your Answer True

True/False

Question The benefit of job evaluation is that it lays down the
Select The Blank

Question 360-Degree Feedback enhances the quality of ______ decisions.
  Correct Answer HR
  Your Answer HRD

Multiple Choice Multiple Answer

Question The HRD outcomes can influence the organisation's business goals which may be in terms of -
  Correct Answer Higher productivity, Satisfied customers, Satisfied stockholders
  Your Answer Cost effectiveness, Higher productivity, Satisfied customers

Select The Blank

Question ________ is indicated by work effort and it should be continuous.
  Correct Answer Commitment
  Your Answer Commitment

Multiple Choice Multiple Answer

Question 360-Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage -
  Correct Answer Individual learning, Organisational learning, Improved Individual behaviour
  Your Answer Individual learning, Organisational learning, Improved Individual behaviour

Multiple Choice Multiple Answer

Question Name some of the strategic role of HR:
  Correct Answer Successful HR department will focus on organisational performance, HR's value will be to have the right people ready at right time, The focus of the HR function will be human capital development & organisational productivity.
  Your Answer Successful HR department will focus on organisational performance, HR's value will be to have the right people ready at right time, The focus of the HR function will be human capital development & organisational productivity.

Select The Blank

Question The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to
human resource Management

hire people from outside at all levels.
Correct Answer Recruitment
Your Answer Recruitment

Select The Blank
Question Companies can offer the option only to employees who are above _________ years of age or have served with the company for 10 years.
Correct Answer 40
Your Answer 40

True/False
Question Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning.
Correct Answer False
Your Answer True

Match The Following
Question Correct Answer Your Answer
Feedback It should be data-based and not impressionistic
Rapport building In this case there is a climate of acceptance & warmth
Exploration In this case, the employee should appreciate his strengths & weakness. These help in gathering more information and in stimulating thinking.
Action Planning In this case, the interview should end with specific plans of action for the development of the employee.

Multiple Choice Single Answer
Question Why is it that today, more so than the past, employees take to Moon Lighting activities.
Correct Answer Decreasing purchasing power
Your Answer Change in profiles

Multiple Choice Single Answer
Question Every employee also has a succession plan to him, which is also known as -
Correct Answer Shadow planning
Your Answer Career planning
human resource Management

Multiple Choice Multiple Answer
Question What are the areas where the auditors should physically visit the workplace?
Correct Answer Canteens, Living colony, Training rooms
Your Answer Cities, Canteens, Living colony

Multiple Choice Multiple Answer
Question The concept of 'quality' underwent numerous refinements, which out of the following pioneered such refinements?
Correct Answer Deming, Shewhart, Juran
Your Answer Ishikawa, Deming, Shewhart

Select The Blank
Question The job evaluation programme once installed must be continued on a ________ basis.
Correct Answer permanent
Your Answer periodical

Multiple Choice Single Answer
Question One of the importance of HRD is
Correct Answer Role clarity
Your Answer Training clarity

Multiple Choice Single Answer
Question Name the process which is continuous and stops only when the organisation ceases to exist
Correct Answer Hiring
Your Answer Forecasting

Multiple Choice Multiple Answer
Question Highly successful functional benchmarking models developed by the Japanese have been adopted the world over. Name some of Matsushita’s Systems of benchmarking?
Correct Answer Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system
Your Answer Just in Time (JIT), Point of Sale (POS) system, Work Force Solutions (WFS) system

Select The Blank
Question ________ of more than 1500 managers in Dr. Odiorne’s study were found to be in the Work Horse category
Correct Answer 0.79
Your Answer 0.85
human resource Management

Question Why is it that management should take extra care while framing personnel policies, especially where an employees organisation does exist?
Correct Answer Federations are eveready to challenge management action, particularly with respect to promotions, transfers, seniority
Your Answer Federations are eveready to challenge management action, particularly with respect to promotions, transfers, seniority

Select The Blank
Question A strong ________ can have a lasting effect and provide sustenance to an organisation.
Correct Answer Culture
Your Answer Culture

Select The Blank
Question Generally, training need identification forms a part of ________.
Correct Answer Management Appraisal System
Your Answer Training Committee

Select The Blank
Question ________ is the example of the balanced score card applications in some companies.
Correct Answer AT & T
Your Answer AT & T

Multiple Choice Multiple Answer
Question Name the various HRD outcomes variables :
Correct Answer Better organisational health, Better developed roles, Better utilisation of human resources
Your Answer Better organisational health, Better developed roles, Better utilisation of human resources

Multiple Choice Single Answer
Question What is it that can be defined as a written record of the duties, responsibilities and conditions of job.
Correct Answer Job discription
Your Answer Job discription

Select The Blank
Question Ulrich (1994) says:The idea of utilising human resource as a strategic business partner is still at a level of ________ rather than reality.
Correct Answer Rhetoric
Your Answer latency
human resource Management

Multiple Choice Single Answer
Question What forms the last phase of the 360-degree feedback exercise
Correct Answer Individual counselling
Your Answer Individual counselling

True/False
Question HRD audit can also be used against the HRD department
Correct Answer True
Your Answer True

True/False
Question Organizations gear most of their management succession activities to the immediate past.
Correct Answer False
Your Answer True

True/False
Question Employee’s organisations in India have their impact on various aspects, policies pertaining to human resources management of various industries
Correct Answer True
Your Answer True

True/False
Question True / False
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question According to shroff (1995) the government needs to focus on three areas which are likely to influence the effective implementation of the economic policy, they are
Correct Answer Inadequate institutional reform, the speed and sequence of reform measures, inadequacies in the communication & political management of those measures
Your Answer Inadequate institutional reform, the speed and sequence of reform measures, lack of directional support

Multiple Choice Single Answer
Question Accounting is a management science group, what are the managers perceived as,
Correct Answer Decision-maker
Your Answer Decision-maker

True/False
human resource Management

Question The reviewer has the prime role of recording major appraisal details.
Correct Answer False
Your Answer False

Multiple Choice Single Answer
Question How can management representatives essentially help employees' organisations?
Correct Answer Formulation of plans & providing information
Your Answer By taking on the role of facilitators

True/False
Question Organisations presently are taking measures to satisfy the workers through various methods including the schemes of worker & participation in management.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question There are companies where the HR department lists out the raters by choosing randomly from the participant’s list of work related employees. Each rater receives an envelop having the following:-
Correct Answer Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator
Your Answer Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator

Multiple Choice Single Answer
Question In an emerging scenario, necessitating speed, flexibility, quality and willing ability to change, what sort of role does human resource personnel critically need to take on?
Correct Answer As strategic business partner
Your Answer As a supportive role

Multiple Choice Single Answer
Question Which practices are service related and human resources related?
Correct Answer Organisational
Your Answer Organisational

Select The Blank
Question Under training and development plan, the form is to be prepared in ________ form.
Correct Answer Duplicate
Your Answer Structured

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human resource Management

Multiple Choice Multiple Answer
Question A key HR role in the firm will be multidisciplinary consulting around –
Correct Answer Individual , Team , Business unit
Your Answer Individual , Team , Business unit

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer
Question What are the needs for Quality Audit?
Correct Answer It provides a benchmark as to the performance of the quality system. , It constitutes a permanent record of the progress in achieving the goals of quality. , It facilitates and encourages supplier quality certification systems.
Your Answer It constitutes a permanent record of the progress in achieving the goals of quality. , It facilitates and encourages supplier quality certification systems.

Multiple Choice Multiple Answer
Question Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:
Correct Answer Skill , Efforts , Accountability
Your Answer Skill , Efforts

Multiple Choice Single Answer
Question Name the Questions which enable the superior to verify that he has correctly heard.
Correct Answer Paraphrasing
Your Answer Paraphrasing

Select The Blank
Question The role of the organisation in career planning is to introduce & strengthen systems to ensure _______ of employees
Correct Answer Career Progression
Your Answer Career Progression

Multiple Choice Single Answer
Question In an employees organisation the flow of decisions from the Working Committee flows to –
Correct Answer President / Secretary of Branch Union
Your Answer President / Secretary of Branch Union

True/False
Question Under point method, common factors to all the jobs are identified.
Correct Answer True
Your Answer False

Multiple Choice Single Answer
human resource Management

Question A candidate immediately after completing his school / collage education joins an organisation in lower level position. Later he finds it difficult to make both ends meet as his family grows & thus takes up a part time job or business, etc during his off-hours, this part of moon lighting is called:
Correct Answer Quarter Moon Lighting
Your Answer Quarter Moon Lighting

Select The Blank
Question ________ means every employee is an active participant in goal attainment.
Correct Answer Employee involerment
Your Answer Employee involerment

Multiple Choice Single Answer
Question One of the importance of HRD is
Correct Answer Role clarity
Your Answer Role clarity

True/False
Question The first HRD department in the Indian corporate sector was started in 1975 in Larsen & Toubro (L & T).
Correct Answer True
Your Answer False

Multiple Choice Single Answer
Question T. Thomas said, ” I became chairman of this company in 1973 at the age of 45”. Name the company.
Correct Answer Hindustan Level
Your Answer Hindustan Level

Multiple Choice Multiple Answer
Question Performance counselling should not give a chance in discussion like -
Correct Answer Increments , Salaries , Rewards
Your Answer Increments , Salaries , Rewards

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resourse Development
Your Answer Human Resourse Planning

Multiple Choice Single Answer
Question The function/task of ensuring that all sections are filled in, & the evidence is sufficiently complete is that of the -
Correct Answer Reviewer
Your Answer Reviewer

Multiple Choice Multiple Answer
Question What are the casues for unsound functioning of Indian Tarde unions?
Correct Answer Multilpe unions , Category wise unions , Intra & inter
union rivalry

Your Answer: Multiple unions, Category wise unions, Intra & inter union rivalry

Multiple Choice Single Answer
Question: The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer: Religious
Your Answer: Religious

Multiple Choice Single Answer
Question: Name the technique used by the point system and factor comparison system to list the job.
Correct Answer: Quantitative
Your Answer: Quantitative

Multiple Choice Single Answer
Question: Such a first attempt was made by the Congress Government, but who was the main person behind such a revolution in policies?
Correct Answer: Narasinha Rao
Your Answer: P. Chidarambaram

Select The Blank
Question: ________ is route to be followed in order to realise vision and overall purpose.
Correct Answer: Strategy
Your Answer: Strategy

True/False
Question: Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning
Correct Answer: False
Your Answer: False

True/False
Question: The main focus of attention today is the employee.
Correct Answer: False
Your Answer: True

Multiple Choice Single Answer
Question: What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer: Recruitment
Your Answer: Development

Multiple Choice Single Answer
Question: What is an essential ingredient for a successful benchmarking programme?
Correct Answer: Focus on critical success factors.
Your Answer: Carrying and learning from other leading companies excelling in specific areas.
human resource Management

Match The Following
Question Correct Answer Your Answer

Continued self development A leadership quality Success formula

"Working on your liabilities" Life long mission Officiating Assignment

Assignment to some important task force or committee Offsetting Plateauing effect Offsetting Plateauing effect

Need-opportunity Alignment Crucial role played by HRD Crucial role played by HRD

Multiple Choice Multiple Answer
Question A Managerial Walkabouts presents the students with some basic challenges, such as -
Correct Answer Logical Enquiry, Service, Adventure
Your Answer Logical Enquiry, Service, Adventure

Multiple Choice Single Answer
Question The TQM philosophy was evolved or theorised by -
Correct Answer Demming
Your Answer Demming

Select The Blank
Question For closure, every worker is to be compensated with ________ average pay for every year of service completed
Correct Answer 15 days
Your Answer 15 days

Select The Blank
Question In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ________.
Correct Answer Development needs for growth
Your Answer Development needs for growth

Multiple Choice Multiple Answer
Question What are the common job responsibilities of an executive?
Correct Answer Co-ordinate Training Programme, Keep cost within budget, Publish House Journal
Your Answer Co-ordinate Training Programme, Keep cost within budget, Publish House Journal

True/False
Question Eight members is considered to be the norm as to the no. of members constituting a QC-
Correct Answer True
Your Answer True

Select The Blank
human resource Management

Question HRD means competence building, commitment building, and ________ building.
Correct Answer culture
Your Answer culture

Select The Blank
Question A major reason for resistance to re-engineering is a challenge to the existing ________.
Correct Answer hierarchy
Your Answer hierarchy

Multiple Choice Single Answer
Question Who found that customer perceptions & attitudes were affected by what employees experienced?
Correct Answer Schneider
Your Answer Schneider

True/False
Question Career planning is essentially the process of aligning the career needs of the employee with the organisational career opportunities
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Within the establishment stage of the career development cycle, what are very important occasions for a young employee?
Correct Answer The first promotion , Successfully completed assignment , The first performance appraisal
Your Answer The first promotion , Successfully completed assignment , The first performance appraisal

Select The Blank
Question 360-Degree Feedback enhances the quality of ________ decisions.
Correct Answer HR
Your Answer HR

Select The Blank
Question Business re-engineering often shift the power base, changing the 'command - and - control' approach to ________.
Correct Answer 'Mobilised -and - enable'
Your Answer 'Mobilised -and - enable'

Select The Blank
Question For closure government permission is required at least ________ days before the intended closure.
Correct Answer 90
Your Answer 90

Multiple Choice Multiple Answer
Question There are companies where the HR department lists out the raters by choosing randomly from the participant’s list of work related
human resource Management

employees. Each rater receives an envelop having the following :-
Correct Answer: Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator
Your Answer: Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator

True/False
Question: Proper implementation and support of all management levels are not very crucial for the success of HRD audit
Correct Answer: False
Your Answer: False

True/False
Question: The process of 360 Degree appraisal is broken into two stages - planning, implementation.
Correct Answer: False
Your Answer: False

True/False
Question: An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success
Correct Answer: True
Your Answer: True

Multiple Choice Multiple Answer
Question: What are the main issues stressed out throughout the workshop?
Correct Answer: Openness to feedback, Developmental attitude
Your Answer: Openness to feedback, Developmental attitude

Multiple Choice Single Answer
Question: Why is it that trade union leaders, particularly those connected with political parties may strongly oppose management participation in Trade Union? Because they are of the views that -
Correct Answer: Their influence is decelerated among the members.
Your Answer: Their influence is decelerated among the members.

Multiple Choice Multiple Answer
Question: Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in -
Correct Answer: Supportive atmosphere, Empathetic atmosphere, Setting goals
Your Answer: Supportive atmosphere, Empathetic atmosphere, Setting goals

Select The Blank
Question: In the Development Grade Method of career planning the selected staff for this grade would remain there only for _________ years
Correct Answer: two
Your Answer: two
LIST OF ATTEMPTED QUESTIONS AND ANSWERS

True/False
Question Trade union is a group of two people who come to strengthen their bargaining position.
Correct Answer False
Your Answer False

Multiple Choice Single Answer
Question What is the concept of groups of employees working towards different goals with little knowledge of other functions or understanding of overall goals of the organisation?
Correct Answer Compartmentalisation
Your Answer Intra-prenurship

Select The Blank
Question Most HRD audit are due to failures of ________.
Correct Answer Implementation
Your Answer Implementation

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resourse Development
Your Answer Human Resourse Development

True/False
Question The human resource department should move out from routine transactional activities and let IT take care of their activities.
Correct Answer True
Your Answer False

Multiple Choice Single Answer
Question Whose development plays an integral part in a Company today.
Correct Answer Employee
Your Answer Manager

Select The Blank
Question While evaluating ________ jobs, where nature of work is difficult to be expressed in quantifiable numbers.
Correct Answer manegerial
Your Answer manegerial
Select The Blank
Question A major reason for resistance to re-engineering is a challenge to the existing ________.
Correct Answer hierarchy
Your Answer processes

Multiple Choice Multiple Answer
Question What are the prerequisites for the perfect functioning of management participation in trade unions
Correct Answer The union should be well organised with sounds rules, the coverage of items for discussion & participation should be pre-set, both parties should have implicit faith in information supplied by the other
Your Answer The number of unions should be limited between five & six, The union should be well organised with sounds rules, both parties should have implicit faith in information supplied by the other

True/False
Question The modern HR function has HRD at its core.
Correct Answer True
Your Answer True

Match The Following
Question Job analysis Non-quantitative job evaluation category. Simple ranking and grading are placed under such category. Point system and factor comparison methods are placed under such category.
Correct Answer Quantitative job evaluation Point system and factor comparison methods are placed under such category. Simple ranking and point system are placed under such category.
Your Answer The beneficiaries to business firms by job evaluation It enables Cos. to get data in local wage surveys to establish job classification. It enables Cos. to get data in local wage surveys to establish job classification.

Select The Blank
Question The major issue to be resolved while framing ________
human resource Management

philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.

Correct Answer Recruitment
Your Answer Recruitment

Multiple Choice Single Answer
Question A programme that allows flexible entering & learning (the organisation) times for the employees is known as –
Correct Answer Flexitime
Your Answer Flexitime

Select The Blank
Question A strong ________ can have a lasting effect and provide sustenance to an organisation.
Correct Answer Culture
Your Answer Culture

Multiple Choice Multiple Answer
Question Name the process in the development of managerial personnel.
Correct Answer Performance planning, Performance appraisal, Coaching
Your Answer Performance planning, Performance appraisal, Coaching

Multiple Choice Multiple Answer
Question Name the basic appraisal qualities:
Correct Answer Action, Judgement, Alertness
Your Answer Action, Judgement, Alertness

Multiple Choice Single Answer
Question The ”Zero defects” concept defined TQM as –
Correct Answer The system to be used is prevention.
Your Answer The system to be used is prevention.

True/False
Question After the world War II, ’Made in Japan’ became a synonym for shoddy goods, but the TQM concept put it on the map.
Correct Answer False
Your Answer True

Multiple Choice Single Answer
Question What is that describes the duties of the job, authority relationship, skills requirement, conditions of work etc.
Correct Answer Job analysis
Your Answer Job evaluation
Human Resource Management

True/False
Question Politician as the custodian of the nation has the responsibility to protect the interest of all the parties involved in the process of organisation.
Correct Answer False
Your Answer True

Multiple Choice Single Answer
Question What is concerned with developing a pool of candidates in line with the human resources plan.
Correct Answer Recruitment
Your Answer Training

True/False
Question The final step in manpower planning is to ensure that the supply will match the demand in future.
Correct Answer False
Your Answer False

Select The Blank
Question Under ________ method jobs are arranged from highest to lowest, in order of their value to the organisation.
Correct Answer ranking
Your Answer ranking

Multiple Choice Single Answer
Question The belief that a human resource, when put through different management development programmes, is converted into a good management resources is supported by which common approach?
Correct Answer Manufacturing approach
Your Answer Agricultural approach

Select The Blank
Question In Indian since the liberalisation process in 1991, FDI flows have developed each year & exports are up by more than ________
Correct Answer 0.5
Your Answer 0.5

Multiple Choice Multiple Answer
Question Job performance refers to :-
Correct Answer The actual achievements compared with the objectives of the job.
Your Answer Successful completion of an assigned task contributing to the organisation goals., The actual achievements compared with the objectives of the job., The actual achievements of the individual compared with the target.
Multiple Choice Multiple Answer
Question What are the limitations of HRD Audits?
Correct Answer Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Does not give evaluation of individuals but focuses on unit & systems
Your Answer Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Becoming more of a social game than a genuine effort for improvement

Select The Blank
Question Union leaders at different levels & at federations are elected on ________
Correct Answer democratic principle
Your Answer democratic principle

Multiple Choice Single Answer
Question What was the key essential objective of the changed economic policy at the global level
Correct Answer to integrate the Indian economy with the world economy.
Your Answer to integrate the Indian economy with the world economy.

True/False
Question The degree to which an individual possess the innate quality of breath of mind is the most direct indication of the individual's ultimate potential.
Correct Answer True
Your Answer True

True/False
Question Eight members is considered to be the norm as to the no. of members constituting a QC-
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Name the first three phases that make up the process of the feedback exercise -
Correct Answer Participants orientation, Questionnaire distribution, Monitoring & follow up
Your Answer Participants orientation, Questionnaire distribution, Monitoring & follow up
human resource Management

Match The Following

Question Correct Answer Your Answer

Need for HRD Audit It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs

Limitation of HRD Audit It does not give evaluation of individuals but focuses on unit and systems. It gives evaluation of individuals but does not focus on unit and systems.

Definition of HRD Audit It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company. It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company.

Role of HRD Audit in business improvement It helps in changes in the styles of the top management. It helps in changes in the styles of the top management.

Multiple Choice Single Answer

Question The Finance Minister also expressed the government’s intention to eventually raise total resource allocation for education to how much percent of the GDP in a phased manner?

Correct Answer 0.05

Your Answer 0.06

Multiple Choice Multiple Answer

Question Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance:

Correct Answer By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction

Your Answer By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction

Multiple Choice Single Answer

Question Every employee also has a succession plan to him, which is also known as -

Correct Answer Shadow planning

Your Answer Shadow planning

Multiple Choice Single Answer

Question In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?

Correct Answer Exporatory stage
human resource Management

Your Answer Exporatory stage

Select The Blank
Question Ulrich (1994) says: The idea of utilising human resource as a strategic business partner is still at a level of ________ rather than reality.
Correct Answer Rhetoric
Your Answer Rhetoric

Multiple Choice Multiple Answer
Question Experience has shown HRD audit has tremendous impact on business in areas like:
Correct Answer strategic Planning, role clarity, Streamlining practices
Your Answer strategic Planning, role clarity, Streamlining practices

Multiple Choice Single Answer
Question Such a first attempt was made by the Congreese Government, but who was the main person behind such a revolution in policies?
Correct Answer Narasinha Rao
Your Answer P. Chidarambaram

True/False
Question Long range planning are beyond eight years
Correct Answer False
Your Answer False

Select The Blank
Question 360-Degree Feedback enhances the quality of ________ decisions.
Correct Answer HR
Your Answer HR

Multiple Choice Multiple Answer
Question In order to attain the support of Line Managers many organisations have formulated Training Committees or Management Development Committee, membership consists of -
Correct Answer Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of Chairman, Training Managers is the member-Secretary in such committee.
Your Answer Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of Chairman, Training Managers is the member-Secretary in such committee.

Multiple Choice Single Answer
Question One of the importance of HRD is
human resource Management

Correct Answer Role clarity
Your Answer Role clarity

True/False
Question HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer Religious
Your Answer Social

True/False
Question Career planning is essentially the process of aligning the career needs of the employee with the organisational career opportunities
Correct Answer True
Your Answer True

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Select The Blank
Question _______ assignment can also be recommended for career development.
Correct Answer Rotational
Your Answer Rotational

Multiple Choice Single Answer
Question What are judgments of characteristics, traits of employees & impact of these characteristics & traits on their performance.
Correct Answer Appraisals
Your Answer Appraisals

True/False
Question Workers and trade unions never participate in the management of human resources
Correct Answer False
Your Answer True
human resource Management

Select The Blank
Question Some organisations use ________ & committee management as techniques of training & development for flexitime systems
Correct Answer Job rotation
Your Answer Job enrichment

Multiple Choice Single Answer
Question During the pre-reform period what was the industrial growth during the 1950-60 period essentially
Correct Answer 7% to 9%
Your Answer 7% to 9%

Multiple Choice Multiple Answer
Question Through the BPR Programme an experience a sense of ownership in a company only if the organisation believes in:
Correct Answer Caring (honest & open communication & mutual support), Sharing (with teams having a common objectives), Daring (encouraging entrepreneurial adaptation capabilities)
Your Answer Caring (honest & open communication & mutual support), Sharing (with teams having a common objectives), Daring (encouraging entrepreneurial adaptation capabilities)

Match The Following
Question Correct Answer Your Answer
Limitation of manpower planning. Inaccuracy. Deaths, dismissals
Manpower planning method. Long range estimates of vacancies. Long range estimates of vacancies.
Step involved in manpower planning Selecting adequate source of recruitment. Long, short and medium forecasts.
Name the three types of forecast Economic, employee market, co’s sales expansion forecasts. Economic, employee market, co’s sales expansion forecasts.

Multiple Choice Multiple Answer
Question 360 - Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage –
Correct Answer Individual learning, Organisational learning, Improved Individual behaviour
Your Answer Individual learning, Improved Individual behaviour, Improved Action planning
Multiple Choice Multiple Answer
Question Ranking system measures each job in comparison with other jobs in terms of the relative importance of the following factors:
Correct Answer Supervision & leadership, Co-operation & association outside the line of authority, Probability & consequences of errors
Your Answer Supervision & leadership, Leadership & management, Co-operation & association outside the line of authority

True/False
Question Potential refers to the likelihood of the job holder making a future contribution to the employing organisation.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question What are the major advantages of a Generic Benchmarking Technique?
Correct Answer It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals. Proven systems can be implemented with minimal modification.
Your Answer It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals. Proven systems can be implemented with minimal modification

Multiple Choice Multiple Answer
Question The HRD outcomes can influence the organisation’s business goals which may be in terms of –
Correct Answer Higher productivity, Satisfied customers, Satisfied stockholders
Your Answer Higher productivity, Satisfied customers, Satisfied stockholders

Multiple Choice Multiple Answer
Question What are the objectives of a quality control programme?
Correct Answer Improvement in standard of goods with very little increase in cost of production, Improvement in minimizing wastages, Conformance with desired standards.
Your Answer An effective inspection & control system, Conformance with desired standards, Improvement in minimizing wastages.

Select The Blank
Question ________ is known not to hold overly one-sided views.
Correct Answer Judgement
Your Answer Judgement
human resource Management

Multiple Choice Multiple Answer
Question List the measures to overcome the HRD problems in India
Correct Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance
Your Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

True/False
Question An urgency motivation can be explained by a situation where dynamic profitable organisations foresee a crisis and initiate a radical transformation by breaking status barriers & restructuring organisational relationships.
Correct Answer True
Your Answer False

Multiple Choice Single Answer
Question Participation of management representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties –
Correct Answer To exchange their contradictory views
Your Answer To thrash out the problem

Multiple Choice Single Answer
Question Why Companies go for HRD Audit?
Correct Answer Promoting Professionalism
Your Answer Promoting Professionalism

Multiple Choice Multiple Answer
Question If employee federations & unions are mismanaged they –
Correct Answer Disturb the smooth functioning & growth of organisations, affect industrial peace, affect effective management of personnel
Your Answer Disturb the smooth functioning & growth of organisations, Manipulate company policies, affect industrial peace

Multiple Choice Multiple Answer
Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment, Informal organisation, Participative management
Your Answer Employee enrichment, Job enrichment, Informal organisation

Select The Blank

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Question _______ means providing the employee with necessary tools & authority to overcome obstacles to achieving goals.
Correct Answer Employee empowerment
Your Answer Employee empowerment

Select The Blank
Question A_______ having openness, trust, authenticity as its bedrock is highly suitable for 360 - degree appraisal.
Correct Answer Culture
Your Answer Atmosphere

Multiple Choice Multiple Answer
Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
Correct Answer Suitable compensation plan , Selection of the right people , Good performance appraisal system
Your Answer Selection of the right people , Good performance appraisal system , Training to managers

True/False
Question Transfer of technology does not mean merely shifting technology from one place to another
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question If supply of labour is higher than demand, which factor would be relatively low?
Correct Answer Wage
Your Answer Incentive

Multiple Choice Multiple Answer
Question What are the action steps for effective Benchmarking?
Correct Answer Identifying the human resources related areas to be benchmarked. , Prepare a report that documents the processes, functions, its extent & result areas , Understand why such a study is being conducted
Your Answer Identifying the human resources related areas to be benchmarked. , To evolve into administrative experts who are able to create efficient HR process & business process , Prepare a report that documents the processes, functions, its extent & result areas

Multiple Choice Multiple Answer
Question Name the three aspects of manpower planning:
Correct Answer Who should plan? , Planning for whom , Timing for plan
Your Answer Why should we plan? , Planning for whom , Timing for plan
True/False
Question Counselling involves a one to one discussion between the participant and administrator.
Correct Answer True
Your Answer True

True/False
Question Off-line quality control consists of all control activities that are conducted externally to the production system.
Correct Answer True
Your Answer True

True/False
Question Majority of the disputes in industries are related to the problem of wages, salaries & benefits.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question What is an inherent problem with organisations running their own educational institutes?
Correct Answer Funding from U.G.C. and State Govt.
Your Answer Lack of expertise outside the industry

True/False
Question At Intel the Work Force Solution Company (WFS) was framed & given monopoly over business process.
Correct Answer False
Your Answer True

Select The Blank
Question HRD department is also included as an ________ of HRD.
Correct Answer Instruments
Your Answer Collaboration

Multiple Choice Multiple Answer
Question Name the steps that develop strategic framework for HRD.
Correct Answer Realistic employee development , Measurable employee development , Well costed employee development
Your Answer Realistic employee development , Measurable employee development , Well costed employee development

Multiple Choice Single Answer
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Question Why is it that today, more so than the past, employees take to Moon Lighting activities
Correct Answer Decreasing purchasing power
Your Answer Change in work climates

Match The Following
Question Correct Answer Your Answer
Long range Beyond 5 years Beyond 5 years
Business plans Data from within the organization Data from within the organization
Immediate Within 1 year Within 1 year
Intermediate 1 year to 5 years 1 year to 5 years

Select The Blank
Question People take ______ supportively and use it for development.
Correct Answer Feedback
Your Answer Feedback

Multiple Choice Multiple Answer
Question What are the factors that warrant the attention for successful implementation?
Correct Answer Feedback management, Action planning, Reinforcement of new behaviour
Your Answer Feedback management, Action planning, Feedback analysis

Multiple Choice Single Answer
Question What is it that some of the companies have borrowed from professionally managed Cos’
Correct Answer HRD practices
Your Answer HRD audit

Select The Blank
Question Business re-engineering often shift the power base, changing the ‘command - and - control’ approach to ________.
Correct Answer ‘Mobilised -and - enable’
Your Answer Proactive - and - innovative

True/False
Question HRD should be series of adhoc decisions and practices.
Correct Answer False
True/False
Question Flexitime works better when the employees have self-determination
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question The components of a compensation system includes:
Correct Answer Job Description, Job Analysis, Job Evaluation
Your Answer Job Description, Job Analysis, Job Learning

Select The Blank
Question A dynamic and everchanging environment calls for a shift in approach from ________ human resource management to a proactive and innovative one.
Correct Answer reactive
Your Answer reactive

Multiple Choice Multiple Answer
Question How would the representative of consumer association be able to make a difference in the consumerism movement
Correct Answer by participating in collective bargaining, to demands good supply of quality goods at fair prices
Your Answer by participating in collective bargaining, to demands good supply of quality goods at fair prices

Multiple Choice Single Answer
Question Under phase 5, what is it that is conducted for two days or more depending on the number of participants
Correct Answer Workshop
Your Answer Workshop

Select The Blank
Question The problem and challenges of continuous improvement can be effectively tackled by taking advantage of ________.
Correct Answer Synergy of teams
Your Answer Quality circle

LIST OF ATTEMPTED QUESTIONS AND ANSWERS
True/False
Question A major beneficiary of liberalization and consequently competition not been the consumer E. But the inustry
Correct Answer False
Your Answer False

True/False
Question As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in abolute poverty
Correct Answer False
Your Answer False

Multiple Choice Single Answer
Question What can influence the organisation’s business goals?
Correct Answer HRD outcomes
Your Answer HRD Strategy

True/False
Question A strong framework of HRM policy and systems is essential for the development and implementation of HRD strategy.
Correct Answer True
Your Answer True

True/False
Question Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
Correct Answer True
Your Answer True

Select The Blank
Question ________ should reinforce positive behaviour.
Correct Answer Feedback
Your Answer Feedback

Multiple Choice Single Answer
Question Conventionally Personnel Managers & Manpower Development Managers took what form of approach for the development of human resource?
Correct Answer Manufacturing approach
Your Answer Agricultural approach

Multiple Choice Single Answer
Question At a US based industrial design firm there is no position as a head or chief, instead, importance is given to hiring the right people for the
human resource Management

rights. This policy emulates which concept?
Correct Answer: Self actualization at the work place.
Your Answer: Self actualization at the work place.

True/False
Question: An employee sponsor, the HR manager plays an integral role in organisational success.
Correct Answer: True
Your Answer: True

Multiple Choice Multiple Answer
Question: Name some of the strategic role of HR:
Correct Answer: Successful HR department will focus on organisational performance. HR’s value will be to have the right people ready at right time. The focus of the HR function will be human capital development & organisational productivity.
Your Answer: Successful HR department will focus on organisational performance. HR’s value will be to have the right people ready at right time. The focus of the HR function will be human capital development & organisational productivity.

True/False
Question: The process of 360 Degree appraisal is broken into two stages - planning, implementation.
Correct Answer: False
Your Answer: False

Multiple Choice Single Answer
Question: Name one of the components / elements of the flow of decisions in the employees organisation as a bid to increase union member loyalty:
Correct Answer: Providing wrong information about management
Your Answer: Industrial relations about management

Match The Following
Question Correct Answer Your Answer

Essentials of a good Appraisal Plan Relating scales should be constructed adequately and in accordance with the objectives. Provision of feedback to subordinates to know where they stand.

Definition of Performance Appraisal It is a systematic, orderly and objective method of evaluating the present and potential utility of employees to the organisation. It is a systematic, orderly and objective method of evaluating the present and potential utility of employees to the organisation.

Objectives of Performance Appraisal Provision of feedback to subordinates
human resource Management
to know where they stand. It is totally different from job evaluation as well as merit rating.

Feature of Performance Appraisal It is totally different from job evaluation as well as merit rating. Relating scales should be constructed adequately and in accordance with the objectives.

Multiple Choice Single Answer
Question On the basis of the relative work in the organisation, what is the primary purpose of job evaluation?
Correct Answer To set wages
Your Answer To set programmes

Select The Blank
Question On the basis of job elements and organisational demand an appropriate _______ of job evaluation should be selected.
Correct Answer method
Your Answer method

Select The Blank
Question A fee market economy demands a transparent set of laws and_______ somethething that the archaic Indian judicial system is ill-equipped to cope with
Correct Answer quick disposal of litigation
Your Answer quick disposal of litigation

Multiple Choice Single Answer
Question Name the method where common factors to all the jobs are identified.
Correct Answer Point
Your Answer Factor comparison

True/False
Question Human resource management is responsible for getting the best people, training and providing mechanism.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Why is it found that federations & Unions constitute an important & crucial wing of an organisation?
Correct Answer If mismanaged they affect industrial peace
Your Answer They have a strong bearing on the culture of the organisation
human resource Management

Multiple Choice Multiple Answer
Question What are the causes for unsound functioning of Indian Trade unions?
Correct Answer Multilpe unions, Category wise unions, Intra & inter union rivalry
Your Answer Multilpe unions, Intra & inter union rivalry

Select The Blank
Question ________ is route to be followed in order to realise vision and overall purpose.
Correct Answer Strategy
Your Answer Objective

Select The Blank
Question The ________ provide resources to approved employment schemes in the organised & marginised sectors.
Correct Answer Employment Generation Fund
Your Answer National Renewal Grant Fund

Select The Blank
Question One of the feature HRD goals are, ________ is a perishable commodity.
Correct Answer Labour
Your Answer Labour

Multiple Choice Single Answer
Question The capacity to take considerable responsibility, ability to influence and control others and skills in problem solving primarily show:
Correct Answer Managerial competence
Your Answer Managerial competence

Match The Following
Question
Correct Answer Your Answer
To divert manufacturing activities from urban to rural areas one of the roles of the consumer council a much neglected sphere of the market
The mechanism of price fixation a much neglected sphere of the market requisites for consumerism
These are not the days of individualism & unorganisation unionsim
Knowledge of the subject hand work & a sincere approach requisites for consumerism one of the roles of the advisory committee

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human resource Management

True/False
Question The HRD programmes fail due to poverty, social injustice.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Name the factors which come under 'Work Planning' that is component systems of HRD:
Correct Answer Performance appraisal, Role analysis, Contextual analysis
Your Answer Performance appraisal, Role analysis, Contextual analysis

Select The Blank
Question ________ manpower plan need the involvement of top management as well as HR exports.
Correct Answer Strategic
Your Answer Strategic

Multiple Choice Single Answer
Question Federations may invite the management's representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?
Correct Answer Representatives from line & personnel department.
Your Answer Divisional / departmental manager & line representatives.

Select The Blank
Question In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ________.
Correct Answer Development needs for growth
Your Answer Training needs to improve future performance.

Multiple Choice Multiple Answer
Question Essentials of effective QC's:-
Correct Answer Prompt approval, Regular communication, Unconditional support
Your Answer Prompt approval, Regular communication, Unconditional support

Multiple Choice Single Answer
Question Name one of the components / elements of the flow of decisions in the Management quadrant:
Correct Answer Sound Industrial relations
Your Answer Grievance procedure
human resource Management

Multiple Choice Multiple Answer
Question Why was workers participation in manamement initiated?
Correct Answer to satisfy workers psychological needs, to develop a souce of belongingness, to establish industrial peace.
Your Answer to satisfy workers psychological needs, to develop a souce of belongingness.

Multiple Choice Single Answer
Question When was the first attempt made to move a change in policies regarding business, licenses & permits operating in India?
Correct Answer Mid 80's.
Your Answer Early 90's.

Multiple Choice Multiple Answer
Question Participation of Mgmt in federations & unions at all levels helps to -
Correct Answer Strength the trade union movement, maintain Industrial harmony, Develop sound human relations.
Your Answer maintain Industrial harmony, Develop sound human relations, incongenial industrial relations.

Multiple Choice Single Answer
Question Name the type of questions hindering communication
Correct Answer Testing.
Your Answer Close-ended question.

True/False
Question If the assessee is transferred after Feb, the immediate superior will complete the appraisal as at 31st Aug.
Correct Answer False
Your Answer True.

Select The Blank
Question At Hewlett Packard, as part of their BPR programme, the ________directs resources from applicants to a centralised employment response centre.
Correct Answer EMS
Your Answer EMS.

Select The Blank
Question ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.
Correct Answer: Rapport building
Your Answer: Rapport building

True/False
Question: Some employees may not like flexibility in horizontal movement from one job to another
Correct Answer: True
Your Answer: True

True/False
Question: Establishment of trade unions by workers in small industries is not common
Correct Answer: False
Your Answer: True

Multiple Choice Multiple Answer
Question: what are the common objections against the treatment of people as assets in a HRM system
Correct Answer: There is no assurance of future benefits, people are not owned by the organisation, it may not be recognised by tax laws
Your Answer: There is no assurance of future benefits, it does not recognise the human side human side to mgmt side to side to mgmt of human resources, people are not owned by the organisation

Select The Blank
Question: Where the firm puts the proposed changes into practice is called ________ stage.
Correct Answer: Implementation
Your Answer: Implementation

Multiple Choice Multiple Answer
Question: What are the published literature of the company which help in assessing the strengths and weakness of HRD

Select The Blank
Question: ________ leads to conflict between various departments is a functional organisation
Correct Answer: The lack of appreciation for the constraints of other department
Your Answer: Development of own specialised interests

Multiple Choice Multiple Answer
Question: Name the different types of compensations.
Correct Answer: Commissions, Overtime pay, Stock options
Your Answer: Overtime pay, Stock options, Gratuity

Multiple Choice Single Answer
Question: Name the process which is continuous and stops only when the organisation ceases to exist.
Correct Answer: Hiring
Your Answer: Forecasting

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer
Question: The components of a compensation system include:
Correct Answer: Job Evaluation, Job Description, Job Analysis
Your Answer: Job Evaluation, Job Description, Job Analysis

True/False
Question: The first HRD department in the Indian corporate sector was started in 1975 in Larsen & Toubro (L & T).
Correct Answer: True
Your Answer: True

Select The Blank
Question: A paper prepared by Mr. P Chidambaram, titled Indian subsidies reveals that in order to clean its fiscal difficulty in a few years, India needs to cut down about 50% of subsidies in ________ goods since it yields only 10% returns.
Correct Answer: Non-merit
Your Answer: Non-merit

Select The Blank
Question: The factors coming under Discipline & Attendance are Time keeping and ________.
Correct Answer: Obedience
Your Answer: Obedience

Multiple Choice Single Answer
Question: What is the general principle (as per P.A.S policy of premier) of Assessment Routes?
Correct Answer: 2nd Assessor – superior of the 1st assessor
Your Answer: 1st Assessor – immediate superior, 2nd Assessor HR manager

True/False
human resource Management

Question It can be enagued that globalization has reduced poverty in India and China, home to move that half a billion of the world’s poor income group.
Correct Answer True
Your Answer True

Select The Blank
Question ________ means providing the employee with necessary tools & authority to overcome obstacles to achieving goals.
Correct Answer Employee empowerment
Your Answer Employee empowerment

Multiple Choice Single Answer
Question What is the primary objective behind SSL?
Correct Answer To not only measure training supervisors by comparing their performance with that of several thousand supervisors in other Cos.
Your Answer To objectively measure training needs

Multiple Choice Single Answer
Question Who is the person who should always remain away from Doppelganger effect.
Correct Answer Chief Executive
Your Answer Chief Executive

Multiple Choice Single Answer
Question What is one of the major reasons for a perceived rise in number of moon – lights in the coming future?
Correct Answer Change in values & expectations.
Your Answer A change in standard of living

Multiple Choice Multiple Answer
Question Why do most companies want HRD audit?
Correct Answer Change of Leadership , To make HR function business-driven , For growth & diversification
Your Answer Change of Leadership , To make HR function business-driven , For growth & diversification

Select The Blank
Question ________ are those who provide competitive advantage to corporations.
Correct Answer People
Your Answer Managers

Multiple Choice Multiple Answer
human resource Management

Question What are the factors that warrant the attention for successful implementation?
Correct Answer Feedback management, Action planning, Reinforcement of new behaviour
Your Answer Feedback management, Action planning, Feedback analysis

True/False
Question The functioning of federations and unions has its impact on human resources management of various industries & organisation
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question The role of which manager must parallel the needs of his changing organisation.
Correct Answer HR
Your Answer HR

Multiple Choice Single Answer
Question What is the long form of CII?
Correct Answer Confederation of Indian Industry
Your Answer Confederation of Indian Industry

Multiple Choice Single Answer
Question Name one of the components / elements of the flow of decisions in the Management quadrant:
Correct Answer Sound Industrial relations
Your Answer Sound Industrial relations

True/False
Question It is not necessary that the subordinate should feel free to participate without fear in the process of review & feedback.
Correct Answer False
Your Answer False

Select The Blank
Question Most HRD audit are due to failures of ________.
Correct Answer Implementation
Your Answer Implementation

Select The Blank
Question Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________.
Correct Answer Rs. 5 lakh

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Your Answer Rs. 3 lakh

Multiple Choice Single Answer

Question The liberalization swept through the nation bringing in a new era which compelled Indian business to value up from shumber & reassess its assumption. The characteristics were that of

Correct Answer a complete or perish situation

Your Answer an open economy

Multiple Choice Multiple Answer

Question Name the two factors which lead people to work:

Correct Answer Economic , Motivation

Your Answer Economic , Motivation

Select The Blank

Question For closure , if there is no response ( from government ) within ________ permission is deemed to have been granted

Correct Answer 60

Your Answer 90

Select The Blank

Question ________ system stresses on discipline and there is simplicity in the form.

Correct Answer Merit rating

Your Answer Rating scale

True/False

Question The individual with a deep speed insight will not go quickly to the least of a problem.

Correct Answer False

Your Answer True

True/False

Question An employee who is categorised as Dead wood is one who has absolutely no potential for growth & should be included in a rationalization programme.

Correct Answer False

Your Answer False

Multiple Choice Multiple Answer

Question Some organisations have successfully experimented with foreign assignment in the career path model. What are the benefits of this form of assignment?

Correct Answer The individual is tested in an alien environment , He is trained to see the business in a globe context , Lack of opportunity in our
human resource Management

country doesn’t come in the way of career progression

Your Answer The individual is tested in an alien environment, He is trained to see the business in a global context, Lack of opportunity in our country doesn’t come in the way of career progression

Select The Blank

Question HRD ________ is in methodology of evaluating various elements of HRD.

Correct Answer Audit

Your Answer Audit

Multiple Choice Single Answer

Question The first HRD department in the Indian corporate sector was started in which year?

Correct Answer 1975

Your Answer 1975

Multiple Choice Multiple Answer

Question what are the common objections against the treatment of people as assets in a HRM system

Correct Answer There is no assurance of future benefits, people are not owned by the organisation, it may not be recognised by tax laws

Your Answer There is no assurance of future benefits, it does not recognise the human side human side to mgt side to side to mgt of human resources, people are not owned by the organisation

Select The Blank

Question Employer has to pay ________ of the basic wages to the employees during the lay off period

Correct Answer 0.5

Your Answer 0.5

Multiple Choice Multiple Answer

Question Name the three important components in aligning business strategy with HR practice:


True/False

Question Employees feel frustrated due to low specialisation in the work

Correct Answer True

Your Answer True
Multiple Choice Single Answer
Question Under the pre-Interview preparation it is useful to note the key points
Correct Answer Paper
Your Answer Paper

Select The Blank
Question The link between sense of reality and ________ is important for proper understanding of the definition of sense of reality
Correct Answer imagination
Your Answer vision

Multiple Choice Single Answer
Question Five main phases make up the process of the feedback exercise, name the PHASE 4-
Correct Answer Data feeding Reports & Analysis
Your Answer Data feeding Reports & Analysis

Multiple Choice Multiple Answer
Question What are the major advantages of a Generic Benchmarking Technique?
Correct Answer It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals, Proven systems can be implemented with minimal modification
Your Answer It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals, Proven systems can be implemented with minimal modification

Multiple Choice Single Answer
Question What is it that Union leader usually do to gain the confidence of its member?
Correct Answer Win something in grievance procedure
Your Answer Challenge management

Match The Following
Knowledge of the subject hand work & a sincere approach requisites for consumersim one of the roles of the advisory committee
To divert manufacturing activities from urban to rural areas one of the roles of the consumer council a much neglected sphere of the market
The mechanism of price fixation a much neglected sphere of the market one of the roles of the consumer council
These are not the days of individualism & unorganisation

True/False
Question Objective of performance appraisal system is to identify the
developmental needs of each employee.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question What were the unmet deliverables of the economic refructing
or what were its put falls?
Correct Answer unmet social objectives, status of small-scale
industries, advantage MNC’s had over their Indian competitive
Your Answer unmet social objectives, reliance on agriculture, status of
small-scale industries

True/False
Question The process of 360 Degree appraisal is broken into two stages
- planning, implementation.
Correct Answer False
Your Answer False

True/False
Question Organisations should pay for the value of the job but not for
the value of the person.
Correct Answer False
Your Answer True

Multiple Choice Multiple Answer
Question Experience has shown HRD audit has tremendous impact on
business in areas like:
Correct Answer strategic Planning, role clarity, Streamlining
practices
Your Answer strategic Planning, role clarity, Streamlining
practices

Multiple Choice Multiple Answer
Question In order to attain the support of Line Managers many
organisations have formulated Training Committees or Management Development
Committee, membership consists of –
Correct Answer Mostly of Line Managers, The Chief Executive or a
very senior managers take up the role of Chairman, Training Managers is the
member-Secretary in such committee.
Your Answer Supervisory staff for their effective participation in
management, Mostly of Line Managers, The Chief Executive or a very senior
human resource Management

managers take up the role of Chairman

Multiple Choice Multiple Answer
Question Succession planning is done in three time frames, those are—
Correct Answer Immediate, Intermediate, Long range
Your Answer Immediate, Intermediate, Long range

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

True/False
Question The data obtained through job analysis are recorded on what is known as job analysis sheet.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Which kind of literature identifies a number of systems & subsystems?
Correct Answer HRD
Your Answer HRD

Select The Blank
Question A fee market economy demands a transparent set of laws and________somthing that the archaic Indian judicial system is ill-equipped to cope with
Correct Answer quick disposal of litigation
Your Answer a set of social security legislation

Multiple Choice Multiple Answer
Question Essentials of effective QC's:
Correct Answer Prompt approval, Regular communication, Unconditional support
Your Answer Prompt approval, Regular communication, Unconditional support

Multiple Choice Multiple Answer
Question It is said that versality will be the key factor in determining employee value with following factors:
Correct Answer Technology, Leadership, Motivation
Your Answer Technology, Leadership, Motivation

True/False
Question The job falling under the same grade get different wage scale.
Select The Blank
Question Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________
Correct Answer Rs. 5 lakh
Your Answer Rs. 5 lakh

Multiple Choice Multiple Answer
Question Some questions that every corporation needs to address are as follows:
Correct Answer How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant
Your Answer How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

True/False
Question If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.
Correct Answer False
Your Answer True

Multiple Choice Single Answer
Question What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?
Correct Answer Flexi work
Your Answer Flexitime

True/False
Question Through consumers participation in management, consumer will lose their rights through served technique
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.
Correct Answer Supportive atmosphere, Empathetic atmosphere, Setting goals
Your Answer Supportive atmosphere, Empathetic atmosphere, Setting goals
True/False
Question Monitoring and Follow-up follows the distribution of
questionnaires to all assessors.
Correct Answer True
Your Answer True

Select The Blank
Question In a re-engineering programme, when a process changes so
does the ________ of the concerned employee.
Correct Answer job profile
Your Answer job profile

Multiple Choice Single Answer
Question Under the pre-Interview preparation it is useful to note the
topic points
Correct Answer Paper
Your Answer Paper

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resource Development
Your Answer Human Resource Development

Select The Blank
Question The whole process of conducting a 360 - Degree Feedback
process in any Organisation could last about ________.
Correct Answer One & half to about 3 months
Your Answer One & half to about 3 months

Select The Blank
Question ________ is the example of the balanced score card
applications in some companies.
Correct Answer AT & T
Your Answer AT & T

Select The Blank
Question A strong ________ can have a lasting effect and provide
sustenance to an organisation.
Correct Answer Culture
Your Answer Vision

Multiple Choice Multiple Answer
Question Within the establishment stage of the career development cycle,
human resource Management

what are very important occasions for a young employee?

Correct Answer The first promotion, Successfully completed assignment, The first performance appraisal

Your Answer The first promotion, Successfully completed assignment, The first performance appraisal

Select The Blank
Question ________ is known not to hold overly one-sided views.
Correct Answer Judgement
Your Answer Judgement

Select The Blank
Question ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.
Correct Answer Rapport building
Your Answer Rapport building

Match The Following
Question Correct Answer Your Answer
Group goals Vs. Organisational goals Course organisational Politics
Course organisational Politics

Better decisions about people based on improved information system
HRA benefits

Standard cost method value of human resources for accounting purposes
value of human resources for accounting purposes

It is "endemic to every organisation regardless of size, function or character of ownership"
Organisational politics HRA model

Multiple Choice Single Answer
Question The Main contribution of HRD audit is to focus on
Correct Answer Value-adding HRD
Your Answer Value-function HRD

Select The Blank
Question The ________ provide resources to approved employment schemes in the organised & marginised sectors
Correct Answer Employment Generation Fund
Your Answer National Renewal Grant Fund

Multiple Choice Single Answer
Question Traditionally, human resources has been perceived as,
human resource Management

Correct Answer: Bureaucratic
Your Answer: Lazziz-faire

Multiple Choice Multiple Answer
Question: How can the limitations/ misgivings of management participation in employees organisations be overcome?
Correct Answer: by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings
Your Answer: by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings

Select The Blank
Question: Federation & union at all levels are managed on the lines of management of ________
Correct Answer: A political body
Your Answer: A social organisation

Multiple Choice Single Answer
Question: HR managers to guarantee their viability need to think themselves as -
Correct Answer: Strategic partners
Your Answer: Strategic partners

Multiple Choice Multiple Answer
Question: What are the general characteristics of a Technical – functional competence?
Correct Answer: Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants
Your Answer: Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants

Multiple Choice Single Answer
Question: Which practices are service related and human resources related?
Correct Answer: Organisational
Your Answer: Organisational

True/False
Question: Organizations gear most of their management succession activities to the immediate past.
Correct Answer: False
Your Answer: False
human resource Management

Multiple Choice Multiple Answer
Question Name the three performance counselling phase.-
Correct Answer Rapport building, Exploration, Action Planning
Your Answer Rapport building, Exploration, Action Planning

Select The Blank
Question In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & _______.
Correct Answer Development needs for growth
Your Answer Development needs for growth

True/False
Question HRD should be series of adhoc decisions and practices.
Correct Answer False
Your Answer False

True/False
Question Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -
Correct Answer "Swim or Sink approach"
Your Answer Job rotation

Multiple Choice Multiple Answer
Question In an interview method of Training Need identification, what do the Questions asked need to outline?
Correct Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.
Your Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Multiple Choice Single Answer
Question Accounting is a management science group, what are the managers perceived as,
Match The Following

**Question** Correct Answer Your Answer

Continued self development A leadership quality A leadership quality

"Working on your liabilities" Life long mission Life long mission

Assignment to some important task force or committee Offsetting Plateauing effect Officiating Assignment

Need-opportunity Alignment Crucial role played by HRD Success

Multiple Choice Multiple Answer

**Question** Name the internal operational measures dealing with how well HR practices are designed and delivered:

Correct Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

Your Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

Multiple Choice Multiple Answer

**Question** Under HRD, name the factors that act as motivating forces

Correct Answer Job enrichment, Informal organisation, Participative management

Your Answer Job enrichment, Informal organisation, Participative management

True/False

**Question** The reviewer has the prime role of recording major appraisal details.

Correct Answer False

Your Answer False

True/False

**Question** Trade union is a group of two people who come to strengthen their bargaining position.

Correct Answer False

Your Answer True

Multiple Choice Multiple Answer

**Question** Membership of the nation wide consumer councils (as formed

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human resource Management
by the Government) would comprise representative of
Correct Answer various ministeries, manufactures of commerce, cost account & Consumer
Your Answer employess organisations, manufactures of commerce, cost account & Consumer

Multiple Choice Single Answer
Question Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -
Correct Answer To exchange their contradictory views
Your Answer To exchange their contradictory views

Multiple Choice Single Answer
Question What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?
Correct Answer Disharmony in individual & organisational goal balance.
Your Answer Disharmony in individual & organisational goal balance.

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

True/False
Question Organisations should pay for the value of the job but not for the value of the person.
Correct Answer False
Your Answer False

Multiple Choice Single Answer
Question While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?
Correct Answer It’s own approach to problem solving technique
Your Answer To act as a liaison between the problem & union

Multiple Choice Single Answer
Question One of the importance of HRD is
Correct Answer Role clarity
Your Answer Role clarity

True/False
Question Counselling involves a one to one discussion between the participant and administrator.
Correct Answer True
Your Answer True
Select The Blank
Question ________ is indicated by work effort and it should be continuous.
Correct Answer Commitment
Your Answer Commitment

True/False
Question Establishment of trade unions by workers in small industries is not common
Correct Answer False
Your Answer False

Select The Blank
Question The job evaluation programme once installed must be continued on a ________ basis.
Correct Answer permanent
Your Answer permanent

Multiple Choice Multiple Answer
Question Why was workers participation in management initiated?
Correct Answer to satisfy workers psychological needs , to develop a source of belongingness , to establish industrial peace
Your Answer to satisfy workers psychological needs , to battle the mounting problems of worker , to establish industrial peace

Multiple Choice Single Answer
Question Whose study provides that one create appropriate HRD climate only through good practices.
Correct Answer Abraham
Your Answer Abraham

Select The Blank
Question The ________ provides funds to meet the compensation & training expenditure of retrenched workers.
Correct Answer National Renewal Grant Fund
Your Answer National Renewal Grant Fund

True/False
Question If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.
Correct Answer False
Your Answer False
human resource Management

Multiple Choice Multiple Answer
Question While planning for surplus, the following are the options:
Correct Answer Reduce work hours, Redesign the jobs, Reassign the jobs
Your Answer Reduce work hours, Redesign the jobs, Reassign the jobs

True/False
Question Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job?
Correct Answer Moon–lighting
Your Answer Moon–lighting

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resource Development
Your Answer Human Resource Development

Multiple Choice Single Answer
Question According to Lahiry what is the simple act of comparison & learning for organisational improvement?
Correct Answer Benchmarking
Your Answer Benchmarking

True/False
Question The human resource department should move out from routine transactional activities and let IT take care of their activities.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Some problems are inherent in the performance Appraisal System, they are –
Correct Answer Discrimination, First impression, Central tendency
Your Answer First impression, Central tendency, Discrimination

True/False
Question When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgement.
Select The Blank
Question ________ assignment can also be recommended for career development.
Correct Answer Rotational
Your Answer Rotational

Multiple Choice Multiple Answer
Question According to shroff (1995) the government needs to focus on three areas which are likely to impede the effective implementation of the economic policy, they are
Correct Answer Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication & political management of these measures
Your Answer Inadequate institutional reform, the speed and sequence of reform measures, Inadequacies in the communication & political management of these measures

Multiple Choice Single Answer
Question What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer Recruitment
Your Answer Recruitment

True/False
Question An employee who is categorised as Dead wood is one who has absolutely no potential for growth & should be included in a rationalization programme.
Correct Answer False
Your Answer True

Multiple Choice Multiple Answer
Question List the measures to overcome the HRD problems in India
Correct Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance
Your Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

Select The Blank
Question ________ is route to be followed in order to realise vision and overall purpose.
Correct Answer Strategy
Your Answer Strategy
human resource Management

Multiple Choice Single Answer
Question Why is it that today, more so than the past, employees take to
Moon Lighting activities
Correct Answer Decreasing purchasing power
Your Answer Change in expectations

Select The Blank
Question In indian since the liberalisation process in 19991, FDI flows
have developed each year & exports are up by more than ________
Correct Answer 0.5
Your Answer 0.5

Multiple Choice Multiple Answer
Question How would the representative of consumer association be able
to make a difference in the consumerism movement
Correct Answer by participating in collective bargaining , to demands
good supply of quality goods at fair practices , to demands good supply of
quality goods at fairs prices
Your Answer by participating in collective bargaining , to holds rallies
bandhs & morchas against in fairs consumer practices , to demands good
supply of quality goods at fairs prices

Multiple Choice Multiple Answer
Question Under the point method, key jobs are selected, each sub
factor is then defined in the order of importance preferable along a scale,
factors generally considered are:
Correct Answer Skill , Efforts , Accountability
Your Answer Skill , Efforts

True/False
Question Trade union is a group of two people who come to strengthen
their bargaining position.
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question Name the process of 360 degree appraisal which can be
broken into three stages or levels –
Correct Answer Planning , Implementation , Result
Your Answer Planning , Implementation , Result

Multiple Choice Single Answer
Question Name the method where common factors to all the jobs are
identified.
Multiple Choice Single Answer
Question Name the system which is simple, less expensive & less time consuming.
Correct Answer Grading
Your Answer Grading

Multiple Choice Single Answer
Question Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?
Correct Answer Representatives from line & personnel department.
Your Answer Representatives from line & personnel department.

Multiple Choice Single Answer
Question Which kind of literature identifies a number of systems & subsystems?
Correct Answer HRD
Your Answer HR

Select The Blank
Question ________ means every employee is an active participant in goal attainment.
Correct Answer Employee involvement
Your Answer Employee empowerment

Multiple Choice Multiple Answer
Question The budget of Feb 1997 presented by Finance minister Mr. P. Chidambaram showed a spirit of optimism & growth. What were its components
Correct Answer significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure
Your Answer significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure

Multiple Choice Multiple Answer
Question Mention the objective of the potential appraisal.
Correct Answer To assess an individual in terms of the highest level of work., To assist the organisation in discharging its responsibility of selecting managers.
Your Answer To assess an individual in terms of the highest level of work., To assist the organisation in discharging its responsibility of selecting managers.
human resource Management

Multiple Choice Single Answer
Question: The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer: Religious
Your Answer: Religious

Multiple Choice Multiple Answer
Question: Highly successful functional benchmarking models developed by the Japenese have been adopted the world over. Name some of Matsushita's Systems of benchmarking?
Correct Answer: Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system
Your Answer: Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system

Multiple Choice Single Answer
Question: Why is it found that federations & Unions constitute an important & crucial wing of an organisation?
Correct Answer: If mismanaged they affect industrial peace
Your Answer: If mismanaged they affect industrial peace

Multiple Choice Single Answer
Question: What is it that can be defined as a written record of the duties, responsibilities and conditions of job.
Correct Answer: Job description
Your Answer: Job description

Match The Following
Question Correct Answer Your Answer

Limitation of manpower planning. Inaccuracy. Inaccuracy.
Manpower planning method. Long range estimates of vacancies. Long range estimates of vacancies.
Step involved in manpower planning Selecting adequate source of recruitment. Selecting adequate source of recruitment.
Name the three types of forecast Economic, employee market, co's sales expansion forecasts. Long, short and medium forecasts.

Select The Blank
Question: Employer has to pay ________ of the basic wages to the employees during the lay off period
Correct Answer: 0.5
Your Answer: 0.5
Select The Blank
Question Section ________ of the Industrial Disputes Act 1947, states that an employer should only retrench employees who have been most recently hired.
Correct Answer 25-G
Your Answer 25-G

Multiple Choice Multiple Answer
Question Name the steps that develop strategic framework for HRD
Correct Answer Realistic employee development, Measurable employee development, Well costed employee development
Your Answer Realistic employee development, Measurable employee development, Well costed employee development

2nd Copy

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer
Question What were the key components of the New Economic Policy?
Correct Answer Market friendly state, Liberalisation, Privatization
Your Answer Liberalisation, Privatization, Market friendly state

Multiple Choice Multiple Answer
Question Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal:
Correct Answer Creative imagination, Sense of reality, Effective leadership
Your Answer Creative imagination, Sense of reality, Effective leadership

Select The Blank
Question ________ manpower plan need the involvement of top management as well as HR exports.
Correct Answer Strategic
Your Answer Long-term

Select The Blank
Question Large recruitment ________ problematic and vice-versa.
Correct Answer Less
Your Answer More

Select The Blank

human resource Management
The process of analysing jobs from which job descriptions are developed are called ________.
Correct Answer: Job Analysis
Your Answer: Job Analysis

Analysis of ________ data can give a lot of insights into the HRD assets and liabilities of the company.
Correct Answer: Secondary
Your Answer: Quantitative

What is it that good HR practices can build?
Correct Answer: Competencies
Your Answer: Competencies

The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.
Correct Answer: Recruitment
Your Answer: Recruitment

Most HRD audit are due to failures of ________.
Correct Answer: Implementation
Your Answer: Implementation

Successful HR departments will focus on motivational performance.
Correct Answer: False
Your Answer: True

Under the balanced score card approach the expectation of three shareholders.
Correct Answer: True
Your Answer: True

Generally, training need identification forms a part of ________.
Correct Answer: Management Appraisal System
Your Answer: Management Development Committee.
human resource Management

Multiple Choice Multiple Answer
Question Performance counselling should not give a chance in discussion like –
Correct Answer Increments, Salaries, Rewards
Your Answer Increments, Salaries, Rewards

Multiple Choice Single Answer
Question Five main phases make up the process of the feedback exercise, name the PHASE 4–
Correct Answer Data feeding Reports & Analysis
Your Answer Data feeding Reports & Analysis

Multiple Choice Single Answer
Question In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?
Correct Answer Exporatory stage
Your Answer Exporatory stage

Multiple Choice Multiple Answer
Question Under the workshop methodology, a series of diagnostic exercises through question are taken, these are:
Correct Answer How would you critically evaluate the job rotation in your company?, What are the three good things in your performance appraisal systems?, What are the strengths & weaknesses of your training policies & practice?
Your Answer How would you critically evaluate the job rotation in your company?, What are the three good things in your performance appraisal systems?, What are the strengths & weaknesses of your training policies & practice?

Multiple Choice Single Answer
Question Name the recruitment process which is said to be a costly affair
Correct Answer External
Your Answer External

True/False
Question As per the Human Development balance sheet, 1997, 45 million children were out of primary school in 1995
Correct Answer True
Your Answer True
human resource Management

Question Eight members is considered to be the norm as to the no. of members constituting a QC-
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -
Correct Answer "Swim or Sink approach"
Your Answer "Swim or Sink approach"

Multiple Choice Single Answer
Question At a certain stage the upward mobility stops for many employees. This is inescapable in view of pyramid organisation structure. This phenomenon is called :
Correct Answer Plateauing
Your Answer Plateauing

Multiple Choice Single Answer
Question What form of resource allocation unit was originally created to impart training retain workers through skill upgradation & prevention of redundancy due to the technology gap?
Correct Answer National Renewal Fund
Your Answer National Renewal Fund

True/False
Question Proper implementation and support of all management levels are not very crucial for the success of HRD audit
Correct Answer False
Your Answer False

Select The Blank
Question In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.
Correct Answer LARSEN & TUBRO LTD.
Your Answer LARSEN & TUBRO LTD.

Multiple Choice Single Answer
Question Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings?
Correct Answer Divisional / departmental manager & personnel manager.
Your Answer Representatives from line & personnel departments.
Select The Blank
Question People take ________ supportively and use it for development.
Correct Answer Feedback
Your Answer Feedback

Multiple Choice Multiple Answer
Question Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.—
Correct Answer Supportive atmosphere , Empathetic atmosphere , Setting goals
Your Answer Supportive atmosphere , Empathetic atmosphere , Setting goals

True/False
Question The data obtained through job analysis are recorded on what is known as job analysis sheet.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Name the technique used by the point system and factor comparison system to list the job.
Correct Answer Quantitative
Your Answer Quantitative

Multiple Choice Multiple Answer
Question Under the 'Point rating system' name the important steps mentioned:
Correct Answer Construction of the yardsticks , Wage survey , Designing wage structure.
Your Answer Construction of the yardsticks , Wage survey , Designing wage structure.

Match The Following
Question Correct Answer Your Answer
Job knowledge defined in Appraisal form   Ability to consider the extent and depth of demonstrated technical and professional competence.
Decision – making defined in the appraisal form Ability to analyse relevant facts, evaluate various alternatives.
human resource Management

Communicating defined in the appraisal form Ability to consider clarity and precision of verbal and written expression of ideas and feelings. Ability to marshal and analyse relevant data anticipate eventualities.

True/False
Question The HRD programmes fail due to poverty, social injustice.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
Correct Answer Suitable compensation plan, Selection of the right people, Good performance appraisal system
Your Answer Selection of the right people, Good performance appraisal system, Training to managers

True/False
Question It is very easy to write grade description, as the number of jobs increases.
Correct Answer False
Your Answer False

Multiple Choice Single Answer
Question What is the general principle (as per P.A.S policy of premier) of Assessment Routes?
Correct Answer 2nd Assessor—superior of first assessor, 2nd Assessor—superior of the 1st assessor
Your Answer 1st Assessor—immediate superior, 2nd Assessor HR manager

True/False
Question HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc.
Correct Answer True
Your Answer True

Match The Following
Question Correct Answer Your Answer
Arthur He studied the impact of two different management approaches on the productivity of steel mills. He studied the impact of two different management approaches on the productivity of steel mills.
Macduffie He studied 70 automobile plants representing 24 companies

Page 158
He studied 70 automobile plants representing 24 companies from 17 different countries.

Huselied He used 2 scales— one to measure employee skills and the second to measure employee motivation. He used 2 scales— one to measure employee skills and the second to measure employee motivation.

Welbourne and Andrews He studied the survival rate of 136 non-financial companies. He studied the survival rate of 136 non-financial companies.

Multiple Choice Multiple Answer
Question Name the three phases of recruitment process:
Correct Answer Planning, Implementing, Evaluating
Your Answer Planning, Evaluating, Screening

True/False
Question Human resource management is responsible for getting the best people, training and providing mechanism.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Name the two chairman of Hindustan Lever who both followed the pattern of nurturing and handling over to competent successors from within.
Correct Answer Vasant, T. Thomas
Your Answer Vasant, T. Thomas

Multiple Choice Single Answer
Question The concept of quality control as a distinct discipline emerged in the United States in the early-
Correct Answer 1920’s
Your Answer 1920’s

True/False
Question After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question What kind of Grading must be brought to the notice of the vice-president of the Company.
Correct Answer Excellent, Poor
Your Answer Excellent, Poor
human resource Management

Multiple Choice Multiple Answer
Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment, Informal organisation, Participative management
Your Answer Job enrichment, Informal organisation, Participative management

Multiple Choice Single Answer
Question The key to the whole SSL programme lies in the identification of-
Correct Answer Supervisor’s weaknesses
Your Answer Supervisor’s performance

Multiple Choice Multiple Answer
Question What are the areas where the auditors should physically visit the workplace?
Correct Answer Canteens, Living colony, Training rooms
Your Answer Canteens, Living colony, Training rooms

Select The Blank
Question For closure government permission is required at least _______ days before the intended closure
Correct Answer 90
Your Answer 90

LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Single Answer
Question After which stage many good organisation in India have entered a competitive phase
Correct Answer Liberalisation
Your Answer Globalisation

Multiple Choice Single Answer
Question What form of resource allocation unit was originally created to impart training retain workers through skill upgradation & prevention of redundancy due to the technology gap?
Correct Answer National Renewal Fund
Your Answer HRD

Multiple Choice Multiple Answer
Question What are the general characteristics of a Technical – functional competence?
Correct Answer Primary interest in functional work, They would like
human resource Management
to remain expert rather than become general managers. They consider managerial and administrative responsibilities as avoidable irritants.

Your Answer: Primary interest in functional work. Such individuals start a new business, less for making money than for creating product that could be identified as theirs. They would like to remain expert rather than become general managers.

Multiple Choice Multiple Answer
Question: What are the uses of the 'Balanced Score Card' as a strategic management system?
Correct Answer: It is used to clarify & translate vision & strategy, It is used as a management tool, It is used to enhance strategic feedback and learning curves.
Your Answer: It is used as a management tool, It is used as a integrative framework tool, It is used to enhance strategic feedback and learning curves.

Multiple Choice Multiple Answer
Question: What are aims & objectives of HRA?
Correct Answer: Increase manarginal awareness of human resources, Developing new measure of effective manpower utilization, Enabling a longer time horizon for planning & budgeting.
Your Answer: Increase manarginal awareness of human resources, Developing new measure of effective manpower utilization, To act as a objective measure for rationalization programmes.

True/False
Question: The first HRD department in the Indian corporate sector was started in 1975 in Larsen & Toubro (L & T).
Correct Answer: True
Your Answer: True

Multiple Choice Single Answer
Question: In an emerging scenario, necessitating speed, flexibility, quality and willing ability to change, what sort of role does human resource personnel critically need to take on?
Correct Answer: As strategic business partner
Your Answer: As strategic business partner

Select The Blank
Question: _________ leads to conflict between various departments is a functional organisation
Correct Answer: The lack of appreciation for the constraints of other department
Your Answer: High degree of autonomy
human resource Management

Multiple Choice Single Answer
Question What forms the last phase of the 360-degree feedback exercise
Correct Answer Individual counselling
Your Answer Leadership counselling

Match The Following
Question Correct Answer Your Answer
Effective leadership Excellent relationship skills. The ability to reformulate an apparently complicated problem into workable units.
Analytical power The ability to reformulate an apparently complicated problem into workable units. Excellent analytical skills.
Creative Imagination This requires vision to provide alternatives on which future can be based.
Sense of reality The person will be able to maintain objective approach to situation in which own personal involvement is considerable.

Multiple Choice Multiple Answer
Question The budget of Feb 1997 presented by Finance minister Mr. P. Chidambaram showed a spirit of optimism & growth. What were its components
Correct Answer significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure
Your Answer significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure

Multiple Choice Multiple Answer
Question Name the various Organisational effectiveness dimensions.
Correct Answer Higher productivity, Cost reduction, More profit
Your Answer Higher productivity, Cost reduction, More profit

Multiple Choice Single Answer
Question What was the key essential objective of the changed economic policy at the global level
Correct Answer to integrate the Indian economy with the world economy,
Your Answer to envisage a decontrolled business environment where free market forces would be given more freedom to operate

Multiple Choice Multiple Answer
Question Name the data required by Manpower planning from the
human resource Management

external environment:
Correct Answer Technology, Govt. Policies & regulations, Composition of work force
Your Answer Technology, Govt. Policies & regulations, Composition of work force

Multiple Choice Multiple Answer
Question How would the representative of consumer association be able to make a difference in the consumerism movement
Correct Answer by participating in collective bargaining, to demands good supply of quality goods at fair prices, to demands good supply of quality goods at fair prices
Your Answer by participating in collective bargaining, to demands good supply of quality goods at fair prices, to demands good supply of quality goods at fair prices

True/False
Question Under point method, common factors to all the jobs are identified.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer Religious
Your Answer Political

Multiple Choice Single Answer
Question Accounting is a management science group, what are the managers perceived as,
Correct Answer Decision-maker
Your Answer Leadership-maker

Multiple Choice Single Answer
Question What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer Recruitment
Your Answer Training

Select The Blank
Question Good relationships ideally does not mean a "goodie goodie" relationship, it should be based on mutual respect & should be
Correct Answer Functional & objective
Your Answer Constructive
human resource Management

Multiple Choice Multiple Answer
Question Leadership is difficult to define but easy to appreciate. Name some of the leadership qualities.
Correct Answer Personal Integrity, Technical ability, Motivator
Your Answer Personal Integrity, Technical ability, Motivator, Handle personal relations

Multiple Choice Single Answer
Question Five main phases make up the process of the feedback exercise, name the PHASE 4-
Correct Answer Data feeding Reports & Analysis
Your Answer Questionnaire distribution

Multiple Choice Multiple Answer
Question Name the steps that develop strategic framework for HRD
Correct Answer Realistic employee development, Measurable employee development, Well costed employee development
Your Answer Realistic employee development, Measurable employee development

Select The Blank
Question The whole process of conducting a 360-Degree Feedback process in any Organisation could last about ________.
Correct Answer One & half to about 3 months
Your Answer Two & half to about 4 months

Select The Blank
Question A major reason for resistance to re-engineering is a challenge to the existing ________.
Correct Answer hierarchy
Your Answer systems

True/False
Question Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining
Correct Answer True
Your Answer True

Match The Following
Question Correct Answer Your Answer
Major sources of recruitment in private sector. Employee recommendations and advertisement. Employee recommendations and advertisement.
human resource Management

SANDOZ INDIA LTD. Internal Advertising is restored for all vacancies. Vacancy is filled in by promoting the employees seniority, merits.

NATIONAL MACHINERY manufacturers ltd. Vacancy is filled in by promoting the employees seniority, merits. Present employees are also good sources of suggestions for job application.

Major sources of recruitment in public sector. Scheduled tribes and scheduled castes & employee recommendations. Selection is done on basis of merit.

Select The Blank
Question In one organisation the joke making rounds was that managers came in vertically and went out ________
Correct Answer Horizontally
Your Answer Horizontally

Multiple Choice Single Answer
Question What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?
Correct Answer Flexi work
Your Answer Flexischedule

Select The Blank
Question The ________ management of the organisation is committed to develop the competencies of employees on a continous basis
Correct Answer Top
Your Answer Top

Multiple Choice Multiple Answer
Question Some problems are inherent in the performance Appraisal System, they are -
Correct Answer Discrimination , First impression , Central tendency
Your Answer Discrimination , First impression , Central tendency

Select The Blank
Question The link between sense of reality and ________ is important for proper understanding of the definition of sense of reality
Correct Answer imagination
Your Answer imagination

Multiple Choice Single Answer
Question Which kind of literature identifies a number of systems & subsystems?
Select The Blank
Question One of the feature HRD goals are, _________ is a perishable commodity.
Correct Answer Labour
Your Answer Management

True/False
Question The reviewer has the prime role of recording major appraisal details.
Correct Answer False
Your Answer False

Select The Blank
Question In no phase of business life is ________ as important as in making promotion decisions.
Correct Answer Integrity
Your Answer Integrity

True/False
Question HRD audit can also be used against the HRD department
Correct Answer True
Your Answer True

True/False
Question Potential refers to the likelihood of the job holder making a future contribution to the employing organisation.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Name the internal operational measures dealing with how well HR practices are designed and delivered:
Correct Answer Cycle time, quality & cost of HR practices , The ratio of HR expenses , The ratio of HR professionals to employee population.
Your Answer Cycle time, quality & cost of HR practices , The ratio of HR expenses , The ratio of HR professionals to employee population.

Multiple Choice Multiple Answer
Question The traditional methods of performance appraisal lay emphasis on the ratings of individual's personality traits such as -
Correct Answer Initiative , Drive , Creativity
Your Answer Initiative , Drive , Creativity , Response
Multiple Choice Single Answer
Question One of the importance of HRD is
Correct Answer Role clarity
Your Answer Role clarity

True/False
Question Objective of performance appraisal system is to identify the developmental needs of each employee.
Correct Answer True
Your Answer True

Select The Blank
Question Generally, training need identification forms a part of
Correct Answer Management Appraisal System
Your Answer Management Appraisal System

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resource Development
Your Answer Human Resource Development

True/False
Question Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
Correct Answer True
Your Answer True

True/False
Question The main focus of attention today is the employee.
Correct Answer False
Your Answer True

Multiple Choice Multiple Answer
Question Why do most companies want HRD audit?
Correct Answer Change of Leadership , To make HR function business-driven , For growth & diversification
Your Answer To make HR function business-driven , For growth & diversification , Satisfaction with a particular component
Multiple Choice Single Response

1. Name the technique which determines the relevant worth of a job with respect to other jobs.
   - Job Analysis
   - Job Description
   - Job Evaluation
   Yes
human resource Management

Job Enlargement

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

2
Name the system which is simple, less expensive & less time consuming. Factor comparison

Grading

Point

Ranking
Yes

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

3
What is regarded as the preventive tool in case of any differences of opinions among the members of rating committee? Job evaluation
## Job Description

## Job Specification
Yes

## Job Analysis

### Multiple Choice Single Response

**Question ID**
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
<th>Is Correct</th>
</tr>
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<tbody>
<tr>
<td>4</td>
<td></td>
<td></td>
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</tbody>
</table>

If supply of labor is higher than demand, which factor would be relatively low?
- Price
- Wage
- Increment
- Incentive

### Multiple Choice Single Response

**Question ID**
<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
5. Name the person who suggested the new concept which takes into account various key factors that will tell the overall performance of a job.

Fred Luthas

Elliot Jecques
Yes

Philip Kotler

Robbins Stephen P.

Multiple Choice Single Response

6. Name the technique used by the point system and factor comparison system to list the job.

Non-quantitative

Quantitative
Yes

Non-analytical
human resource Management

Analytical

Multiple Choice Single Response

Question ID

Question

Options

Is Correct

7

Name one of the processes of job evaluation

Select the method

Yes

Ranking system

Point method

Job Enlargement

Multiple Choice Single Response

Question ID

Question

Options

Is Correct

8

Name the method where common factors to all the jobs are identified.

Factor comparison
On the basis of the relative work in the organisation, what is the primary purpose of job evaluation?

- To set wages
  - Yes
- To set prices
- To set methods
- To set programmes
human resource Management

Is Correct

10
What is that describes the duties of the job, authority relationship, skills requirement, conditions of work etc.
Job evaluation

Job programmes

Job enlargement

Job analysis
Yes

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

11
Under which system the process is based on personal judgement, and therefore tends to get influenced by personal biases.
Point

Ranking
Yes

Grading

Factor comparision
Multiple choice Single Response

Question ID
Question
Options
Is Correct

12
Which kind of inequality to a great extent affects industrial relations?
- Price
- Quality
- Wage

Yes

Technology

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

13
What is it that job evaluation requires while undertaking the programme at all stages in the organization?
- Controlling
- Planning

Yes
Co-ordination

Co-operation

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

14
Name the organized group of employees which is directly concerned with job evaluation.
Multi-union

Trade-union
Yes

Workers union

Supervisor’s union

Multiple Choice Single Response

Question ID
Question
Options
Is Correct
Which is the only weapon of trade union, which the union think is taken away by applying the Job evaluation System.

Collective co-operation

<table>
<thead>
<tr>
<th>Question ID</th>
<th>Question</th>
<th>Options</th>
<th>Is Correct</th>
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</thead>
<tbody>
<tr>
<td>16</td>
<td>Under the techniques of job evaluation, which is the most widely used method?</td>
<td>POINT SYSTEM</td>
<td>Yes</td>
</tr>
</tbody>
</table>
human resource Management

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

17
Name the factor which when changes, the job evaluation system should also change.
Consumer
Management
Seller
Technology
Yes

Multiple Choice single Response

Question ID
Question
Options
Is Correct

18
Under the techniques of job evaluation, which is the least method used?
Job grading
Factor comparison system
human resource Management

Ranking system
Yes

Point system

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

19 Grading systems require which type of system, because grading of clerical job may be quite different from that of operative job.
Single

Double

Triple

Multiple
Yes

Multiple Choice Single Response

Question ID
Question
Options
Is Correct
In which type of system are yardsticks of value for each job factor prepared?

- Point rating system
  Yes

- Job evaluation system

- Job description system

- Ranking system

Multiple Choice Single Response

Question ID

Question

Options

Is Correct

After assigning weight to each criterion like skill, knowledge etc., the worth of job is determined and converted to which kind of values?

- Monetary
  Yes

- Incentive

- Quantitative

- Qualitative
Multiple Choice Single Response

Question ID
Question
Options
Is Correct

22
When individual job description and grade descriptions do not match well, the evaluators classify the job using which kind of judgment?

Specific
Non-specific
Subjective
Yes
Objective

Multiple Choice Single Response

Question ID
Question
Options
Is Correct

23
Which kind of relationship does system of a job-evaluation maintain while rating for different jobs?

Variable
Equitable
Yes
### Question 24

**Job analysis describes variety of duties of the job, they are:**

- Social skills
- Condition of work
- Yes
- Skills
- Yes
- Authority relationship
- Yes

### Question 25

**Name the various processes of job evaluation:**

- Page 182
Classify the jobs
Yes

Select the method
Yes

Gain acceptance
Yes

Lose acceptance

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

26
Job factors used under Factor comparison method are:
Mental efforts
Yes

Fixed efforts

Physical efforts
Yes

Skill needed
Yes

Multiple Choice Multiple Response
human resource Management

Question ID
Question
Options
Is Correct

27

Name the various ways through which business firms are being helped by well designed job evaluation:

Enables Co. to get data
Yes

Establishes equal wage rate for all the jobs, according to job requirement.
Yes

Systematic process and understood by all

Establishes different wage rate for all the jobs, according to job requirement.

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

28

Mention the defects of Simple ranking method:
Simplicity tends to make measurement somewhat crude.
Yes

Absence of pre-determined yardstick leads to personal bias
Yes

All the factors affecting the job are not considered
Some factors affecting the job are considered

Multiple Choice Multiple Response

Question ID  Question Options Is Correct

29  It is said that participants should have familiarity with the job to be rated, therefore the degree of familiarity has impact on which factor:
   Accessability
   Adaptability  Yes
   Decision making  Yes

Managerial requirements

Multiple choice Multiple Response

Question ID  Question Options Is Correct

30  Name the factors affecting the designing of the wage structure area:
   Labour market condition  Yes
human resource Management

High market condition

Economic condition of the country
Yes

Adjustment and operation of wage structure
Yes

Multiple choice Multiple Response

Question ID
Question
Options
Is Correct

31. Job description which are prepared as part of the process which can be used for writing up job specifications, that can then be used for which kind of purpose?
   Training
   Yes

   Promotion
   Yes

   Job analysis

   Job evaluation
   Yes

Multiple Choice Multiple Response

Page 186
Question ID
Question
Options
Is Correct

32
The worth of job is determined in relation to other jobs in terms of Responsibility involved
Yes

Efforts required
Yes

Responsibility checked

Payment requirement

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

33
Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:
Skill
Yes

Job enrichment
Ranking system measures each job in comparison with other jobs in terms of the relative importance of the following factors:

- Supervision & leadership
- Leadership & management
- Co-operation & association outside the line of authority
- Probability & consequences of errors

Under the grading system, name the separate grades included:

- Firm
Mention the objectives of Job evaluation
To maintain complete description of each occupation in the entire plant.

To promote accurate consideration of all employees for advancement and transfer.

To promote information for work organization, employees section etc.

To ensure that like wages are paid to all qualified employees on unlike work.

Multiple Choice Multiple Response
human resource Management

Question ID
Question
Options
Is Correct

37
Mention certain weaknesses under the grading method:
It is difficult to write grade description
Yes

It oversimplifies sharp differences between different jobs & different grades
Yes

It is considered to be less subjective
Yes

It is considered to be too subjective

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

38
Name the various steps considered under Factor comparison system:
Selection of job analysis

Allocation of correct rate to each key job
Yes

Selection of job characteristics
human resource Management

Yes

Determination to correct rates of key jobs
Yes

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

39
Under the 'Point rating system' name the important steps mentioned:
Construction of the yardsticks
Yes

Price survey

Wage survey
Yes

Designing wage structure.
Yes

Multiple Choice Multiple Response

Question ID
Question
Options
Is Correct

40
Name the two factors which lead people to work:
Economic
Yes
human resource Management

Organising

Motivation
Yes

Controlling

True / False

Question ID
Question
Options
Is Correct

41
Job evaluation precedes job analysis
TRUE
Yes

FALSE

True / False

Question ID
Question
Options
Is Correct

42
Employee and supervisor should be never involved while finalizing job description
TRUE
FALSE
Yes

True / False

Question ID

43

All forms of job evaluation are designed to enable management to determine how much one job should be paid as compared to others.

TRUE
Yes

FALSE

True / False

Question ID

44

When several unions exist in an organization it becomes easy to apply job evaluation system.

TRUE

FALSE
Yes

True / False
human resource Management

Question ID
Question
Options
Is Correct

45
Point rating system consists of designing the wage structure.
TRUE
Yes
FALSE
True / False

Question ID
Question
Options
Is Correct

46
The aim of the majority of the systems of job evaluation is to establish, on agreed basis, the relative values of different jobs in a given plant.
TRUE
Yes
FALSE
true / False

Question ID
Question
Options
Is Correct

47
A corollary of this job evaluation principle is that for equal work there should be unequal wage rates.
TRUE
FALSE
Yes

True / False

Question ID
Question
Options
Is Correct

48
Ranking system usually measures each job in comparison with other jobs in terms of relative importance of experience & education.
TRUE
Yes

FALSE

True / False

Question ID
Question
Options
Is Correct

49
It is very easy to write grade description, as the number of jobs increases.
TRUE

FALSE
Yes

True / False
50

When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgment.

TRUE
Yes

FALSE

True / False

51

Under point method, common factors to all the jobs are identified.

TRUE
Yes

FALSE

True / False

52

The job falling under the same grade get different wage scale.

TRUE
53. Factor comparison system consists of selection of key jobs.
   TRUE
   Yes
   FALSE

54. The data obtained through job analysis are recorded on what is known as job analysis sheet.
   TRUE
   Yes
   FALSE
55. Trade union is a group of two people who come to strengthen their bargaining position.
   TRUE

   FALSE
   Yes

   True / False

56. The benefit of job evaluation is that it lays down the foundation for a rational wage structure
   TRUE
   Yes

   FALSE

   Select a Blank

If standard of living is , it calls for higher wage
Responsibility is much more than that of worker.

Manager

Supervisor

Yes

General Manager
human resource Management

Personnel Manager

Select a Blank

Question ID

Question
Options
Is Correct

In the case of there is one

59 yardstick consisting of job classes.
Job Ranking

Job analysis

Job Evaluation

Job Grading
Yes

Select a Blank

Question ID

Question
Options
Is Correct

All should be paid within limits

Page 200
human resource Management

60
which is given by the standards set through a wage structure.
Increment

Gratuity

Wages
Yes

Incentive

Select a Blank

<table>
<thead>
<tr>
<th>Question ID</th>
<th>Question</th>
<th>Options</th>
<th>Is Correct</th>
</tr>
</thead>
<tbody>
<tr>
<td>61</td>
<td>The ranking system is also known as system.</td>
<td>Non-quantitative</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Quantitative

Qualitative

Non-qualitative
Select a Blank

Question ID
  Question
  Options
  Is Correct

62
It is said that rate the job, and not the
Wage

Man
Yes

Salary

Personnel

Select a Blank

Question ID
  Question
  Options
  Is Correct

Is the rating of jobs to

63
determine their position in a job hierarchy.
Job evaluation
Yes
human resource Management

Job system

Job analysis

Job description

Select a Blank

Question ID
  Question
  Options
  Is Correct

On the basis of job elements and organizational demand an appropriate study type method course

64

should be selected.

study

type

method
Yes
course

Select a Blank
Are first established on the basis of job information derived from job analysis.

Equipment

Experiences

Grades
Yes

Select a Blank

Factor comparison method is regarded as method
Simple

Complex
Yes
While evaluating jobs, where nature of work is difficult to be expressed in quantifiable numbers.

Workers

Supervisors

managerial
Yes

Personnel

Select a Blank
human resource Management

Question ID
Question
Options
Is Correct

Under method jobs are

arranged from highest to lowest, in order of their value to the organization.

Grading

Actor comparison

Ranking
Yes

Select a Blank

Question ID
Question
Options
Is Correct

The job evaluation programme once installed must be continued on a basis.

Monthly

Voluntary
Definition of Job Evaluation:
It is the process of analysis and assessment of jobs to ascertain reliability, their relatively worth using the assessment as a basis for a balanced wage structure.
Yes

Objectives of Job Evaluation:
To determine a rate of pay for each job which is fair and equitable with relation to other jobs in the industry.
Yes

Principles of Job Evaluation:
Allows employees to discuss to discuss job ratings
Yes

Process of Job Evaluation:
The basic procedure is to compare content of jobs in relation to one author, in terms of some elements like skills, efforts etc.
Yes

The basic procedure is that, it should be written very carefully as it can be used as an evidence while handling some grievances.
The job analyst should himself observe the actual work done by the employee.

Match

Question ID
Question
Options
Is Correct

71
JOB RANKING
In this case, the method is very simple and not expensive.
Yes

JOB GRADING
In this case, there is one yardstick consisting of job classes.
Yes

FACTOR COMPARISON SYSTEM
In this case the job factors are compared rather than the whole job.
Yes

POINT RATING SYSTEM
In this case, it is widely used in job evaluation and also designs wage structure.
Yes

In this case, this is the first approach which breaks down jobs into several characteristics.

This new concept is suggested by Elliott Jecques.
human resource Management

Match

Question ID  
Question  
Options  
Is Correct

72  
Non-quantitative job evaluation category.  
Simple ranking and grading are placed under such category.  
Yes

Quantitative job evaluation  
Point system and factor comparison methods are placed under such category.  
Yes

The beneficiaries to business firms by job evaluation  
It enables Cos. to get data in local wage surveys to establish job classification.  
Yes

Job analysis  
It is one of the job evaluation processes, which finds out relevant facts.  
Yes

It is considered to be complex to cos, as it is not understood by all.

Simple ranking and point system are placed under such category.

Match

Question ID  
Question  
Options  
Is Correct
Job Factors enumerated as:
Effort, responsibility, skill, working conditions
Yes

Wage survey:
It places all evaluated jobs according to point in terms of money.
Yes

Designing wage structure:
Similar jobs are grouped and treated as a job class.
Yes

Concept suggested by Elliot Jecques.
It takes into account the various key factors that will tell the overall performance of a job.
Yes

Effort, grading, skill, working conditions.

Effort, point, skill, working conditions.

HRM_2 – Senthil
True/False
Question The data obtained through job analysis are recorded on what is known as job analysis sheet.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Which kind of literature identifies a number of systems & subsystems?
Correct Answer HRD
Your Answer HRD

Select The Blank
Question A fee market economy demands a transparent set of laws and________something that the archaic Indian judicial system is ill-equipped to cope with
Correct Answer quick disposal of litigation
Your Answer a set of social security legislation

Multiple Choice Multiple Answer
Question Essentials of effective QC’s :-
Correct Answer Prompt approval, Regular communication,
Unconditional support

Your Answer Prompt approval, Regular communication, Unconditional support

Multiple Choice Multiple Answer

Question It is said that versatility will be the key factor in determining employee value with following factors:

Correct Answer Technology, Leadership, Motivation

Your Answer Technology, Leadership, Motivation

True/False

Question The job falling under the same grade get different wage scale.

Correct Answer False

Your Answer True

Select The Blank

Question Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________

Correct Answer Rs. 5 lakh

Your Answer Rs. 5 lakh

Multiple Choice Multiple Answer

Question Some questions that every corporation needs to address are as follows:

Correct Answer How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

Your Answer How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

True/False

Question If the assessee is transferred after Feb, the immediate superior will complete the appraisal as at 31st Aug.

Correct Answer False

Your Answer True

Multiple Choice Single Answer

Question What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?

Correct Answer Flexi work

Your Answer Flexitime

True/False

Question Through consumers participation in management, consumer will lose their rights through served technique

Correct Answer False

Your Answer False

Multiple Choice Multiple Answer

Question Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.

Correct Answer Supportive atmosphere, Empathetic atmosphere, Setting goals

Your Answer Supportive atmosphere, Empathetic atmosphere, Setting goals

True/False

Question Monitoring and Follow-up follows the distribution of
human resource Management

questionnaires to all assessors.
Correct Answer True
Your Answer True
Select The Blank
Question In a re-engineering programme, when a process changes so does the ________ of the concerned employee.
Correct Answer job profile
Your Answer job profile
Multiple Choice Single Answer
Question Under the pre-Interview preparation it is useful to note the key points
Correct Answer Paper
Your Answer Paper
Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resource Development
Your Answer Human Resource Development
Select The Blank
Question The whole process of conducting a 360 – Degree Feedback process in any Organisation could last about ________.
Correct Answer One & half to about 3 months
Your Answer One & half to about 3 months
Select The Blank
Question ________ is the example of the balanced score card applications in some companies.
Correct Answer AT & T
Your Answer AT & T
Select The Blank
Question A strong ________ can have a lasting effect and provide sustenance to an organisation.
Correct Answer Culture
Your Answer Vision
Select The Blank
Question Within the establishment stage of the career development cycle, what are very important occasions for a young employee?
Correct Answer The first promotion , Successfully completed assignment , The first performance appraisal
Your Answer The first promotion , Successfully completed assignment , The first performance appraisal
Select The Blank
Question ________ is known not to hold overly one-sided views.
Correct Answer Judgement
Your Answer Judgement
Select The Blank
Question ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.
Correct Answer Rapport building
Your Answer Rapport building
Match The Following
Correct Answer Course organisational Politics
Group goals Vs. Organisational goals

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human resource Management

Course organisational Politics

Better decisions about people based on improved information system

HRA benefits

Standard cost method value of human resources for accounting purposes

value of human resources for accounting purposes

It is "endemic to every organisation regardless of size, function or character of ownership"

Organisational politiering

HRA model

Multiple Choice Single Answer

Question The Main contribution of HRD audit is to focus on

Correct Answer Value-adding HRD

Your Answer Value-function HRD

Select The Blank

Question The ________ provide resources to approved employment schemes in the organised & marginised sectors

Correct Answer Employment Generation Fund

Your Answer National Renewal Grant Fund

Multiple Choice Single Answer

Question Traditionally, human resources has been perceived as,

Correct Answer Bureacratic

Your Answer Lazziz-faire

Multiple Choice Multiple Answer

Question How can the limitations/ misgivings of management participation in employees organisations be overcome ?

Correct Answer by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings

Your Answer by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings

Select The Blank

Question Federation & union at all levels are managed on the lines of management of ________

Correct Answer A political body

Your Answer A social organisation

Multiple Choice Single Answer

Question HR managers to guarantee their viability need to think

themselves as -

Correct Answer Strategic partners

Your Answer Strategic partners

Multiple Choice Multiple Answer

Question What are the general characteristics of a Technical - functional competence?

Correct Answer Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants

Your Answer Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants
human resource Management

Multiple Choice Single Answer
Question Which practices are service related and human resources related?
Correct Answer Organisational
Your Answer Organisational

True/False Question Organizations gear most of their management succession activities to the immediate past.
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question Name the three performance counselling phase.
Correct Answer Rapport building, Exploration, Action Planning
Your Answer Rapport building, Exploration, Action Planning

Select The Blank Question In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ________.
Correct Answer Development needs for growth
Your Answer Development needs for growth

True/False Question HRD should be series of adhoc decisions and practices.
Correct Answer False
Your Answer False

True/False Question Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -
Correct Answer "Swim or Sink approach"
Your Answer Job rotation

Multiple Choice Single Answer
Question In an interview Method of Training Need identification, what do the Questions asked need to outline?
Correct Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.
Your Answer Inputs expected from the Training Department, To prove weakness & strengths of individuals, Opportunities available to overcome such weaknesses.

Multiple Choice Single Answer
Question Accounting is a management science group, what are the managers perceived as.
Correct Answer Decision-maker
Your Answer Decision-maker

Match The Following
Continued self development A leadership quality A leadership quality

"Working on your liabilities" Life long mission

Assignment to some important task force or committee Offsetting Plateauing effect Officiating Assignment

Need-opportunity Alignment Crucial role played by HRD Success formula

Multiple Choice Multiple Answer Question Name the internal operational measures dealing with how well HR practices are designed and delivered:
Correct Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.
Your Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

Multiple Choice Multiple Answer Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment, Informal organisation, Participative management
Your Answer Job enrichment, Informal organisation, Participative management

True/False Question The reviewer has the prime role of recording major appraisal details.
Correct Answer False
Your Answer False

True/False Question Trade union is a group of two people who come to strengthen their bargaining position.
Correct Answer False
Your Answer True

Multiple Choice Multiple Answer Question Membership of the nation wide consumer councils (as formed by the Government) would comprise representative of
Correct Answer various ministeries, manufactures of commerce, cost account & Consumer
Your Answer employess organisations, manufactures of commerce, cost account & Consumer

Multiple Choice Single Answer Question Participation of management’ representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties –
Correct Answer To exchange their contradictory views
Your Answer To exchange their contradictory views

Multiple Choice Single Answer Question What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?
human resource Management

Correct Answer  Disharmony in individual & organisational goal balance.
Your Answer  Disharmony in individual & organisational goal balance.

Multiple Choice Multiple Answer
Question  Name the various HRD outcomes variables:
Correct Answer  Better developed roles, Better utilisation of human resources, Better organisational health
Your Answer  Better organisational health, Better developed roles, Better utilisation of human resources

Multiple Choice Single Answer
Question  What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer  Recruitment
Your Answer  Training

Multiple Choice Multiple Answer
Question  What are the needs for Quality Audit?
Correct Answer  It provides a benchmark as to the performance of the quality system, It constitutes a permanent record of the progress in achieving the goals of quality, It facilitates and encourages supplier quality certifications systems.
Your Answer  It provides a benchmark as to the performance of the quality system, It acts as an appraisal system to gauge the performance of the TQM processes, It constitutes a permanent record of the progress in achieving the goals of quality, It facilitates and encourages supplier quality certifications systems.

Multiple Choice Single Answer
Question  The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer  Religious
Your Answer  Social

Multiple Choice Single Answer
Question  In an employees organisation the flow of decisions from the Working Committee flows to
Correct Answer  President / Secretary of Branch Union
Your Answer  President / Secretary of Branch Union

Multiple Choice Multiple Answer
Question  Performance Appraisal directly affects the interpersonal relations which are really delicate and difficult to maintain, because of heterogeneity in the nature of human beings. It is necessary to follow certain principles like:
Correct Answer  Appraise on the basis of representative information, Appraise on the basis of sufficient information, Appraise on the basis of relevant information
Your Answer  Appraise on the basis of sufficient information, Appraise on the basis of relevant information

Multiple Choice Multiple Answer
human resource Management

Question Training programmes conducted by dividing the total group of participants into teams who are assigned to complete the task within a time limit are called -
Correct Answer SSL Technology, Grid Seminars
Your Answer Game Seminars

Select The Blank
Question For closure, every worker is to be compensated with ______ average pay for every year of service completed
Correct Answer 15 days
Your Answer 30 days

Multiple Choice Multiple Answer
Question Under the 'Point rating system' name the important steps mentioned:
Correct Answer Construction of the yardsticks, Wage survey, Designing wage structure.
Your Answer Wage survey

Select The Blank
Question ______ means providing the employee with necessary tools & authority to overcome obstacles to achieving goals.
Correct Answer Employee empowerment
Your Answer Job enhancement

Match The Following
Question
Correct Answer
Your Answer

Intermediate 1 year to 5 years 1 year to 5 years
Long range Beyond 5 years Beyond 6 years
Business plans Data from within the organization Beyond 8 years
Immediate Within 1 year Within 1 year

Multiple Choice Single Answer
Question While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?
Correct Answer It's own approach to problem solving technique
Your Answer To act as a liaison between the problem & union

Select The Blank
Question At Hewlett Packard, as part of their BPR programme, the ______ directs resources from applicants to a centralised employment response centre.
Correct Answer EMS
Your Answer GRPS

Multiple Choice Single Answer
human resource Management

Question When was the act of absorbing & incorporating the best contemporary practices relevant to the companies needs & by whom?
Correct Answer Xerox (mid 70’s)
Your Answer Xerox (mid 70’s)

Select The Blank
Question ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.
Correct Answer Rapport building
Your Answer Rapport building

True/False
Question In the Grid Seminars, stress is laid on teaching.
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question After the assets and liabilities of each individual is identified, what should be done; some thumb-rules are
Correct Answer Make out a time bound plan to work on your liabilities , Choose first the liability which is hindering your growth the most , Build your career on your assets
Your Answer Make out a time bound plan to work on your liabilities , Build your career on your assets , Make an attempt to transform your liabilities into your assets

Multiple Choice Single Answer
Question Name the situation where a person takes the necessary steps at the right moment of time
Correct Answer Action
Your Answer Debate

Multiple Choice Single Answer
Question The TQM philosophy was evolved or theorised by –
Correct Answer Demming
Your Answer Juran

Multiple Choice Single Answer
Question Which pay is one of the most crucial pay given to the employee & also shown in the pay structure.
Correct Answer Performance
Your Answer Performance

True/False
Question Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning
Correct Answer False
Your Answer True

Multiple Choice Multiple Answer
Question Name the various HRD values like :
Correct Answer Openness , Trust , Autonomy
human resource Management

Your Answer  Openness, Aims, Trust, Autonomy

Multiple Choice Multiple Answer
Question Name the three aspects of manpower planning:
Correct Answer Who should plan? , Planning for whom , Timing for plan
Your Answer Why should we plan? , Who should plan? , Planning for whom

True/False
Question Long range planning are beyond eight years
Correct Answer False
Your Answer False

Multiple Choice Single Answer
Question The Main contribution of HRD audit is to focus on
Correct Answer Value-adding HRD
Your Answer Value-function HRD

Multiple Choice Single Answer
Question What is the essentially the most important principle of any Human Resource Development Activity?
Correct Answer Self development.
Your Answer Self development.

Select The Blank
Question For closure , if there is no response ( from government ) within ________ permission is deemed to have been granted
Correct Answer 60
Your Answer 45

True/False
Question Under point method, common factors to all the jobs are identified.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question According to shroff (1995) the government needs to focus on three areas which are likely to impute the effective implementation of the economic policy, they are
Correct Answer Inadequate institutional reform , the speed and sequence of reform measures , Inadequacies in the communication & political management of there measures
Your Answer Inadequate institutional reform , the speed and sequence of reform measures , lack of directional support

True/False
Question In the orientation phase, all participants are to submit a list of appraisers by whom they would like to be assessed.
Correct Answer True
Your Answer False
Select The Blank
Question Generally, training need identification forms a part of ________.
Correct Answer Management Appraisal System
Your Answer Training Committee

Select The Blank
Question The link between sense of reality and ________ is important for proper understanding of the definition of sense of reality.
Correct Answer imagination
Your Answer vision

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people?
Correct Answer Human Resource Development
Your Answer Human Personnel Department

Multiple Choice Multiple Answer
Question HRD process variable include -
Correct Answer Role clarity, Work planning, Better communication
Your Answer Role clarity, Work planning

True/False
Question Under the balanced score card approach the expectation of three shareholders.
Correct Answer True
Your Answer False

True/False
Question Objective of performance appraisal system is to identify the developmental needs of each employee.
Correct Answer True
Your Answer False

Multiple Choice Multiple Answer
Question Name the first three phases that make up the process of the feedback exercise -
Correct Answer Participants orientation, Questionnaire distribution, Monitoring & follow up
Your Answer Participants orientation, Questionnaire distribution, Monitoring & follow up

Match The Following
Question Correct Answer Your Answer
Job analysis It is one of the job evaluation process which finds out relevant facts. It is considered to be complex to cos. as it is not understood by all.

Non-quantitative job evaluation category. Simple ranking and grading are palced under such category. Point system and factor comparison methods are placed under such category.
Quantitative job evaluation Point system and factor comparison methods are placed under such category. It is one of the job evaluation process which finds out relevant facts.

The beneficiaries to business firms by job evaluation It enables Cos. to get data in local wage surveys to establish job classification. It enables Cos. to get data in local wage surveys to establish job classification.

true/false

Question As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in absolute poverty
Correct answer True
Your answer False

multiple choice multiple answer

Question The budget of Feb 1997 presented by Finance minister Mr. P. Chidambaram showed a spirit of optimism & growth. What were its components
Correct answer significantly reduced taxes , nationalized excise rates , encouragement for investment in infrastructure
Your answer significantly reduced taxes , nationalized excise rates , encouragement for investment in infrastructure

select the blank

Question Ulrich (1994) says:The idea of utilising human resource as a strategic business partner is still at a level of ________ rather than reality.
Correct answer Rhetoric
Your answer infancy

Select The Blank
Question ________ are issued to the employees to be a shareholders in the company.
Correct Answer ESOP
Your Answer ESOP

true/false

Question Majority of the disputes in industries are related to the problem of wages, salaries & benefits
Correct Answer True
Your Answer True

Select The Blank
Question Where the firm puts the proposed changes into practice is called ________ stage.
Correct Answer Implementation
Your Answer Implementation

Select The Blank
Question Expenses incurred by a firm on recruitment, training & development of employees are treated as ________
Correct Answer Current costs
Your Answer Over head costs
Multiple Choice Single Answer
Question Name the type of skill where the manager generally delegates and gets things done through others.
Correct Answer Leadership skills
Your Answer Leadership skills

True/False
Question The human resource department should move out from routine transactional activities and let IT take care of their activities.
Correct Answer True
Your Answer True
LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer
Question What are the needs for Quality Audit?
Correct Answer It provides a benchmark as to the performance of the quality system. , It constitutes a permanent record of the progress in achieving the goals of quality. , It facilitates and encourages supplier quality certifications systems.
Your Answer It constitutes a permanent record of the progress in achieving the goals of quality. , It facilitates and encourages supplier quality certifications systems.

Multiple Choice Multiple Answer
Question Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:
Correct Answer Skill , Efforts , Accountability
Your Answer Skill , Efforts

Multiple Choice Single Answer
Question Name the Questions which enable the superior to verify that he has correctly heard.
Correct Answer Paraphrasing
Your Answer Paraphrasing

Select The Blank
Question The role of the organisation in career planning is to introduce & strengthen systems to ensure ________ of employees
Correct Answer Career Progression
Your Answer Career Progression

Multiple Choice Single Answer
Question In an employees organisation the flow of decisions form the Working Committee flows to -
Correct Answer President / Secretary of Branch Union
Your Answer President / Secretary of Branch Union

True/False
Question Under point method, common factors to all the jobs are identified.
Correct Answer True
Your Answer False

Multiple Choice Single Answer
Question A candidate immediately after completing his school / collage education joins an organisation in lower level position. Later he finds it difficult to make both ends meet as his family grows & thus takes up a part time job or business, etc during his off-hours, this part of moon lighting is called :
Correct Answer Quarter Moon Lighting
Your Answer Quarter Moon Lighting

Select The Blank
Question ________ means every employee is an active participant in goal attainement.
Correct Answer Employee involerment
Your Answer Employee involerment

Multiple Choice Single Answer
Question One of the importance of HRD is
Correct Answer Role clarity
Your Answer Role clarity

True/False
Question The first HRD department in the Indian corporate sector was started in 1975 in Larsen & Toubro (L & T).
Correct Answer True
Your Answer False
Multiple Choice Single Answer
Question  T. Thomas said," I became chairman of this company in 1973 at the age of 45". Name the company.
Correct Answer  Hindustan Level
Your Answer  Hindustan Level

Multiple Choice Multiple Answer
Question  Performance counselling should not give a chance in discussion like -
Correct Answer  Increments , Salaries , Rewards
Your Answer  Increments , Salaries , Rewards

Multiple Choice Single Answer
Question  Which system emphasis a lot on the need to motivate people
Correct Answer  Human Resource Development
Your Answer  Human Resource Planning

Multiple Choice Single Answer
Question  The function/task of ensuring that all sections are filled in, & the evidence is sufficiently complete is that of the -
Correct Answer  Reviewer
Your Answer  Reviewer

Multiple Choice Multiple Answer
Question  What are the casues for unsound functioning of Indian Tarde unions?
Correct Answer  Multiple unions , Category wise unions , Intra & inter union rivalry
Your Answer  Multiple unions , Category wise unions , Intra & inter union rivalry

Multiple Choice Single Answer
Question  The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer  Religious
Your Answer  Religious

Multiple Choice Single Answer
Question  Name the technique used by the point system and factor comparison system to list the job.
Correct Answer  Quantitative
Your Answer  Quantitative

Multiple Choice Single Answer
Question  Such a first attempt was made by the Congrece Government, but who was the main person behind such a revolution in policies?
Correct Answer  Narasinha Rao
Your Answer  P. Chidarambaram

Select The Blank
Question  ________ is route to be followed in order to realise vision and overall purpose.
Correct Answer  Strategy
Your Answer  Strategy

True/False
Question  Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning
Correct Answer  False
Your Answer  False

True/False
Question  The main focus of attention today is the employee.
Correct Answer  False
Your Answer  True
Multiple Choice Single Answer
Question  What is concerned with developing a pool of candidates in line with the human resources plan?
Correct Answer  Recruitment
Your Answer  Development

Multiple Choice Single Answer
Question  What is an essential ingredient for a successful benchmarking programme?
Correct Answer  Focus on critical success factors.
Your Answer  Carrying and learning from other leading companies excelling in specific areas.

Match The Following
Question Correct Answer Your Answer
Continued self development A leadership quality Success formula
"Working on your liabilities” Life long mission Officiating Assignment
Assignment to some important task force or committee Offsetting Plateaning effect Offsetting Plateaning effect
Need-opportunity Alignment Crucial role played by HRD Crucial role played by HRD

Multiple Choice Multiple Answer
Question  A Managerial Walkabouts presents the students with some basic challenges, such as -
Correct Answer  Logical Enquiry, Service, Adventure
Your Answer  Logical Enquiry, Service, Adventure

Multiple Choice Single Answer
Question  The TQM philosophy was evolved or theorised by -
Correct Answer  Demming
Your Answer  Demming

Select The Blank
Question  For closure, every worker is to be compensated with _______ average pay for every year of service completed
Correct Answer  15 days
Your Answer  15 days

Select The Blank
Question  In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & ________.
Correct Answer  Development needs for growth
Your Answer  Development needs for growth

Multiple Choice Multiple Answer
Question  What are the common job responsibilities of an executive?
Correct Answer  Co-ordinate Training Programme, Keep cost within budget, Publish House Journal
Your Answer  Co-ordinate Training Programme, Keep cost within budget, Publish House Journal

True/False
Question  Eight members is considered to be the norm as to the no. of members constituting a QC-
Correct Answer  True
Your Answer  True

Select The Blank
Question  HRD means competence building, commitment building, and ________ building.
Correct Answer  culture
Your Answer  culture
Select The Blank
Question A major reason for resistance to re-engineering is a challenge to the existing ________.
Correct Answer hierarchy
Your Answer hierarchy

Multiple Choice Single Answer
Question Who found that customer perceptions & attitudes were affected by what employees experienced?
Correct Answer Schneider
Your Answer Schneider

True/False
Question Career planning is essentially the process of aligning the career needs of the employee with the organisational career opportunities
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Within the establishment stage of the career development cycle, what are very important occasions for a young employee?
Correct Answer The first promotion, Successfully completed assignment, The first performance appraisal
Your Answer The first promotion, Successfully completed assignment, The first performance appraisal

Select The Blank
Question 360-Degree Feedback enhances the quality of ________ decisions.
Correct Answer HR
Your Answer HR

Select The Blank
Question Business re-engineering often shift the power base, changing the 'command - and - control' approach to ________.
Correct Answer 'Mobilised -and - enable'
Your Answer 'Mobilised -and - enable'

Select The Blank
Question For closure government permission is required at least ________ days before the intended closure
Correct Answer 90
Your Answer 90

Multiple Choice Multiple Answer
Question There are companies where the HR department lists out the raters by choosing randomly from the participant's list of work related employees. Each rater receives an envelop having the following :-
Correct Answer Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator
Your Answer Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator

True/False
Question Proper implementation and support of all management levels are not very crucial for the success of HRD audit
Correct Answer False
Your Answer False

True/False
Question The process of 360 Degree appraisal is broken into two stages - planning, implementation.
True/False
Question  An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success
Correct Answer  True
Your Answer  True

Multiple Choice Multiple Answer
Question  What are the main issues stressed out throughout the workshop?
Correct Answer  Openness to feedback, Developmental attitude
Your Answer  Openness to feedback, Developmental attitude

Multiple Choice Single Answer
Question  Why is it that trade union leaders, particularly those connected with political parties may strongly oppose management participation in Trade Union? Because they are of the views that -
Correct Answer  Their influence is decelerated among the members.
Your Answer  Their influence is decelerated among the members.

Multiple Choice Multiple Answer
Question  Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.-
Correct Answer  Supportive atmosphere, Empathetic atmosphere, Setting goals
Your Answer  Supportive atmosphere, Empathetic atmosphere, Setting goals

Select The Blank
Question  In the Development Grade Method of career planning the selected staff for this grade would remain there only for ________ years
Correct Answer  two
Your Answer  two
LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Select The Blank
Question ________ of more than 1500 managers in Dr. Odiorne's study were found to be in the Work Horse category
Correct Answer  0.79
Your Answer  0.79

Multiple Choice Multiple Answer
Question  What are the common job responsibilities of an executive?
Correct Answer  Co-ordinate Training Programme , Keep cost within budget , Publish House Journal
Your Answer  Co-ordinate Training Programme , Keep cost within budget , Publish House Journal

Multiple Choice Single Answer
Question  What is it that some of the companies have borrowed from professionally managed Cos'?
Correct Answer  HRD practices
Your Answer  HRD practices

Multiple Choice Multiple Answer
Question  What are aims & objectives of HRA?
Correct Answer  Increase manarginal awarness of human resourcess , Developing new meaure of effective manpower utilzation . , Enabling a longer time horzon for planning & budgeting .
Your Answer  Increase manarginal awarness of human resourcess , Developing new meaure of effective manpower utilzation . , Enabling a longer time horzon for planning & budgeting .

Multiple Choice Single Answer
Question  One of the importance of HRD is
Correct Answer  Role clarity
Your Answer  Role clarity

Match The Following
Question Correct Answer Your Answer
Need for HRD Audit It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs
Limitation of HRD Audit It does not give evaluation of individuals but focuses on unit and systems. It does not give evaluation of individuals but focuses on unit and systems.
Definition of HRD Audit It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company
Role of HRD Audit in business improvement It helps in changes in the styles of the top management It helps in changes in the styles of the top management

True/False
Question  As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in absolute poverty
Correct Answer  False
Your Answer  False

True/False
Question  HRD audit can also be used against the HRD department
Correct Answer  True
Your Answer  True

True/False
Question Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
Correct Answer True
Your Answer True

True/False Question A leader who lacks the other basic qualities can lead others in the wrong direction.
Correct Answer True
Your Answer True

Multiple Choice Single Answer Question Name the persons through which balanced score card Approach was popularised:
Correct Answer Kaplan & Norton
Your Answer Kaplan & Norton

Match The Following
Question Correct Answer Your Answer
Feedback It should be data-based and not impressionistic. It should be data-based and not impressionistic.
Rapport building In this case there is a climate of acceptance & warmth. In this case there is a climate of acceptance & warmth.
Exploration In this case, the employee should appreciate his strengths & weakness. In this case, the employee should appreciate his strengths & weakness.
Action Planning In this case, the interview should end with specific plans of action for the development of the employee. In this case, the interview should end with specific plans of action for the development of the employee.

Multiple Choice Multiple Answer Question Name of the various HRD score card:
Correct Answer HRD systems maturity score, Competency score, HRD competencies systems maturity score
Your Answer HRD systems maturity score, Competency score, HRD competencies systems maturity score

Multiple Choice Multiple Answer Question What are the objectives of a quality control programme?
Correct Answer Improvement in standard of goods with very little increase in cost of production, Improvement in minimizing wastages, Conformance with desired standards.
Your Answer Improvement in standard of goods with very little increase in cost of production, Improvement in minimizing wastages, Conformance with desired standards.

Multiple Choice Multiple Answer Question List the measures to overcome the HRD problems in India
Correct Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance
Your Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

Multiple Choice Single Answer Question The differences in which kind of faiths among the people is hurdle in the HRD
Correct Answer Religious
Your Answer Religious

Multiple Choice Single Answer
Question: Conventionally Personnel Managers & Manpower Development Managers took what form of approach for the development of human resource?
Correct Answer: Manufacturing approach
Your Answer: Manufacturing approach

Select The Blank
Question: In the Development Grade Method of career planning the selected staff for this grade would remain there only for ________ years
Correct Answer: two
Your Answer: two

Multiple Choice Single Answer
Question: Name the situation where a person takes the necessary steps at the right moment of time
Correct Answer: Action
Your Answer: Action

Multiple Choice Multiple Answer
Question: Training programmes conducted by dividing the total group of participants into teams who are assigned to complete the task within a time limit are called -
Correct Answer: SSL Technology, Grid Seminars
Your Answer: Game Seminars, Grid Seminars

True/False
Question: Human resource management is responsible for getting the best people, training and providing mechanism.
Correct Answer: True
Your Answer: True

True/False
Question: The HRD programmes fail due to poverty, social injustice.
Correct Answer: True
Your Answer: True

Multiple Choice Single Answer
Question: Retrenchment procedures are governed what method of Accounting?
Correct Answer: LIFO
Your Answer: LIFO

Multiple Choice Multiple Answer
Question: Under orientation programmes, some very important issues discussed and clarified are:
Correct Answer: Purpose of 360 Degree Feedback, Who analyzes the data?, Who are going to provide feedback?
Your Answer: Purpose of 360 Degree Feedback, Who analyzes the data?, Who are going to provide feedback?

Multiple Choice Multiple Answer
Question: Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
Correct Answer: Suitable compensation plan, Selection of the right people, Good performance appraisal system
Your Answer: Suitable compensation plan, Selection of the right people, Good performance appraisal system

Select The Blank
Question: ________ is route to be followed in order to realise vision and overall purpose.
Correct Answer: Strategy
Your Answer: Strategy

Multiple Choice Multiple Answer
Question: Name the steps that develop strategic framework for HRD
Correct Answer Realistic employee development, Measurable employee development, Well costed employee development
Your Answer Realistic employee development, Well costed employee development

Multiple Choice Single Answer
Question What was the total budgetary allocation made towards education as a vehicle for social transformmate on by the then Minister of Finance, Yashwant Sinha in the 1998 budget?
Correct Answer Rs 70,470 million
Your Answer Rs 70,470 million

True/False
Question Implementation level deals with the actual conduct of the appraisal process.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Why do employees adopt proxy system? In order to improve
Correct Answer to their social status, their economic status, their psychological status
Your Answer to their social status, their economic status, their psychological well being

Multiple Choice Multiple Answer
Question HRD process variable include -
Correct Answer Role clarity, Work planning, Better communication
Your Answer Role clarity, Better communication

Select The Blank
Question ________ manpower plan need the involvement of top management as well as HR exports.
Correct Answer Strategic
Your Answer Long-term

True/False
Question Eight members is considered to be the norm as to the no. of members constituting a QC-
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question Under "Workshop" feedback is done on which kind of categories?
Correct Answer Managerial role, Leadership styles, Behavioural qualities
Your Answer Managerial role, Leadership styles, Behavioural qualities

Multiple Choice Single Answer
Question Five main phases make up the process of the feedback exercise, name the PHASE 4-
Correct Answer Data feeding Reports & Analysis
Your Answer Data feeding Reports & Analysis

Multiple Choice Multiple Answer
Question A Managerial Walkabouts presents the students with some basic challenges, such as -
Correct Answer Logical Enquiry, Service, Adventure
Your Answer Logical Enquiry, Service, Adventure

Select The Blank
Question Some organisations use ________ & committee management as techniques of training & development for flexitime systems
Correct Answer Job rotation
Your Answer Job rotation

Select The Blank
Question The ________ provide resources to approved employment schemes in the organised & marginised sectors
Correct Answer Employment Generation Fund
Select The Blank
Question: No worker employed in any industry who has been in continuous service for more than ________, can be retrenched until prior permission from the govt. to retrench in undertakings employing more than 100 people
Correct Answer: 1 year
Your Answer: 1 year

Multiple Choice Multiple Answer
Question: Why do most companies want HRD audit?
Correct Answer: Change of Leadership, To make HR function business-driven, For growth & diversification
Your Answer: Change of Leadership, To make HR function business-driven, For growth & diversification

Multiple Choice Single Answer
Question: In the future what sort of organisations would provide expert advice & consultancy & further will also supply human resources for executing their projects.
Correct Answer: Employee leasing
Your Answer: Employee leasing

True/False
Question: An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success.
Correct Answer: True
Your Answer: True

Multiple Choice Single Answer
Question: Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?
Correct Answer: Representatives from line & personnel department.
Your Answer: Representatives from line & personnel department.

Select The Blank
Question: Expenses incurred by a firm on recruitment, training & development of employees are treated as ________
Correct Answer: Current costs
Your Answer: Current costs

Multiple Choice Single Answer
Question: What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer: Recruitment
Your Answer: Recruitment

Multiple Choice Single Answer
Question: Which system emphasis a lot on the need to motivate people
Correct Answer: Human Resource Development
Your Answer: Human Resource Development

True/False
Question: Monitoring and Follow-up follows the distribution of questionnaires to all assessors.
Correct Answer: True
Your Answer: True
LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Single Answer
Question Name the person who lacks the other basic qualities can lead others in the wrong direction.
Correct Answer Leader
Your Answer Leader

Multiple Choice Multiple Answer
Question what are the common objections against the treatment of people as assets in a HRM system
Correct Answer There is no assurance of future benefits, people are not owned by the organisation, it may not be recognised by tax laws
Your Answer people are not owned by the organisation, it may not be recognised by tax laws, There is no assurance of future benefits

Multiple Choice Single Answer
Question What is concerned with developing a pool of candidates in line with the human resources plan
Correct Answer Recruitment
Your Answer Recruitment

Multiple Choice Multiple Answer
Question Name the steps that develop strategic framework for HRD
Correct Answer Realistic employee development, Measurable employee development, Well costed employee development
Your Answer Realistic employee development, Measurable employee development, Well costed employee development

Multiple Choice Multiple Answer
Question While planning for a period of five years, the expected loss situation can be evaluated in terms of:
Correct Answer Retirement, Transfer, Death
Your Answer Retirement, Transfer, Death

Multiple Choice Multiple Answer
Question List the measures to overcome the HRD problems in India
Correct Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance
Your Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

Select The Blank
Question ________ are the visible amounts given for fertilizers export promotion, etc.
Correct Answer Explicit subsidies
Your Answer Explicit subsidies

Multiple Choice Single Answer
Question Which system emphasis a lot on the need to motivate people
Correct Answer Human Resourse Development
Your Answer Human Resourse Development

Multiple Choice Multiple Answer
Question Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal:
Correct Answer Creative imagination, Sense of reality, Effective leadership
True/False

Question: Analysis of secondary data can give a lot of insights into the HRD assets & liabilities of the company
Correct Answer: True
Your Answer: True

Select The Blank
Question: The ______ can be made using a checklist of questions
Correct Answer: Observation
Your Answer: Observation

Select The Blank
Question: The job evaluation programme once installed must be continued on a ________ basis.
Correct Answer: permanent
Your Answer: permanent

Multiple Choice Single Answer
Question: What is one of the major reasons for a perceived rise in number of moon-lights in the coming future?
Correct Answer: Change in values & expectations.
Your Answer: A change in standard of living

Multiple Choice Multiple Answer
Question: What are the areas where the auditors should physically visit the workplace?
Correct Answer: Canteens, Living colony, Training rooms
Your Answer: Training rooms, Canteens, Living colony

Multiple Choice Multiple Answer
Question: What are the action steps for effective Benchmarking?
Correct Answer: Identifying the human resources related areas to be benchmarked., Prepare a report that documents the processes, functions, its extent & result areas, Understand why such a study is being conducted
Your Answer: Identifying the human resources related areas to be benchmarked., Prepare a report that documents the processes, functions, its extent & result areas, Understand why such a study is being conducted

Multiple Choice Multiple Answer
Question: Under HRD, name the factors that act as motivating forces
Correct Answer: Job enrichment, Informal organisation, Participative management
Your Answer: Job enrichment, Informal organisation, Participative management

Multiple Choice Multiple Answer
Question: Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
Correct Answer: Suitable compensation plan, Selection of the right people, Good performance appraisal system
Your Answer: Suitable compensation plan, Selection of the right people, Good performance appraisal system

Select The Blank
Question: Business re-engineering often shift the power base, changing the 'command - and - control' approach to ________.
Correct Answer: 'Mobilised -and - enable'
Your Answer: 'Mobilised -and - enable'

Multiple Choice Multiple Answer
Question: What are the published literature of the company which help in assessing the strengths and weakness of HRD
Select The Blank
Question At Hewlett Packard, as part of their BPR programme, the ________directs resources from applicants to a centralised employment response centre.
Correct Answer EMS
Your Answer EMS

True/False
Question Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job?
Correct Answer Moon-lighting
Your Answer Moon-lighting

Multiple Choice Single Answer
Question Name one of the components systems of HRD :
Correct Answer Career system
Your Answer Career system

Select The Blank
Question Most HRD audit are due to failures of ________.
Correct Answer Implementation
Your Answer Implementation

True/False
Question It can be enagued that globalization has reduced poverty in India and China, home to move that half a billion of the world's poor income group
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Why is it felt that federations & unions in India are not functioning on sound lines?
Correct Answer Outside political leadership
Your Answer Outside political leadership

Select The Blank
Question ________ of more than 1500 managers in Dr. Odiorne's study were found to be in the Work Horse category
Correct Answer 0.79
Your Answer 0.79

Select The Blank
Question In one organisation the joke making rounds was that managers came in vertically and went out ________
Correct Answer Horizontally
Your Answer Horizontally

True/False
Question It is not necessary that the subordinate should feel free to participate without fear in the process of review & feedback.
Correct Answer False
Your Answer False
Select The Blank
Question  Union leaders at different levels & at federations are elected on ________
Correct Answer  democratic principle
Your Answer  democratic principle

Multiple Choice Single Answer
Question  One of the importance of HRD is
Correct Answer  Role clarity
Your Answer  Role clarity

Multiple Choice Multiple Answer
Question  What are the prerequisites for the perfect functioning of management participation in trade unions
Correct Answer  The union should be well organised with sounds rules, the coverage of items for discussion & participation should be pre-set, both parties should have implicit faith in information supplied by the other
Your Answer  The union should be well organised with sounds rules, the coverage of items for discussion & participation should be pre-set, both parties should have implicit faith in information supplied by the other

Select The Blank
Question  For the period of the lay off up to a maximum of ________ workmen will be paid compensation equal to half their basic pay & D.A.
Correct Answer  45 days
Your Answer  45 days

Match The Following
Question
Correct Answer  Your Answer
An efficient plant layout & a good benchmark Ford Motors Ford Motors
Simple act of comparision & learning for organisational improvement Benchmarking Benchmarking
Japanese firms had ling been benchmarking other companies, many of them American Ohirata (1994) Ohirata (1994)

Multiple Choice Single Answer
Question  According to Lahiry what is the simple act of comparison & learning for organisational improvement?
Correct Answer  Benchmarking
Your Answer  Benchmarking

True/False
Question  The job falling under the same grade get different wage scale.
Correct Answer  False
Your Answer  False

Multiple Choice Single Answer
Question  A candidate immediately after completing his school / collage education joins an organisation in lower level position. Later he finds it difficult to make both ends meet as his family grows & thus takes up a part time job or business, etc during his off-hours, this part of moon lighting is called:
Correct Answer  Quarter Moon Lighting
Your Answer  Quarter Moon Lighting

Multiple Choice Single Answer
Question  The differences in which kind of faiths among the people is hurdle in the HRD
Multiple Choice Single Answer
Question A multi-Rate Appraisal and feedback system is essentially
Correct Answer a 360 degree Appraisal
Your Answer a 360 degree Appraisal
LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Multiple Choice Multiple Answer
Question: Besides business process re-engineering & benchmarking; then are some other useful tools to bring about continuous improvement in an organisation.
Correct Answer: Urgency Motivation, Human Resource Audit, Human Resource Accounting
Your Answer: Urgency Motivation, Human Resource Audit, Human Resource Accounting

Multiple Choice Multiple Answer
Question: What are the general characteristics of a Technical - functional competence?
Correct Answer: Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants
Your Answer: Primary interest in functional work, Such individuals start a new business, less for making money than for creating product that could be identified as theirs, They would like to remain expert rather than become general managers

Select The Blank
Question: In one organisation the joke making rounds was that managers came in vertically and went out ________
Correct Answer: Horizontally
Your Answer: Horizontally

Select The Blank
Question: No worker employed in any industry who has been in continuous service for more than ________, can be retrenched until prior permission from the govt. to retrench in undertakings employing more than 100 people
Correct Answer: 1 year
Your Answer: 1 year

True/False
Question: A leader who lacks the other basic qualities can lead others in the wrong direction.
Correct Answer: True
Your Answer: True

Select The Blank
Question: Ulrich (1994) says: The idea of utilising human resource as a strategic business partner is still at a level of ________ rather than reality.
Correct Answer: Rhetoric
Your Answer: Rhetoric

Select The Blank
Question: ________ are those who provide competitive advantage to corporations.
Correct Answer: People
Your Answer: Managers

Select The Blank
Question: ________ system stresses on discipline and there is simplicity in the form.
Correct Answer: Merit rating
Your Answer: Merit rating

Multiple Choice Multiple Answer
Question: Name the first three phases that make up the process of the feedback exercise -
Correct Answer: Participants orientation, Questionnaire distribution, Monitoring & follow up
Your Answer: Participants orientation, Questionnaire distribution, Monitoring & follow up

True/False
Question: The HRD programmes fail due to poverty, social injustice.
Correct Answer: True
Your Answer: True
Select The Blank
Question Where the firm pats the proposed changes into practice is called ________ stage.
Correct Answer Implementation
Your Answer Implementation

Multiple Choice Single Answer
Question In an employees organisation the flow of decisions from the President / Working President flows to -
Correct Answer General Secretary
Your Answer General Secretary

Select The Blank
Question ________ of more than 1500 managers in Dr. Odiorne's study were found to be in the Work Horse category
Correct Answer 0.79
Your Answer 0.79

True/False
Question Human resource management is responsible for getting the best people, training and providing mechanism.
Correct Answer True
Your Answer True

Multiple Choice Multiple Answer
Question The HRD outcomes can influence the organisation's business goals which may be in terms of-
Correct Answer Higher productivity , Satisfied customers , Satisfied stockholders
Your Answer Cost effectiveness , Higher productivity

Multiple Choice Single Answer
Question On the basis of the relative work in the organisation, what is the primary purpose of job evaluation?
Correct Answer To set wages
Your Answer To set wages

Multiple Choice Multiple Answer
Question Under "Workshop" feedback is done on which kind of categories?
Correct Answer Managerial role , Leadership styles , Behavioural qualities
Your Answer Managerial role , Leadership styles , Behavioural qualities

Select The Blank
Question One of the feature HRD goals are, ________ is a perishable commodity
Correct Answer Labour
Your Answer Labour

Multiple Choice Single Answer
Question Federations may invite the management's representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings?
Correct Answer Divisional / departmental manager & personnel manager.
Your Answer Divisional / departmental manager & personnel manager.

Multiple Choice Multiple Answer
Question Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:
Correct Answer Suitable compensation plan , Selection of the right people , Good performance appraisal system
Your Answer Suitable compensation plan , Selection of the right people , Good performance appraisal system
True/False
Question Under the balanced score card approach the expectation of three shareholders
Correct Answer True
Your Answer True

Select The Blank
Question In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.
Correct Answer LARSEN & TUBRO LTD.
Your Answer LARSEN & TUBRO LTD.

Multiple Choice Single Answer
Question What was the expenditure of the States on human resource development in 1992-93 ?
Correct Answer Rs 1,29,020 million
Your Answer Rs 1,29,020 million

True/False
Question After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.
Correct Answer False
Your Answer True

Match The Following
Question Correct Answer Your Answer
Job analysis It is one of the job evaluation process which finds out relevant facts. It is one of the job evaluation process which finds out relevant facts.
Non-quantitative job evaluation category. Simple ranking and grading are palced under such category. Simple ranking and grading are palced under such category.
Quantitative job evaluation Point system and factor comparison methods are placed under such category. Point system and factor comparison methods are placed under such category.
The beneficiaries to business firms by job evaluation It enables Cos. to get data in local wage surveys to establish job classification. It enables Cos. to get data in local wage surveys to establish job classification.

Multiple Choice Single Answer
Question After which stage many good organisation in India have entered a competitive phase
Correct Answer Liberalisation
Your Answer Globalisation

Multiple Choice Multiple Answer
Question Name the various steps considered under Factor comparison system:
Correct Answer Allocation of correct rate to each key job , Selection of job characteristics , Determination of correct rates of key jobs
Your Answer Allocation of correct rate to each key job , Selection of job characteristics , Determination of correct rates of key jobs

Multiple Choice Multiple Answer
Question Name the appropriate method for forecasting demand which will be best suited to organisation:
Correct Answer Time frame , Resources available
Your Answer Time frame , Resources available , Stability

True/False
Question Workers and trade unions never praticipate in the management of human resources
True/False
Question: The Asian Institute of Management have introduced a unique course called "Managerial Walkabout". The idea of the course came from Prof. M. Gibbons of Simon Fraser University, British Columbia.
Correct Answer: True
Your Answer: True

Select The Blank
Question: _______ should reinforce positive behaviour.
Correct Answer: Feedback
Your Answer: Feedback

Multiple Choice Single Answer
Question: On what grounds are training sessions normally criticised?
Correct Answer: Trainers conduct the programme on the basis of what they know rather than what the trainees need
Your Answer: Trainers conduct the programme on the basis of what they know rather than what the trainees need

True/False
Question: Factor comparison system consists of selection of key jobs.
Correct Answer: True
Your Answer: True

Multiple Choice Multiple Answer
Question: Under the phase 3 "Monitoring and Follow Up" the rater also identifies himself in several roles in the questionnaire like a -
Correct Answer: Superior, Subordinate, Colleague
Your Answer: Superior, Subordinate, Colleague

True/False
Question: As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in absolute poverty
Correct Answer: False
Your Answer: False

Multiple Choice Multiple Answer
Question: Under the workshop methodology, a series of diagnostic exercises through question are taken, theses are:
Correct Answer: How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths & weaknesses of your training policies & practice?
Your Answer: How would you critically evaluate the job rotation in your company? , What are the three good things in your performance appraisal systems? , What are the strengths & weaknesses of your training policies & practice?

Select The Blank
Question: The national renewal fund is administered by the department of industrial development. The NRF was proposed to have a corpus of _______ which would be contributed from budgetary support
Correct Answer: Rs. 2000 crores
Your Answer: Rs. 2000 crores

True/False
Question: Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment
Correct Answer: True
Your Answer True

True/False
Question A major beneficiary of liberalization and consequently competition not been the consumer …. But the industry
Correct Answer False
Your Answer False

Match The Following
Question Correct Answer Your Answer
Need for HRD Audit It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs

Limitation of HRD Audit It does not give evaluation of individuals but focuses on unit and systems. It does not give evaluation of individuals but focuses on unit and systems.

Definition of HRD Audit It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company

Role of HRD Audit in business improvement It helps in changes in the styles of the top management It helps in changes in the styles of the top management

Multiple Choice Single Answer
Question When do managers lose faith in the fairness of the top management.
Correct Answer Promoting from outside
Your Answer Promoting from outside

Multiple Choice Single Answer
Question What is that describes the duties of the job, authority relationship, skills requirement, conditions of work etc.
Correct Answer Job analysis
Your Answer Job analysis

Multiple Choice Multiple Answer
Question List the measures to overcome the HRD problems in India
Correct Answer Govt. to take steps to alleviate poverty , Govt. to take steps to accelerate economic development , People to practice religious tolerance
Your Answer Govt. to take steps to alleviate poverty , Govt. to take steps to accelerate economic development , People to practice religious tolerance

Multiple Choice Multiple Answer
Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment , Informal organisation , Participative management
Your Answer Job enrichment , Informal organisation , Participative management

Multiple Choice Multiple Answer
Question Name the steps that develop strategic framework for HRD
Correct Answer Realistic employee development , Measurable employee development , Well costed employee development
Your Answer Realistic employee development , Measurable employee development , Well costed employee development

Multiple Choice Multiple Answer
Question According to Ulrich (1994), today's human resource professionals need to move towards effectively fulfilling the multiple roles of -
Correct Answer  Employee champions who are able to relate to & meet the needs of employees, Strategic partners, Change agents
Your Answer  Employee champions who are able to relate to & meet the needs of employees, Strategic partners, Change agents

Multiple Choice Single Answer
Question  In the future what sort of organisations would provide expert advice & consultancy & further will also supply human resources for executing their projects.
Correct Answer  Employee leasing
Your Answer  Employee leasing
## LIST OF ATTEMPTED QUESTIONS AND ANSWERS

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why do employees adopt proxy system? In order to improve</td>
<td>to their social status, their economic status, their psychological status</td>
<td>to their social status, their economic status, their psychological status</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD means competence building, commitment building, and ___________</td>
<td>culture</td>
<td>culture</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring and Follow-up follows the distribution of questionnaires to all assessors.</td>
<td>True</td>
<td>False</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The individual with a deep speed insight will not go quickly to the least of a problem.</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The __________ role is to ensure the deserving managers should get appropriate opportunities for job Rotation.</td>
<td>Reviewer</td>
<td>Reviewer</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the phase 3 &quot;Monitoring and Follow Up&quot; the rater also identifies himself in several roles in the questionnaire like a -</td>
<td>Superior, Subordinate, Colleague</td>
<td>Superior, Subordinate, Colleague</td>
</tr>
<tr>
<td>Question</td>
<td>What are the component/elements of a flow of decisions in employees organisations?</td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td>----------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Providing wrong information about management , Promotional Opportunities , Grievance Procedure</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Political tactics , Promotional Opportunities , Grievance Procedure</td>
<td></td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>A strategy based on superior service is very powerful as the ______________ is high</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>value added</td>
</tr>
<tr>
<td>Your Answer</td>
<td>value added</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Women employees presently restrict / limit their career to selected jobs &amp; organisations. But, they will soon be ready to take up all types of jobs in different types of organisations. This phenomenon is known as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Dual career group</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Boundarylessness career group</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Under HRD, name the factors that act as motivating forces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job enrichment , Informal organisation , Participative management</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Employee enrichment , Job enrichment , Informal organisation</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the various steps considered under Factor comparision system:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Allocation of correct rate to each key job , Selection of job characteristics , Determination of correct rates of key jobs</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Selection of job analysis , Allocation of correct rate to each key job , Selection of job characteristics</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is the general principle (as per P.A.S policy of premier) of Assessment Routes?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>2nd Assessor-superior of first assessor , 2nd Assessor- superior of the 1st assessor</td>
</tr>
<tr>
<td>Your Answer</td>
<td>1st Assessor-immediate superior, 2nd Assessor, 360 degree approach</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the steps that develop strategic framework for HRD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Realistic employee development , Measurable employee development , Well costed employee development</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Realistic employee development , Measurable employee development , Well costed employee development</td>
</tr>
</tbody>
</table>
**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance development plan is set for the employee by his immediate boss.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In an employees organisation the flow of decisions from the President / Secretary of Branch Union flow to -</td>
<td>President / Secretary &amp; Craft / Unit level Union</td>
<td>General Secretary</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer of technology does not mean merely shifting technology from one place to another</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the various HRD score card:</td>
<td>HRD systems maturity score, Competency score, HRD competencies systems maturity score</td>
<td>HRD systems maturity score, Competency score, HRD competencies systems maturity score</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>An efficient plant layout &amp; a good benchmark</td>
<td>Ford Motors</td>
<td>BPR</td>
</tr>
<tr>
<td>Simple act of comparison &amp; learning for organisational improvement</td>
<td>Benchmarking</td>
<td>Ohirata (1994)</td>
</tr>
<tr>
<td>The Malcolm Bridge National Quality Award</td>
<td>Xerox (1989)</td>
<td>Ford Motors</td>
</tr>
<tr>
<td>Japanese firms had long been benchmarking other companies, many of them American</td>
<td>Ohirata (1994)</td>
<td>Benchmarking</td>
</tr>
</tbody>
</table>

**Match The Following**
<table>
<thead>
<tr>
<th>Feature of Performance Appraisal</th>
<th>It is totally different from job evaluation as well as merit rating.</th>
<th>It is totally different from job evaluation as well as merit rating.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials of a good Appraisal Plan</td>
<td>Relating scales should be constructed adequately and in accordance with the objectives.</td>
<td>Relating scales should be constructed adequately and in accordance with the objectives.</td>
</tr>
<tr>
<td>Definition of Performance Appraisal</td>
<td>It is a systematic, orderly and objective method of evaluating the present and potential utility of employees to the organisation.</td>
<td>It is a systematic, orderly and objective method of evaluating the present and potential utility of employees to the organisation.</td>
</tr>
<tr>
<td>Objectives of Performance Appraisal</td>
<td>Provision of feedback to subordinates to know where they stand.</td>
<td>Provision of feedback to subordinates to know where they stand.</td>
</tr>
</tbody>
</table>

**True/False**

**Question** Objective of performance appraisal system is to identify the developmental needs of each employee.

**Correct Answer** True

**Your Answer** False

**Select The Blank**

**Question** The ________ provides funds to meet the compensation & training expenditure of retrenched workers.

**Correct Answer** National Renewal Grant Fund

**Your Answer** Employment Generation Fund

**Select The Blank**

**Question** While evaluating ________ jobs, where nature of work is difficult to be expressed in quantifiable numbers.

**Correct Answer** manegerial

**Your Answer** manegerial

**Multiple Choice Multiple Answer**

**Question** Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:

**Correct Answer** Suitable compensation plan, Selection of the right people, Good performance appraisal system

**Your Answer** Suitable compensation plan, Selection of the right people, Good performance appraisal system

**Select The Blank**
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In no phase of business life is ________ as important as in making</td>
<td>Integrity</td>
<td>Integrity</td>
</tr>
<tr>
<td>promotion decisions.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice** **Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR practice:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice** **Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is concerned with developing a pool of candidates in line with the</td>
<td>Recruitment</td>
<td>Training</td>
</tr>
<tr>
<td>human resources plan</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice** **Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traditionally, human resources has been perceived as,</td>
<td>Bureacratic</td>
<td>Benevolent</td>
</tr>
</tbody>
</table>

**Multiple Choice** **Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The differences in which kind of faiths among the people is hurdle in the</td>
<td>Religious</td>
<td>Religious</td>
</tr>
<tr>
<td>HRD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice** **Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation of Mgmt in federations &amp; unions at all levels helps to</td>
<td>Strength the trade union movement, maintain Industrial harmony, Develop sound</td>
<td>Strength the trade union movement, maintain Industrial harmony, Develop sound</td>
</tr>
<tr>
<td></td>
<td>human relations</td>
<td>human relations</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice** **Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the factors that warrant the attention for successful</td>
<td>Feedback management, Action planning, Reinforcement of new behaviour</td>
<td></td>
</tr>
<tr>
<td>implementation?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Feedback management, Action planning, Reinforcement of new behaviour</td>
<td></td>
</tr>
<tr>
<td>-------------</td>
<td>---------------------------------------------------------------------</td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the person who lacks the other basic qualities can lead others in the wrong direction.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Leader</td>
</tr>
</tbody>
</table>

| Your Answer | Leader |

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Business re-engineering often shift the power base, changing the 'command - and - control' approach to ________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>‘Mobilised -and - enable’</td>
</tr>
</tbody>
</table>

| Your Answer | Proactive - and - innovative |

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Federation &amp; unions at few levels are managed on the lines of management of a political body</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

| Your Answer | True |

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>In one organisation the joke making rounds was that managers came in vertically and went out ________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Horizontally</td>
</tr>
</tbody>
</table>

| Your Answer | Horizontally |

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Which system emphasis a lot on the need to motivate people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Human Resourse Development</td>
</tr>
</tbody>
</table>

| Your Answer | Human Resourse Development |

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Human resource Audit is full-fledged methodology to bring about a change.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

| Your Answer | False |

**Multiple Choice Single Answer**
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What does a Supervisory Skill Level Survey entail?</td>
<td>Method of measuring training needs of a Co’s supervisors through well designed psychometric tests</td>
<td>Method of measuring training needs of a Co’s supervisors through well designed psychometric tests</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Some questions that every corporation needs to address are as follows:-</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>How well are HR practices linked to business goals, Are good HR practices &amp; HRD systems &amp; processed being designed, Are the systems internally sound consistent &amp; relevant</td>
<td>How well are HR practices linked to business goals, Are good HR practices &amp; HRD systems &amp; processed being designed, Are the systems internally sound consistent &amp; relevant</td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Select The Blank</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Most HRD audit are due to failures of ________</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Implementation</td>
<td>Implementation</td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>What is it that some of the companies have borrowed from professionally managed Cos’</td>
<td>HRD practices</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>HRD practices</td>
<td>HRD practices</td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>True/False</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>HRD audit can give significant inputs about existing stage of accountability of employees.</td>
<td>True</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>When employees spend half of the time and / or resources available to them on a second job / occupation for luxuries / comforts it is known as :</td>
<td>Half Moon lighting</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Half Moon lighting</td>
<td>Half Moon lighting</td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>True/False</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.</td>
<td>True</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

**Question**: What is the primary objective behind SSL?

**Correct Answer**: To not only measure training supervisors by comparing their performance with that of several thousand supervisors in other Cos.

**Your Answer**: To not only measure training supervisors by comparing their performance with that of several thousand supervisors in other Cos.

### True/False

**Question**: Collecting bargainig is an institutional process for solving problems arising directly out of employee-worker relationships

**Correct Answer**: False

**Your Answer**: False

### Multiple Choice Single Answer

**Question**: What is the concept of groups of employees working towards different goals with little knowledge of other functions or understanding of overall goals of the organisation?

**Correct Answer**: Compartmentalisation

**Your Answer**: Compartmentalisation

### Multiple Choice Multiple Answer

**Question**: List the measures to overcome the HRD problems in India

**Correct Answer**: Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

**Your Answer**: Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance
### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

#### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Essentials of effective QC's :-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Prompt approval, Regular communication, Unconditional support</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Prompt approval, Problem collection, Regular communication</td>
</tr>
</tbody>
</table>

#### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>The birth of the quality control movement in Japan took place in the early -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>1960's</td>
</tr>
<tr>
<td>Your Answer</td>
<td>1970's</td>
</tr>
</tbody>
</table>

#### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>An urgency motivation can be explained by a situation where dynamic profitable organisations foresee a crisis and initiate a radical transformation by breaking status barriers &amp; restructuring organisational relationships.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

#### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>A leader who lacks the other basic qualities can lead others in the wrong direction.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

#### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>According to Ulrich (1994), today's human resource professionals need to move towards effectively fulfilling the multiple roles of -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Employee champions who are able to relate to &amp; meet the needs of employees, Strategic partners, Change agents</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Employee champions who are able to relate to &amp; meet the needs of employees, Strategic partners, Change agents</td>
</tr>
</tbody>
</table>

#### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Some employees may not like flexibility in horizontal movement from one job to another</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>The capacity to take considerable responsibility, ability to influence and control others and skills in problem solving primarily show:</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Managerial competence</td>
<td></td>
<td>Managerial competence</td>
</tr>
</tbody>
</table>

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long range</td>
<td>Beyond 5 years</td>
<td>Beyond 8 years</td>
</tr>
<tr>
<td>Business plans</td>
<td>Data from within the organization</td>
<td>1 year to 5 years</td>
</tr>
<tr>
<td>Immediate</td>
<td>Within 1 year</td>
<td>Data from within the organization</td>
</tr>
<tr>
<td>Intermediate</td>
<td>1 year to 5 years</td>
<td>Beyond 5 years</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>The anchor for an individual who is attached to an organisation or a location rather than to work is essentially termed:</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Search for security</td>
<td></td>
<td>Search for security</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>The_______ can be made using a checklist of questions</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Observation</td>
<td></td>
<td>Questionnaire method</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Disharmony in individual &amp; organisational goal balance.</td>
<td></td>
<td>Disharmony in individual &amp; organisational goal balance.</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.-</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Supportive atmosphere , Empathetic atmosphere , Setting goals</td>
<td></td>
<td>Supportive atmosphere , Empathetic atmosphere , Setting goals</td>
</tr>
</tbody>
</table>
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Politician as the custodian of the nation has the responsibility to protect the interest of all the parties involved in the process of organisation</td>
<td>False</td>
<td>True</td>
</tr>
<tr>
<td>Representatives of the consumers association besides the representatives of employees &amp; employers have to participate in the meeting of collective bargaining</td>
<td>True</td>
<td>False</td>
</tr>
<tr>
<td>The HRD programmes fail due to poverty, social injustice.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What should be suggestive and not prescriptive.</td>
<td>Feedback</td>
<td>Feedback</td>
</tr>
<tr>
<td>Why Companies go for HRD Audit?</td>
<td>Promoting Professionalism</td>
<td>Promoting Management practices</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factor comparison method is regarded as ________ method</td>
<td>complex</td>
<td>complex</td>
</tr>
<tr>
<td>__________ is a difficult exercise, therefore it should be done with care.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Your Answer</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>---------------------------</td>
<td></td>
</tr>
<tr>
<td>Potential appraisal</td>
<td>Performance appraisal</td>
<td></td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ is route to be followed in order to realise vision and overall purpose.</td>
<td>Strategy</td>
<td>Strategy</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ______ management of the organisation is committed to develop the competencies of employees on a continuous basis</td>
<td>Top</td>
<td>Top</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A fee market economy demands a transparent set of laws and ______ something that the archaic Indian judicial system is ill-equipped to cope with</td>
<td>quick disposal of litigation</td>
<td>strong pillars of justice</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The degree to which an individual possess the innate quality of breath of mind is the most direct indication of the individual's ultimate potential.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>People take ______ supportively and use it for development.</td>
<td>Feedback</td>
<td>Feedback</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>Self-questionnaires is to be filled by whom?</td>
<td></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Participant</td>
<td></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Participant</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
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<tr>
<td><strong>Question</strong></td>
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</tbody>
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<tr>
<td><strong>Correct Answer</strong></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
</tr>
</tbody>
</table>

| Multiple Choice Single Answer |
**Question**

In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -

**Correct Answer**

“Swim or Sink approach”

**Your Answer**

Job rotation

---

**Multiple Choice Single Answer**

**Question**

Pfeffer (1998) has identified seven dimensions of successful organisations, name one of them.

**Correct Answer**

Employment security

**Your Answer**

Performance appraisal

---

**True/False**

**Question**

In the orientation phase, all participants are to submit a list of appraisers by whom they would like to be assessed.

**Correct Answer**

True

**Your Answer**

False

---

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>To divert manufacturing activities from urban to rural areas</td>
<td>one of the roles of the consumer council</td>
<td>one of the roles of the consumer council</td>
</tr>
<tr>
<td>The mechanism of price fixation</td>
<td>a much neglected sphere of the market</td>
<td>requisites for consumersim</td>
</tr>
<tr>
<td>These are not the days of individualism &amp; unorganisation</td>
<td>unionsim</td>
<td>unionsim</td>
</tr>
<tr>
<td>Knowledge of the subject hand work &amp; a sincere approach</td>
<td>requisites for consumersim</td>
<td>a much neglected sphere of the market</td>
</tr>
</tbody>
</table>

---

**Multiple Choice Multiple Answer**

**Question**

According to Gurucharan Das what should Indian companies focus its effort to emerge winners in the light of the liberalization & globalization?

**Correct Answer**

Be able to capitalize on global trade, Not ignore quality, Product development

**Your Answer**

Be able to capitalize on global trade, Not ignore quality, Product development

---

**Multiple Choice Multiple Answer**

**Question**

Why would management participation in trade union be open to opposition by a few?
Correct Answer: trade union leader may feel their influence decelerated among trade union members, members may view their movement weakened with the influence of management, due to misunderstandings cropping up among leader & members.

Your Answer: trade union leader may feel their influence decelerated among trade union members, members may feel their privacy being violated, member may view their movement weakened with the influence of management.

Multiple Choice Multiple Answer
Question: What are the common job responsibilities of an executive?
Correct Answer: Co-ordinate Training Programme, Keep cost within budget, Publish House Journal.
Your Answer: Co-ordinate Training Programme, Keep cost within budget, Administrative Skills.

Multiple Choice Multiple Answer
Question: While planning for surplus, the following are the options:
Correct Answer: Reduce work hours, Redesign the jobs, Reassign the jobs.
Your Answer: Reduce work hours, Increase work hours, Reassign the jobs.

Select The Blank
Question: Analysis of ________ data can give a lot of insights into the HRD assets and liabilities of the company.
Correct Answer: Secondary.
Your Answer: Primary.

Multiple Choice Single Answer
Question: Which management is committed adequately to competency building through multi-rater feedback -
Correct Answer: Top.
Your Answer: Lower.

Multiple Choice Multiple Answer
Question: What are the action steps for effective Benchmarking?
Correct Answer: Identifying the human resources related areas to be benchmarked, Prepare a report that documents the processes, functions, its extent & result areas, Understand why such a study is being conducted.
Your Answer: Identifying the human resources related areas to be benchmarked, To evolve into administrative experts who are able to create efficient HR process & business process, Prepare a report that documents the processes, functions, its extent & result areas.

True/False
<table>
<thead>
<tr>
<th>Question</th>
<th>Human resource management is responsible for getting the best people, training and providing mechanism.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Some organisations use ________ &amp; committee management as techniques of training &amp; development for flexitime systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job rotation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job rotation</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>The traditional methods of performance appraisal lay emphasis on the ratings of individual's personality traits such as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Initiative, Drive, Creativity</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Initiative, Drive, Creativity</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgement.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>One of the feature HRD goals are, ________ is a perishable commodity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Labour</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Labour</td>
</tr>
</tbody>
</table>
**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
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<tr>
<td><strong>Correct Answer</strong></td>
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<tr>
<td><strong>Your Answer</strong></td>
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<table>
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<tr>
<th>Multiple Choice Single Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
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<tr>
<td><strong>Correct Answer</strong></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Match The Following</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
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<tr>
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</tr>
<tr>
<td><strong>Your Answer</strong></td>
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<td><strong>Question</strong></td>
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</table>

<table>
<thead>
<tr>
<th>True/False</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
</tr>
</tbody>
</table>
### True/False

**Question**: Long range planning are beyond eight years  
**Correct Answer**: False  
**Your Answer**: True

**Question**: The benefit of job evaluation is that it lays down the foundation for a rational wage structure  
**Correct Answer**: True  
**Your Answer**: True

### Select The Blank

**Question**: 360-Degree Feedback enhances the quality of ________ decisions.  
**Correct Answer**: HR  
**Your Answer**: HRD

### Multiple Choice Multiple Answer

**Question**: The HRD outcomes can influence the organisation's business goals which may be in terms of -  
**Correct Answer**: Higher productivity, Satisfied customers, Satisfied stockholders  
**Your Answer**: Cost effectiveness, Higher productivity, Satisfied customers

**Question**: 360-Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage -  
**Correct Answer**: Individual learning, Organisational learning, Improved Individual behaviour  
**Your Answer**: Individual learning, Organisational learning, Improved Individual behaviour

### Multiple Choice Multiple Answer

**Question**: Name some of the strategic role of HR:
<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Successful HR department will focus on organisational performance. HR's value will be to have the right people ready at right time. The focus of the HR function will be human capital development &amp; organisational productivity.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Successful HR department will focus on organisational performance. HR's value will be to have the right people ready at right time. The focus of the HR function will be human capital development &amp; organisational productivity.</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Recruitment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Companies can offer the option only to employees who are above ________ years of age or have served with the company for 10 years.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>40</td>
</tr>
<tr>
<td>Your Answer</td>
<td>40</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feedback</td>
<td>It should be data-based and not impressionistic</td>
<td>It should be data-based and not impressionistic</td>
</tr>
<tr>
<td>Rapport building</td>
<td>In this case there is a climate of acceptance &amp; warmth</td>
<td>In this case there is a climate of acceptance &amp; warmth</td>
</tr>
<tr>
<td>Exploration</td>
<td>In this case, the employee should appreciate his strengths &amp; weakness.</td>
<td>These help in gathering more information and in stimulating thinking.</td>
</tr>
<tr>
<td>Action Planning</td>
<td>In this case, the interview should end with specific plans of action for the development of the employee.</td>
<td>In this case, the interview should end with specific plans of action for the development of the employee.</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

**Question:** Why is it that today, more so than the past, employees take to Moon Lighting activities

**Correct Answer:** Decreasing purchasing power

**Your Answer:** Change in profiles

### Multiple Choice Single Answer

**Question:** Every employee also has a succession plan to him, which is also known as -

**Correct Answer:** Shadow planning

**Your Answer:** Career planning

### Multiple Choice Multiple Answer

**Question:** What are the areas where the auditors should physically visit the workplace?

**Correct Answer:** Canteens, Living colony, Training rooms

**Your Answer:** Cities, Canteens, Living colony

### Multiple Choice Multiple Answer

**Question:** The concept of 'quality' underwent numerous refinements, which out of the following pioneered such refinements?

**Correct Answer:** Deming, Shewhart, Juran

**Your Answer:** Ishikawa, Deming, Shewhart

### Select The Blank

**Question:** The job evaluation programme once installed must be continued on a ________ basis.

**Correct Answer:** permanent

**Your Answer:** periodical

### Multiple Choice Single Answer

**Question:** One of the importance of HRD is

**Correct Answer:** Role clarity

**Your Answer:** Training clarity

### Multiple Choice Single Answer

**Question:** Name the process which is continuous and stops only when the organisation ceases to exist

**Correct Answer:** Hiring
### Multiple Choice Multiple Answer

**Question**
Highly successful functional benchmarking models developed by the Japanese have been adopted the world over. Name some of Matsushita’s Systems of benchmarking?

**Correct Answer**
Just in Time (JIT), Point of Sale (POS) system, System of divisions (Profit centres) within a centralized banking system.

**Your Answer**
Just in Time (JIT), Point of Sale (POS) system, Work Force Solutions (WFS) system.

### Select The Blank

**Question**
________ of more than 1500 managers in Dr. Odiorne’s study were found to be in the Work Horse category.

**Correct Answer**
0.79

**Your Answer**
0.85

### Multiple Choice Single Answer

**Question**
Why is it that management should take extra care while framing personnel policies, especially where an employees organisation does exist?

**Correct Answer**
Federations are eveready to challenge management action, particularly with respect to promotions, transfers, seniority.

**Your Answer**
Federations are eveready to challenge management action, particularly with respect to promotions, transfers, seniority.

### Select The Blank

**Question**
A strong ______ can have a lasting effect and provide sustenance to an organisation.

**Correct Answer**
Culture

**Your Answer**
Culture

### Select The Blank

**Question**
Generally, training need identification forms a part of ________.

**Correct Answer**
Management Appraisal System

**Your Answer**
Training Committee

### Select The Blank

**Question**
________ is the example of the balanced score card applications in some companies.

**Correct Answer**
AT & T

**Your Answer**
AT & T
**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the various HRD outcomes variables:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Correct Answer: Better organisational health, Better developed roles, Better utilisation of human resources</td>
</tr>
<tr>
<td></td>
<td>Your Answer: Better organisational health, Better developed roles, Better utilisation of human resources</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What is it that can be defined as a written record of the duties, responsibilities and conditions of job.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Correct Answer: Job description</td>
</tr>
<tr>
<td></td>
<td>Your Answer: Job description</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Ulrich (1994) says: The idea of utilising human resource as a strategic business partner is still at a level of __________ rather than reality.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Correct Answer: Rhetoric</td>
</tr>
<tr>
<td></td>
<td>Your Answer: Latency</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What forms the last phase of the 360-degree feedback exercise</th>
</tr>
</thead>
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<tr>
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<td>Correct Answer: Individual counselling</td>
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**True/False**

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<tr>
<th>Question</th>
<th>HRD audit can also be used against the HRD department</th>
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<td>Correct Answer: True</td>
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<td></td>
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**True/False**

<table>
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<tr>
<th>Question</th>
<th>Organizations gear most of their management succession activities to the immediate past.</th>
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<tbody>
<tr>
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**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Employee’s organisations in India have their impact on various aspects, policies pertaining to human resources management of various industries</th>
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<tr>
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<tr>
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<tbody>
<tr>
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<tr>
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<tbody>
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<thead>
<tr>
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<tbody>
<tr>
<td>Question</td>
<td>The reviewer has the prime role of recording major appraisal details.</td>
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<th>Multiple Choice Single Answer</th>
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<tbody>
<tr>
<td>Question</td>
<td>Organisations presently are taking measures to satisfy the workers through various methods including the schemes of worker &amp; participation in management</td>
</tr>
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### Multiple Choice Multiple Answer

**Question** There are companies where the HR department lists out the raters by choosing randomly from the participant's list of work related employees. Each rater receives an envelop having the following :-

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
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<tbody>
<tr>
<td>Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator</td>
<td>Letter from the administrator, Letter from the participant soliciting feedback, Self addressed envelope from the administrator</td>
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</tbody>
</table>

### Multiple Choice Single Answer

**Question** In an emerging scenario, necessitating speed, flexibility, quality and willing ability to change, what sort of role does human resource personnel critically need to take on?

<table>
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<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
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<tbody>
<tr>
<td>As strategic business partner</td>
<td>As a supportive role</td>
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</table>

### Multiple Choice Single Answer

**Question** Which practices are service related and human resources related?

<table>
<thead>
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<th>Correct Answer</th>
<th>Your Answer</th>
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<tbody>
<tr>
<td>Organisational</td>
<td>Organisational</td>
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### Select The Blank

**Question** Under training and development plan, the form is to be prepared in __________ form.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
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<tbody>
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<td>Structured</td>
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### Multiple Choice Multiple Answer

**Question** A key HR role in the firm will be multidisciplinary consulting around -

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
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<tr>
<td>Individual, Team, Business unit</td>
<td>Individual, Team, Business unit</td>
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</table>
**Assignment**

Q.1 a) What is the impact of globalization and liberalization on industries in our country?

**Answer 1(a)**

During the mid 1980s, the Congress Government headed by Rajiv Gandhi made a move to change the policies regarding business, licenses, and permits, as also its attitude towards multinational companies (MNCs) operating in India. However, it was only during the succeeding government of Narasimha Rao government that a strategy was actually formulated in this direction and marketed both in India and abroad. The strategy aimed to bring the Indian economy into the mainstream of the global economy, and at the same time allow a whiff of competition and growth to Indian business. This it was hoped would bring a new dimension to the concepts of quality, productivity, and growth.

Inevitably, the winds of liberalization that swept through the nation opened a variable Pandora box, with far-reaching implications for human resources management. It bought in a new era of technology, quality consciousness and competition which compelled Indian business to wake up from its somnambulism and reassess its assumptions for dealing with the complete-or-perish’ situation.

India has proven world that despite its chaotic political scenario, imbalance wealth distribution, redundant bureaucracy, past baggage of Nehruvian socialism, and its sundry other problem, it can implement sustainable economic restructuring in the world’s most populous democracy. India has the potential, but the strong economic performance of recent years requires continuing efforts to deepen it and make it work.

Since foreign entrants in India have distinct advantage in terms of state-of—art technology R&D.

Strong brand equity, Indian companies will be ringlet carefully quality system, capital and challenged to shape out. On the other hand, multinational companies (MNCs) have to settle down and be accepted by the domestic consumer, which is not always an easy process. Das gives guidelines to Indian companies for pursuing a winning strategy in the face of global competition.

The aftermath of liberalization and globalization has made Indian companies conscious of competition and quality and acquire a totally global mindset. According to Gurucharan Das they need to:

1. Focus on a single area of competence and not haplessly diversity
2. Initially concentrate on the domestic market and then leverage their economies of scale overseas
3. Be able to capitalize on global trade
4. Not ignore quality even when they are pursuing a low cost strategy
5. Be able to overcome their historic phobia for investing in product development.

Synergy between industry and government in an emerging country such as India is a major requirement. Several factors from which private enterprise was barred, till the recent past have been opened up. Simultaneously the domestic industry is reforming itself to meet the challenges of opportunity and competition from multinationals. The latter being a fresh entrant in Indian business has an advantage of designing its systems and procedure according to the challenged environment.
Established Indian organizations however will have considerable baggage to carry, in terms of systems and also manpower.

Although India has significantly progressed due to the structural adjustment program, a lot remains to be achieved. A free market economy demand a transparent set of laws and quick disposal of litigation-something that the archaic Indian judicial system is ill-equipped to cope with.

The conflict between labor and capital had formed the basis of unionization in India. The unions demanded protection of labor against capital. With the introduction of technology and competition, the very existence of their jobs had become a major area of concern for the workers. Today due to restructuring programmed, in the short run job loss is quite significant in May industries.

Liberalization has not liberated poor in villages from the clutches of the moneylender. The rural poor are now perhaps even more under the grip of corrupt petards than say years ago.

Although there is little doubt that liberalization and globalization will generally lead to a buoyant economy, one needs to be watchful of the intense pain that change can cause to the affected sections of society during the crucial transition period.

Q1 (b) What is the effect of competition on Human Resource Management?

Answer 1 (b).

As a result of domestic and international competition, human resource management is being given a key role. Some of the effects in HRM are highlighted below:

- With manpower costs going up, and the need to bring product prices down to meet competition, manpower productivity has become a central issue in organizations. HR professionals will have to play a crucial role to fulfill this need.
- Another area of intervention would be in the case of joint ventures where professionals will have to predict and manage culture-fit policies. Companies are focusing on people with right profiles as also those who are capable.
- There is increasing emphasis on training and retraining to tap talent.
- Companies are showing increasing willingness to retain talent and redeploy manpower necessary.
- In some industry, India employees are being sought after abroad. This coupled with competition for employees among Indian companies, has led to an alarming attrition rate for some companies. To meet ambitious career aspirations and salary expectations, HR department are usually industry wise benchmarking for salary revisions.
- Employee compensation is being linked and programmers are becoming more focused, responsive and are also constantly reviewed against the external environment.
- Globalization has resulted in an influx of foreign managers to India.
- Corporate restructuring and redefining of roles are areas also focus
Q2 (a) What is Performance Appraisal? What are the objectives of the Performance Appraisal System?

Answer2 (a)

Performance appraisal can be defined as a formal exercise conducted by an organization to evaluate its employees in terms of the contribution made by them towards achieving organizational objectives or their personal strengths and weaknesses and in terms of the attributes that he has shown in achieving the objectives of the organization.

Objectives of the Performance Appraisal

The basic objectives of Personal Appraisal are as follows:

1. It enables each employee to understand his role and responsibility of the job that is being done by him/her.
2. To make each employee aware about his own strengths and weaknesses with respect to his role in the organization.
3. It identifies the developmental needs of the employee of the organization.
4. It tends to improve the relationship between the superior and subordinate through realization that each is dependent on each other.
5. It serves as a mechanism for improving the communication between the subordinate and the superior. The subordinate is well aware of the expectations of their superiors.
6. It provides an opportunity for the employees for their self-evaluation and goal setting.
7. It enables every employee to internalize the norms and values of the organizations so that an organizational identity and commitment is developed throughout the organization.
8. It prepares its employees for higher jobs by continuously reinforcing development of behavior and qualities for their high level positions.
9. It tends to motivate its employees and create a healthy environment in which the employees feel free to work.
10. It helps in a variety of personnel decision by generating relevant data on each employee periodically.

So performance appraisal can be treated as a tool, which can help the employee and the organization to work together in a more cordial manner towards the achievement of the organizational goals. Its acts a force which tends to motivate the employees of the organization to work towards the attainment of the organizational and personal goals.
Q2 (b) Explain the concept of 360-degree appraisal. How is this concept used in industry to appraise the employees?

Answer2 (b)

360-degree appraisal is basically Multi Rater Appraisal and feedback system, where a number of assesses an individual assesses including superior, subordinates, peers, and internal and external customers. The assessment is made on questionnaire specially designed to measure behaviors considered as critical for performance. The concerned persons do the appraisal anonymously and officials of the HRD department collect the assessment. The assessment is consolidated and feedback profiles are prepared and given to the participants after a workshop or directly by his boss or the HRD department in performance review discussion session.

Objective of 360-degree feedback

1. It provides an insight into the strong and weak areas of the candidates in terms of effective performance of roles, activities, style, traits, qualities, and competence impact on others.
2. It helps in identifying the developmental needs and preparing development plans more objectively in relation to current or future roles and performance improvement for an individual or a group.
3. It helps in data generating to serve as a more objective basis for rewards and other personnel decisions.
4. It acts as a basis for performance linked pay or performance rewards.
5. Alignment of individual and group goals with organizational vision, values and goals.

360-Degree Feedback
The whole process of conducting 360-Degree feedback process in any organization could last anywhere from one and a half to about 3 months from the start, depending of course on the coverage of people and the geographical spread of the organization’s unit.

Five phases that make up the process of the Feedback exercise are:

1. Participants Orientation and modality of the exercise: this phase lays the foundation of the whole exercise in the organization. Some very important issues that are discussed and clarified in this phase are as follows:
   ✓ Purpose of 360-degree feedback.
   ✓ How is it going to be administered?
   ✓ Who are going to rate or provide feedbacks?
   ✓ Who will analyze the data?
   ✓ Is it a part of the performance appraisal.
   ✓ Does the organization own the data generated and could corporate decisions be taken on this basis?
   ✓ Validity of the data generated and raters rating.

Also discussed and clarified are the issues related to choosing the raters, guidelines for the process, type of work related people who are eligible to give the feedback and also the anonymity maintained during the whole exercise.
2. Questionnaire distribution: All participants are to submit a list of appraisal by which they would like to assess. Guidelines, if any, for choosing assessors would depend on factors such as size of the company and the work culture therein. There are companies where the HR department lists out the rater by choosing randomly from the participant’s list of work related employees. Each rater receives an envelops having the following:

- Letter from the administrator: it includes brief description regarding the exercise regarding the exercise, name of the participant nominated for the workshop and a request for feedback, which would help enhance effectiveness of the participant.
- Letter from the participant soliciting feedback: contains his/her direct request to the rater explaining the exercise and to whom the questionnaires are being given
- Self-addressed envelop from the administrator: contains a note of thanks from the participant’s side and reinforcement or anonymity.
- Questionnaires

3. Monitoring and Follow Up: this phase follows the distribution of questionnaires to all assessors. Since the whole exercise is done on an anonymous basis, it is difficult to closely monitor on who has sent the feedback and who has not sent. All the questionnaires are being processed in a central place of the administrator. And then these questionnaires are being processed for the name of the participant, the working relationship of the rater and hence for each participant, a schedule is being kept regarding the feedback the assessor is getting.

4. Data Feeding and Reports: as the questionnaires are being received the data is being feeded in the computer in its raw form. There is a pre-set format that on basis of the questionnaires and the individual data sheet would contain only the raw scores of all his assessors arranged in order of categories of superiors, subordinates, colleagues etc. and as the data is feeded he formulas are being applied.

5. Workshop: basically a two day workshop is conducted which stretches to three or more days since two days are taken up for distributing the reports and its analysis in a phased manner while the remaining period is used for individual counseling with the administrator. The two main issues that are stressed through out the workshop are as follows:

- Openness to feedbacks.
- Development attitudes.

Each question in the workshop is being ranked keeping in mind its relative importance to the job of the participant. The activity not only help in getting a better understanding of what each question measures, but also helps them later on in terms of pointing out specific areas needing more attention.

So with the help of all these five phases 360-degree the concept of 360-degree is used in the industry.
Q3 (a) What is Performance Counseling? Explain the process involved in Performance Counseling.

Answer3 (a)

Performance Counseling refers to the help provided by a superior to its subordinates in objectively analyzing their performance. It focuses on the analysis of performance and identification of training and developing needs for bringing about further improvement. The major benefits of performance counseling that can help an employee are as follows:

- It helps the employees to know their strengths and weaknesses.
- It helps in improving the professional and interpersonal relation between the superior and the subordinates.
- It tends to set goals and formulate action plans for future improvement.
- It helps the employees in generating various solutions for different problems.
- It provides a supportive and empathetic atmosphere in which the employee feels encouraged to discuss his suggestions, tensions, conflicts etc.

Process involved in Performance Counseling

The basic process involved in Performance Counseling is that the superior should pay careful attention to the ideas and feeling of the subordinate and should listen to all the suggestions and ideas that are being given by the employees. He should be able to encourage his employees to be more open towards the new ideas and should feel free to talk to the manager about their tensions and conflicts. This requires both patience and skills on the part of the superior, who is doing the performance counseling. Questions play a very important role in performance counseling as it can help in gathering more information and stimulating thinking. By asking questions the manager will be able to know more about the employee and will be able to help him in solving different tensions and conflicts that are being faced by him. But not all the questions lead to facilitate healthy communication. The manager should be able to make the employee know about his strengths and weaknesses and should help him in overcoming his weaknesses and should be able to convert his weaknesses into his strengths. The employee should be able to improve the relationship between the superior and the subordinates. With the help of the performance counseling the manager should be able to provide his employee with an environment in which he is free to talk about the different tensions, conflicts and problems. The performance counseling process also includes the setting of goals and formulating the action plans for the achievement of goals and generating the alternative solutions for different problems faced while working for an organization.

Process involved in performance counseling

For repeated but relatively minor incidents of substandard performance, misconduct, or rule violations, corrective counseling and discipline should be progressive. The normal sequence of action is: (1) Initial discussion; (2) Oral Warning; (3) Written Reprimand; (4) Suspension; (5) Discharge. Depending on the severity of the case, the action may begin at any of these steps. Any action involving suspension or discharge requires prior review by the Assistant Vice President of Human Resources or his/her designated representative.

Initial Discussion:

Normally, initial disciplinary action should be in the form of an oral discussion, especially for minor rule violations. If it appears that an employee has failed to perform his/her work or conduct
him/herself according to requirements, the supervisor should first talk to the employee about the matter and informally inquire further into the situation. If facts indicate that the employee may have been at fault, the supervisor should discuss the matter with him/her and the expectations of the supervisor or steps needed for improvement. The supervisor should always seek to ascertain the employee's comments regarding the incident, behavior, or poor performance.

**Oral Warning:**
If the initial discussion fails to produce the desired results, an oral warning is normally the next step. With an oral warning, the supervisor should again discuss the matter with the employee. If the supervisor wishes, he/she may call on another person to be present as a witness, preferably another supervisor. The employee should understand the gravity of the situation. With an oral warning, the employee is put on notice that disciplinary action will be forthcoming if there is a repeated violation or if the situation does not improve. Supervisors should maintain a complete and accurate written notation of the warning.

**Written Reprimand:**
Before a Written Reprimand is issued, the employee should be allowed to respond (preferably in writing) to the charges of misconduct currently made against him/her. If it is then determined that a Written Reprimand is appropriate, the Written Reprimand should involve both a formal interview with the employee by the supervisor and an official memorandum to the employee emphasizing the negative effect of the employee's conduct or work performance on his/her record and opportunities for advancement. If the immediate supervisor does not have the authority to discharge, then such an interview should be conducted by or with the permission of the department official who does have discharge authority. A written reprimand should include: names of everyone involved, dates, description of incident or unsatisfactory performance, witnesses (if any), and action taken. Reference should be made to dates and results of prior oral warning(s), or other written reprimand(s), if any. Also included should be action that will be taken if satisfactory improvement does not occur. Additionally, this document should provide the employee with information relevant to their right to appeal the action under the Complaint and Grievance Policy (9.03) of the Personnel Policies and Procedures Manual. A copy of this policy should be attached to the reprimand. The reprimanding official should sign the reprimand. It should also bear or request the employee's comments, if any, and his/her signature. The employee should be informed that his/her signature indicates receipt of a copy of the reprimand letter, but not necessarily mean that he/she agrees with its contents. If the employee refuses to or is unable to sign the reprimand, a witness, preferably another supervisor should verify that the employee has received a copy of the reprimand. A copy of the letter of reprimand should be sent to Human Resource Services, Employee Relations division. Written Reprimands will be removed from an employee's permanent file, and placed in a confidential file in Human Resource Services, if requested by both the employee and the supervisor and the employee has performed satisfactory work for a twelve (12) month period from the date of the last reprimand letter. In unusual circumstances, the department official may request the reprimand be removed from the file prior to the end of the twelve-month period. The reprimand will remain a part of the employee’s record.

**Suspension:**
"Suspension" means the interruption (without compensation) of the active employment status pending an investigation and decision as to the extent of disciplinary action; or suspension may be disciplinary action in itself. A supervisor with authority to discharge has authority to suspend without pay, either as a disciplinary measure or to permit investigation of alleged charges. Before suspension action is taken the immediate supervisor must discuss the situation with his/her supervisor, the Assistant Vice President of Human Resources or his/her designated representative and the employee and allow the employee to respond (preferably in writing) to the charges. If suspension is warranted, the employee should be presented with a written document which indicates he/she is being suspended, the number of days suspended, and the reasons for the
Suspension involves removal from the payroll for a specified period of time, or in some cases, indefinitely. To suspend (dock) an employee from payroll, the supervisor who has discharge authority must forward a written memo to Payroll. The memo should stipulate the name of the employee being suspended, his/her social security number, and the number of days suspended and that the employee is "being suspended as disciplinary action for violation of a major work rule. A Payroll Authorization Form HRM-6 should be completed to remove the employee from the payroll.

Discharge or Release:
In cases other than serious offenses, release from employment should be used as a last resort. When it becomes necessary to release an employee, the record he/she has established, in effect, will have released the employee. The supervisor/manager who has the authority to employ also has the authority to discharge. Since the most extreme disciplinary measure is discharge, before the discharge the supervisor or management official who initiates this action must review with the Assistant Vice President of Human Resources or his/her designated representative, the procedure that has been followed. This review will assure that the case for dismissal has been objectively investigated and is both justified and properly documented. Regular non-probationary staff that is being considered for discharge for major rule violations shall be given an opportunity to respond to the allegations (preferably in writing) prior to the decision to discharge. This may be accomplished in a meeting with the employee or by providing the employee a written letter for his or her response. If after reviewing the response, and discharge is in order, an employee should be presented with a letter indicating discharge, the reasons for the discharge, and the date of the discharge. As with every step outlined in this policy, the manager must allow for and seek to ascertain the employee's comments regarding the situation. Since discharge requires prior consultation and approval, it should not be done "on-the-spot." If the management official feels it is improper to leave the employee on duty until such approval can be obtained, he/she should consult with Human Resource Services to see if indefinite suspension or administrative leave is appropriate. This also allows time for any necessary investigation.

Immediate Suspension:
In extremely serious cases involving unruly behavior, violence or imminent threat to personal safety or property, the supervisor and/or Police Department may determine the need for immediate arrest or removal from Health Science Center property of an employee. This may include collecting all Health Science Center property from the employee. This should be considered an immediate suspension and may warrant proceeding with the discharge process above.

So to conclude we can say that the process of Performance Counseling includes all the motivational factors that can help the employees to work freely towards the achievement of the organizational goals.

Q3 (b) What are the objectives of Potential Appraisal?

Answer 3(b)

The objectives of potential appraisal are:

a. To assess an individual in terms of the highest level of work the individual will be able to handle comfortably and successfully in future without being over-stretched.

b. To assist the organization in discharging its responsibility of selecting and developing managers for the future to ensure continuous growth of the organization.
Q4 (a) Define TQM. Examine the elements involved in TQM and evaluate the advantages and disadvantages of TQM.

Answer 4 (a)

The ISO 8402 has defined TQM as: “Management approach of the organization, centered on quality, based on the participation of all its members and aiming at long term success through customer satisfaction and benefits to all members of the organization and to society” or in other words it can defined as a cost effective system for integrating the continuous quality improvement efforts of people at all levels in the organization to deliver products and services which ensures quality satisfaction.

Elements of TQM

TQM emphasizes on various elements that support the philosophies of customer focus, continuous improvement, defect prevention and recognition that all shares quality responsibility. The basic elements are as follows:

1. Management Commitment to quality: the implementation of TQM should start from top and the management has to be unwavering in its commitment to quality. The management should reflect proper control on the part of the quality of goods and services that it is giving to its customers.
2. Focus on customers: the basic emphasis of TQM should be on customer satisfaction and the management should assure that the customer’s need and expectations should be understood and met.
3. Prevention rather that detection of defects: this philosophy seeks to prevent poor quality rather than detecting and sorting out defects. The technologies evolved to prevent defects are statistical process control, continuous process improvement and problem solving and system failure analysis.
4. Universal quality responsibility: according to TQM, quality is considered as a guiding philosophy that everyone shares in an organization and is not only the responsibility of the quality control department. Everyone that is responsible for the production of the good and services should share the credit of the quality of the goods and services given to the customer.
5. Quality measurement: it plays a very important aspect of TQM and quality being a measurable commodity one should be aware as to what current quality levels are prevailing and what amount of improvement is to be made in order to improve the quality of the product and should be able to meet the customer satisfaction.
6. Continuous improvement: TQM strives for continuous improvement in all areas, which is made possible by typing in closely with quality measurement and universal quality responsibility. The basic objective of this element is that it aims at zeroing on the process deficiencies that allowed the problem. It is not being attempted on a grand scale but pursued in small, incremental and manageable steps.
7. Root cause correction action: TQM seeks to identify the root cause of the problems and by implanting corrective actions that address problems at the root cause level which includes problem solving approach and systems failure analysis approach including fault free analysis and managing tracking tools.
8. Employee’s involvement and empowerment: according to TQM every employee is an active participant in goal attainment and should be provided with necessary tools and authority to overcome obstacle to achieve the goal of customer satisfaction.
9. Synergy of team: TQM emphasizes on synergy of team to tackle the problem and challenges of continuous improvement in the quality of the goods and services provided to the customer.

10. Benchmarking: This element involves defining competitor’s best features and adopting the best practices of these organization for once own operations.

11. Inventory reduction: also known as just in time inventory management, intends to address the material shortages and quality improvement i.e. the ultimate impact of this concept is that as inventory grew smaller, quality improved.

12. Value improvement: The essence of value improvement is the ability to meet customer expectation while removing unnecessary cost. Another principle of TQM is to develop long term relationship with a few high quality suppliers, rather than selecting those suppliers with the lowest initial cost. TQM philosophy believes that lower initial cost does not reflect the lowest overall life cycle cost if quality problem later immerges with the low bidder supplies.

13. Training: this is the basic element of TQM process and can be developed by encouraging continuous improvement in the quality and assuring customer satisfaction.

Advantages of TQM

1. It is able to generate higher profits in accordance with customer satisfaction.
2. Helps in manufacturing better quality products at lower cost.
3. Reduces wastages and prevents poor quality rather than detecting and correcting defects.
4. It eliminates shortage in the supply of inputs and insures that the organization does not purchase excessive inventory.
5. TQM analysis and improves the basic business system and subsystem to match customer requirements which helps in reducing product development time.
6. Increases the flexibility in meeting the market demand and helps in ascertaining the requirements of the customer and evolve systems to do a better job in shorter time.
7. TQM tends to motivate human resource, as it demands for employee’s involvement and empowerment.
8. It encourages the company to face competition, which is facilitated by better quality product, lower possible cost and a team of dedicated employees.

Disadvantages of TQM

1. It is enable to provide with reserves, which lead to disappoint, anxiety and even panic among the employees of the organization.
2. It is a time consuming process.
3. It gives rise to expectation on the part of the customer as the customer become knowledgeable about what a quality organization is all.
Q4 (b) What are Quality Circles? Examine the process involved in Quality Circles and evaluate the advantages and disadvantages of quality circles.

**Answer (b)**

Quality Circle can be defined as “a small group of employees from the same work area that meet regularly and voluntarily to identify, solve and implement solutions to work related problems.” i.e. it is the group of people who comes together to solve the work related problems in an effective manner.

**Characteristics of Quality Circles:**

- It ranges from 4 to 15 members and 8 members are considered to be the norm.
- All members are from the same work area that gives the circle an identity.
- There is one supervisor who usually works as a leader who moderates a discussion and promotes consensus but does not has the power of issuing orders or decisions.
- Usually meets once a week to work on the problems faced by them.
- Training is being given to each member of the Quality Circle bout the rules of the participation in the circle, the mechanics of running a meeting and making management presentation, and techniques of group problem solving.
- It is the members and not the management who choose the problem to work upon.
- The members of the circle are being helped by technical specialist and management to solve a particular problem.

**Process of Quality Circle**

The basic aim of the circle members is to identify the problem and then analyze the problem and to find the solutions for the same. It also aims to achieve the objective through the development of people. The basic process involved in Quality Circle consists of the following points:

1. Problem collection: the primary task of the member of the circle is to create a problem bank and then to give priority to each problem depending on its benefit potential and urgency.
2. Problem Analysis: A good number of data collection tools, charts and statistical techniques to establish facts, before proceeding to find solutions.
3. Problem Solutions: A proper environment and group thinking together helps in finding the proper solutions to the problems. The people involved in the work area are best equipped to find the solutions to the problem in a more practical manner.
4. Management Presentation: Through management presentation, the circle members present there solutions to the management, highlight the benefits anticipated from the solution and if there is an acceptance to there solution then it acts a motivation factors.
5. Implementation, review and follow up: After getting the sanction from the management he next step is to plan for the implementation of the solution and follow up that are to carried out after a period of time.

So to conclude we can say the quality circle works as group that works in the fulfillment of the objective that leads to a problem free working toward the objective of the organization.
Q5 (a) What is manpower planning? Explain the various steps involved in the manpower planning.

Answer5 (a)

Manpower planning is defined as the process by which Management determines how the organization should move from its current manpower position to desired manpower position. Through planning, management strives to have the right time, doing things, which result in both the organization and individual receiving maximum long run benefits. Manpower planning is concerned with two things:

1. Planning of manpower requirement
2. Planning of manpower supplies.

The various benefits of Manpower Planning are:

- Forecasting of long-term manpower requirements helps to forecast the compensation costs involved and have an opportunity for developing existing manpower needs to fill the future openings through promotions which acts as a factor towards motivating the employees.
- Manpower Planning also enables the determination of the weaknesses of the existing manpower so that corrective training could be incorporated.

Steps involved in Manpower Planning

- Anticipating Manpower Needs: for securing maximum motivation, it is always better to encourage internal recruitment therefore it is more effective to try and meet the manpower requirements from the supplies existing within the organization itself which in turn will secure optimum motivation and ensure retention within the organization of its people.
- Planning job requirement and description: An important part in the manpower planning consists of the planning job requirement, which should be clearly determined through a minute study of the duties to be performed in that job.

Job Information

Job information helps in many ways and more particularly for the following:

- Adequate Recruitment: the recruitment officer should have clear information regarding the type of person to be recruited that could be gathered from the job description and man specification.
- Adequate Training: it is necessary for the training manager to know the job’s skills, which have to be learnt by the employee recruited.
- Adequate Salary Structures: Job description is necessary for determining job grading structures appropriately stating the job value relationship internally.
- Fair Appraisal: Performance appraisal cannot be fair unless the appraisal is clear in his mind about the requirements.
Job Description

A job description can be defined as written records of the duties, responsibilities and conditions of the job. The methods that generally provide the data are:

- Observation of the employees while performing their work.
- Study of specially maintained diaries.
- A review of critical incidents.
- Discussion with departmental head or supervisor.
- Discussion with outside consultants and experts.

Skills analysis: The managerial abilities can be viewed differently, based on various schools of management thoughts. For example, according to the management science group, managers are perceived as decision makers, while behavioral scientists emphasize leadership and motivation abilities of managers. However, the skills required for successful executives can be divided into four types:

1. Decision making skills
2. Leadership skills
3. Communication skills
4. Organizational and social skills

Selecting adequate source or recruitment: There are two basic methods for the recruitment of people in an organization, i.e., the internal source and the external source. The internal source includes the recruitment of people who are already working in the organization in the form of promotions or transfers on the basis of employee’s merits, initiative, accuracy of work, job knowledge and personal records. The internal source of recruitment is the best method that is being used in order to motivate employees and to boost their morale and to develop loyalty among the employees for the organization.

The external source of recruitment involves the following points:

- Recruitment advertising: It involves inviting applications from outside the organization through advertisements in the new papers and magazines.
- Reference to employment exchange.
- Recruitment from colleges.
- A study of central applications’ file maintained of past applicants not selected at that time.
- Use of special consultants for recruiting.

With the help of all these points, we can say that external recruitment plays an important part in selecting the right kind of a person for the right kind of job.

So to conclude, we can say that the process of manpower planning needs to have all the steps properly incorporated so as to choose the right number of recruitment for the right number of jobs.
Q5 (b) Explain what is meant by Human Resource Planning.

**Answer5 (b)** Human Resource planning can be defined as a process by which an organization ensures that it has the right number and kinds of people, at the right place, at the right time, capable of effectively and efficiently completing those tasks that will help the organization achieve its overall objectives or in other words HRP can be defined as planning for the future personnel needs of an organization, taking into account both internal activities and factors in the external environment.

**Need and Importance of HRP**

Human resource Planning translates the organization objectives and plans into the number of workers needed to meet these objectives. The need and importance of HRP is as follows:

✓ HRP helps in determining the future manpower requirements and avoids problems like over staffing or understaffing in the organization.
✓ HRP helps in tackling with the factors like competition, technology, government policies etc. that generates changes in the job content, skill requirements and number and types of personnel required.
✓ Now a days there is a demand of exceptional intellectual skills while the existing staff becomes redundant, the HR manager has to attract and retain qualified and skilled personnel and also required to deal with issues like career development, succession planning for which he takes the help of HRP.
✓ A proper and realistic human resource plan is needed to ensure equal employment and promotional appointments to the candidates fro weaker sections, physically handicapped and socially and politically oppressed citizens.
✓ HRP provides valuable and timely information for various designing and execution of personnel functions like recruitment, selection, transfers, promotions, layoffs, training and development and performance appraisal.
✓ It helps the organization to anticipate imbalance in human resources, which in turn will facilitate reduction in personal costs.
✓ HRP facilitates planning for future needs which will help in better planning of assignments to develop managers and to ensure the organization has a steady supply of experienced and skilled employees.

**Factors affecting Human Resource Planning**

HRP is a dynamic and on going process. The process of updating is not very simple, since HRP is influenced by many factors, which are as follows:

✓ The type of organization determines the production process and number and type of staff needed.
✓ The human resource needs of an organization depend on the strategic plan adopted by it. For e.g. the growth of a business calls for hiring of additional labor, while mergers will need a plan for layoffs.
✓ Organization operates under different political, social environment and has to carefully formulate the HR policies and so the HR manager has to evolve suitable mechanism to deal with uncertainties through career developments, succession planning, retirement schemes etc.
✓ HRP also depends on the time periods and accordingly the short and long-term plans are adopted. And this time span is based on the degree of environmental uncertainties.
The type and quality of information used in making forecasting is an important factor influencing HRP. Accurate and timely human resource information system helps in getting better quality personnel.

HRP is required to ensure that suitable candidates should be appointed at the right kind of job.

So these are some of the factors that affect the human resource planning.

Limitations of Human Resource Planning

- It is very difficult to ascertain future manpower requirements of an organization, as future is always uncertain.
- It is more relevant to the countries that face the problem of scarcity of human resources.
- It is a time consuming and costlier process.
- It is beneficial in the organizations that adopt a professional approach and at the same time are conscious about the changing environment.
- HRP is beneficial where adequate skilled manpower is available.
- HRP is also made difficult in the organizations that have a very high labor turnover.
Q6 (a) Explain how the training needs can be identified?

Answer6 (a)

Training could be useful aid in improving the transformation process that takes place in an organization in terms of the processing of inputs to outputs. Training needs have to be related both in terms of the organizational demands and that of the individual’s. Diversifications of product lines, new technology and hence a new kind of jobs demands the individual’s growth and development through induction training, or training necessitate by job rotation due to an organization’s internal mobility policies.

Recognition that a problem exists

Identification of the real problem

Consideration of possible solutions

Non training solutions

Training solutions

Discuss as appropriate

Commitment of management action

Fig.1 Models of Identifying Training needs

Many methods have been proposed for identifying training needs, which are as follows:

1. View of the line manager
2. Performance appraisal
3. Company and departmental plans
4. View of training manager
5. Analysis of job difficulties.

Now we can explain a model of identifying training needs, which constitute the following three factors:

1. Organizational Analysis
2. Task Analysis
3. Man Analysis

Total Organizational Analysis

It is a systematic effort to understand exactly where training efforts needs to be emphasized in an organization. It involves the detailed analysis of the organizational structure, objectives, human resources and future plans, and an understanding of its cultural values. An in depth analysis of this factor would facilitate an understanding of deficiencies need to be rectified.

The first step in organizational analysis is achieving a clear understanding of both short-run and long run goals. From the point of view of the training, a manager would need to examine if there are any specific training inputs that could contribute towards the attainment of the corporate objectives. For instance, the organizational structure might have to be realigned keeping in view the changed objectives, growth and diversification plans, or the possibility of need for
greater decentralization or induction of new employees and redefined jobs all of which will have implications on each individual job role in the organization necessitating the training of the employees.

For an organization analysis there are three essential requirements, which are as follows:
- An adequate number of personnel available to ensure fulfillment of business operation.
- The personnel performance is up to the required standard.
- The working environment in their departments is conducive to fulfillment to tasks.

In order to analyze the organizational climate there are two different methods that are being used i.e. the direct and indirect method. Direct methods are observations, use of questionnaires and interviews whereas indirect methods would not give a clear understanding of the attitudes and predispositions of the employees. It would be better to make a careful analysis and study each indicator in a particular situation in conjunction with more direct methods.

Task Analysis

This activity entails a detailed examination of a job, its components, its various operations and condition under which it has to be performed. The focus is on the task itself, rather than on the individual and the training required to perform it. Analysis of the job and its various component will indicate the skills and training required to perform the job at the required standard.

Standard of performance: every job has an expected standard of performance unless such standards are attained, not only interrelated job suffers but organizational viability will be effected and so will be the expectation that have been set for that particular job itself. It enables us to know whether the job is being performed at the desired level of output or not.

Methods: Task analysis entails not merely simple listing of the various job components but also of the relatively critical nature of the various sub-tasks. Conventional methods of job analysis are usually suitable for task analysis. They are as follows:
1. Literature review regarding the job.
2. Job performance
3. Job observation
4. Data collection regarding job interviews

Analysis of the job is but one part of the task analysis other areas are the skill required either in terms of an education and training to perform the job knowledge, and finally attitudinal predispositions.

Man Analysis

Man analysis is the third component in identifying training needs. The focus of man analysis is on The individual employees; his abilities, his skills and the inputs required for job performance, individual growth and development in terms of career planning. Man analysis help to identify whether the individual employee requires training and if so, what kind of training. Clues to training needs can come from an analysis of an individual’s or group’s typical behavior. The primary source of such information is
1. Observation at place of work; examination of job schedules; quantum of spoilage; wastage; and clues about interpersonal relations of the employees
2. Interview with superiors and employees
3. Comparative studies of good vs. poor employees to identify difference; skills and training gaps.
4. Personal records.
5. Production report
6. Review of literature regarding the job and machines used.
7. Job knowledge, work sampling and diagnostic psychological tests also provides information about employees.

Job performance data are more reliable when an employee is responsible for a simple, repetitive, single outcome type of a job. The job complexities increases with increasing responsibilities and the employee are more responsible for more outcomes.

The second method is by devising situations, which requires an employee to use similar skills and knowledge as on his job. These simulation exercises can focus on all aspects of the job and allows for better training than offered by the situation where only a particular aspect is stressed due to exigencies of work.

Finally, there are observational measures. The main features of this method are that this is an indirect data gathering process, by the supervisor or the third person. Some of these methods are checklist, merit rating, employee performance record etc.

So these are some of the methods through which we can identify the need for training in a particular organization.
Answer6 (b)

Evaluation of any activity is important, since in evaluating one try to judge the “value or worth of the activity, using the information available”. It is an attempt to obtain information on the effect of the training and to assess the value of the training in the light of that information. The various steps involved in the evaluation process are as follows:

1. The first method in the evaluation process is to identify the areas of training to be evaluated. The next step would be to decide on the strategies and methods to be used in collecting the relevant information, which is then processed into tabular format and then analyzed.

2. The second method of the evaluation of the training is that of rating. “Various elements of the training system should be rated independently by several qualified persons. These elements include trainees, instructors, equipments etc.

3. The third method is trainee surveys where opinions of the trainees are used for evaluation.

4. The fourth method is trainee interviews, whereby ideas and views that trainees might not put down on paper can be determined by skilful questioning which allows for more precise information and details to be obtained and prevent ambiguity.

5. The final method is that of collecting the observation and recommendations of instructors through surveys and interviews “to ensure that the system is consistent with the needs of the implementers of the training”.

So these are some of the methods that can be used in the process of evaluation of training.
Q7 (a) Examine the elements of Succession Planning?

Answer 7 (a)

The various elements of Succession Planning are as follows:

1. The first and foremost element of succession planning is the development of staffing plans which should be prepared on an individual basis for all anticipated needs in the immediate year ahead and for key positions the intermediate and long range future. The business plans should be reviewed to determine their effect on managerial needs and there should be a proper formulation of the organizational plans and human resource. This can be more illustrated with the help of the fig given below:

Fig. 1 Structure of Development Plans of Succession Planning

2. The second step concerns the staffing and development. Staffing includes recruitment, selection and placement of candidates from outside as well as selection and movement of present employees through promotion and transfer. There are some approaches that are to be used during the development procedure of the managerial staff which are as follows:

- There should be some formal training given to the managerial staff.
- There should be planned job rotation process.
- There should be a performance planning and appraisal program that should help to motivate employee to work hard.
- Proper counseling and coaching should be given to each and every employee to do its work properly.

3. The third element of Succession Planning is creation of a congenial environment where the employees can work at there best. The organizational environment should be such that the relation between the superior and subordinate should be more healthy and the subordinates should be aware about the expectation of the superiors and vice versa.
4. The concept of the appraisal is the most efficient method to motivate the employee to give their best for the attainment of the goals. The Appraisal and analysis of results achieved should provide an organization with the feedback of the performance of all the employees working with the organization.

5. The last step of the element of succession planning is the preparation of Management Resources Inventory consisting of the following:

- Personal Data
- Performance
- Potential
- Skills
- Career Goals
- Career Plans

This should help identify the best-qualified employees for filling present and future managerial vacancies.
Q 7(b) Explain the advantages of promoting employees from within the organization rather than employing outside persons.

Answer 7 (b) From the motivational angle, importing new blood is undesirable especially when the existing personnel can be absorbed into higher positions. An exclusive policy of promoting persons from within the organization can lead to “inbreeding” resulting in promotion of people who have intimated their superiors. The benefits of recruiting from within the organization are as follows:

1. The valuable contacts with the major suppliers are kept. As the person who is working in the organization and dealing with the major suppliers, he will be more comfortable in getting the business from those suppliers other than the person who will be recruited as a new blood as it will take him time to create a reputation with that supplier and to get the business for the organization.

2. It builds loyalty among the employees: with the help of the internal recruitment the organization will be able to gain the loyalty of the employee who is working with the organization. As he will be aware that the organization knows about the worth of the person because of which he is being promoted and will also encourage other employees to prove their worth to the organization.

3. It ensures the stability from continuity of employment: Internal recruitment also helps in creating the stability and the continuity of the employees of the organization, as they will be encouraged to work hard to gain the status that they look forward to which will help in attaining the stability of the employees.

4. Creates a sense of security among the employees: as there will be more and more internal recruitment it tends to create a sense of security among the employees and will not be hesitant to work towards the achievement of the goals.

5. It encourages other executives and lower ranked officers to look forward to rising to higher levels. It acts as a motivational factor and encourages other employees to have a positive effect on their work and they start working with more enthusiasm and willingness.

6. The most important benefit of internal recruitment is that the people who are already working with the organization will be aware about the rules and regulation of the organization and will be familiar with the different activities that are happening in the organization.

7. The internal recruitment will also reduce the cost of training the new blood about the different strategies of working in the organization as the person who is already working with the organization will already have the knowledge about the work that will be given to him when he will be promoted.

8. Internal recruitment will help in saving the time that will be wasted in selecting the new blood for the organization and it will not include the process of scrutinizing the new blood for the organization.

So, to conclude we can say that the internal recruitment is the best way to motivate people within the organization to work hard towards the organizational goals and will also reduce the cost and time that is being spent on the procedure to select the new blood from outside for working in the organization.
Q9 (a) What is Job Evaluation? Explain the various methods used in conducting Job Evaluation Studies.

Answer9 (a)

Job evaluation is the technique to determine in a systematic and analytical manner the comparative worth of a job with an organization in relation to other jobs in terms of the skills needed, responsibilities involved, efforts required and the surroundings in which it is performed. Job evaluations attempts to measure these requirements for individual jobs and arrive at their respective worth and place them in their relative order. There are various techniques of job evaluation that helps in the analysis of the different jobs.

**Techniques of Job Evaluation**

All forms of the job evaluation are designed to enable the management to determine how much one job should be paid as compared to some other job. All the systems of job evaluation are being classified into two categories:

1. Non quantitative which includes simple ranking and grading system
2. Quantitative, which included Point system and factor comparison method.

The description of these techniques is as follows:

1. Job Ranking: this method is widely used in small organizations being a very simple and inexpensive method it consumes less time and promises enough potential in its usefulness. Before actual ranking, brief job description of all jobs are taken and then the job’s relative worth is being worked on and the highest and the lowest job are determined which serves as the benchmark for the ranking of the remainder. The second method is the paired comparison technique in which each job is to be compared with all other jobs and once the comparison is being done, jobs are arranged to their worth.
2. Job Grading: in this we have the additional feature of pre-decided scale of values consisting of grades and grade description. From this, the grade descriptions are prepared which should be broad enough to include several jobs. Two approaches are being used in preparing the grade description that helps to create a single scale of values for measuring the worth of a job. For e.g. in an enterprises, job A and B are similar in nature and job X, Y and Z are of similar nature. Another approach is to give some known key jobs.
3. Factor comparison system: in this the job factors are compared instead of the whole job. It consists of the following steps:
   - Selection of job characteristics
   - Selection of key jobs
   - Determination of correct rates of key jobs
   - Ranking key jobs under each job factor
   - Allocation of correct rates to each key job
   - Evaluation of all other jobs
   - Designing, adjusting and operating the wage structure.
4. Point rating system: it is quantifying, analytical and detailed approach hammered out to derive a balance wage structure with least dispute among employees. The method consists the following steps:
   - Select job factor or features.
   - Prepare yardstick of values for each job factor.
   - Decide the values of all the jobs against the predetermined yardstick.
   - Build a wage survey for selected key jobs.
   - Design the wage structure.
   - Adjust and operate the wage structure.
Q. 8 (a) Explain the importance of Career Planning in industry.

Answer 8 (a)

Career planning involves efforts on the part of the organizations to provide avenues for growth to its employees. Certainly this growth should be accompanied by development. The other side of the coin is the role of employees in career planning. It involves effort on the part of employees to clearly think through and decided areas in which they would like to make a career for themselves.

When employees have assessed their career needs and have become aware of organizational career opportunities, the problem is one of alignment. The crucial role has to be played by HRD in ensuring this alignment to build up morale in the organization. A systematic choice of development techniques like training, special assignment, counseling and rotational assignments should be made to ensure this alignment.

Employees are often uncertain as to the type of work that would suit them best. There are a number of evaluation instruments available to determine basic aptitudes. Human Resource Development Managers should be able to guide employees by administering these instruments on them. Employees should also find out whether they are loners or socially active. These exercises with some assistance from HRD Managers should help in career need assessment.

Realizing that employees have definite career needs, organization should chart different career paths. These should be made known to all employees. As every employee wishes to see bright future for himself, these career paths do provide the hope to achieve success.

At certain stage the upward mobility stops for many employees. This is inescapable in view of pyramid organizations structure. This phenomenon is called plateauing. It takes place around the age f 40. Some suggested measures to deal with such employees are:

- Mentors should be assigned measures to deal with such employees: Depending on the maturity of such mentors, good results can be achieved in assuaging the hurt feelings of plateaued employees. Additional career ladders could be established to retain some valuable resource. Giving them importance by assigning them to some important task force or committee. Assisting them to choose a new career. Some organizations assist their plateau executives to start their own business.

Career path models developed by a large public sector undertaking:
This organization has developed career paths models for the major discipline

- Sales
- Technical services
- Operations
- Engineering
- Aviation
- LPG
- Finance
- Personnel
Q8 (b) “Career Planning and Succession Planning are very vital to meet the challenges thrown by the forces of globalization and liberalization.” Explain.

Answer 8 (b)

Career planning and succession planning is very vital to meet the challenges due to globalization and liberalization.

Market is open and vast in India and lot of professionally managed companies are entering the market, giving people a lot of scope in enhancing the career with very good and managed companies. No longer a hierarchical an autocratic organizations where no career planning and succession planning is performed.

Lot of recruitment and training cost is incurred due to lack or poor planning of career. People do not see their career drafted and planned by organizations. HR only worries about the present state. No training and induction on work is provided continuously keep the gaps closed for all employees. Retention is the need of the hour. Talent and knowledge of personnel needs to be kept alive. Corporate environment and congenial atmosphere keeps employees motivated to do work.

Competition in the market to get best suitable candidates keep the HR to retain and curve a need career for the employee.

With globalization and liberalization, working hours and freedom to employees in their work, led to companies looking at the HR policies.

The survey recorded the most important changes in human resources in the different companies from 1991-96.

- Virtually all companies starting placing emphasis on the up gradation of managerial and professional skills.
- A flatter organizational structure had resulted in fewer levels of hierarchy and enhanced empowerment; empowerment to all categories, from shop floor workers to managers had facilitated decision-making, flexibility, and trust. This had led to improved employee involvement and motivation.
- People at the middle levels of management were becoming more participated and result-oriented. On the other hand, decision-making was increasingly being handled at the group level.
- In security level among employees had diminished and their sense of responsibility had increased.
- There was emphasis on openness and transparency. An improvement in the communication channels within organization had resulted in better interpersonal
- Change in recruitment policy had led to the induction of professional with diverse technical, managerial, and academic background.
HRD audit is a comprehensive evaluation of the current HRD strategies, structures, systems, styles and skills in context of the short term and long term business plans of the company. It attempts to find out the future HRD needs of the company after assessing the current HRD activities and inputs.

Importance of HRD audit
HRD audit plays a very important role in the working of the organization that can be traced with the help of the following points:

1. It helps to make HR functions business driven: HRD audit is undertaken by most organizations to make HR systems and processes more relevant to business goals. Some companies go in for HRD audit to examine and make changes in the HR function to accompany organizational changes.
2. It tends to take stock of things and to improve HRD for expanding, diversifying and entering into the fast growth phase.
3. It helps in promoting professionalism among employees and to switch over to professional management.
4. Multinationals want to know the reason for lower labor productivity and for improving their HRD strategies in the Indian context and so with the help of HRD audit they want to compare the labor productivity ratio of India with the ratio of other countries as the labor productivity is more and it is cost effective as compared to other countries.
5. HRD audits are also done for the growth and diversification of an organization into new areas.
6. Many organizations took HRD audit as a comprehensive review to their dissatisfaction with one or two subsystems of HRD.
7. Some organization takes HRD audit as a step to recruit new managers and reorient the entire HRD department.

Role of HRD audit
The following are some of the favorable consequences of HRD audit:

1. It can get the top management to think in terms of strategic and long term business plans.
2. It tends to bring the changes in the styles of the top management.
3. It plays an important role in clarity of HRD department and the role of line managers in HRD.
4. It helps in bringing a large amount of improvement in the HRD systems in the form of induction training, career planning, promotion policies etc.
5. It focuses on human resources and human competencies.
6. It promotes better recruitment policies.
7. It provides more planning and more cost effective training.
8. It helps in strengthening accountability through appraisal system and other mechanism.

So to conclude we can say that there are various reason for initiating HRD audit in a particular organization as it plays a very important role in increasing the work ability of an organization.
Q10 (a) Explain the nature of Human Resource Development. Examine its nature and scope.

Answer 10 (a)

Human Resource Development is a process of increasing knowledge, capabilities and positive work attitude of all people working in a business undertaking, in other words in can be defined as an organized working experience within a given period of time with the objective of producing the possibility of performance change.

**Nature and Scope of Human Resource Development**

The dynamic environment of the organizations demand regular updating of job requirements, which is necessary for continuous flow of qualified persons for the changed jobs. Its scope can be understood with the help of following points:

1. Since HRD is made up of dependent parts so the design of the system should also take into consideration its linkage with other departments of the organization.
2. Since HRD is a proactive function so its function is not only to cope with the needs of the organization but also to anticipate and act on these needs in a continuous and planned manner.
3. It aims at developing the capabilities of the line managers so that they can increasingly handle functions like industrial relations, rewards and punishments etc.
4. HRD emphasizes on building a right work culture in the organization that identifies the nature and capabilities of the people working in the organization.
5. Its main aim is to motivate the people though job enrichment, participative management etc.
6. HRD also aims at the better utilization of human resources which leads to an improved performance which in turn leads job satisfaction and morale boosting.

So we can say that HRD has given us the problem solving techniques and more committed work force.

**Scope of HRD in India**

HR being the only factor that can facilitate effective use of science and technology it can help the developing countries like India to attain the goal of molding HR in the right perspective. HRD helps in incorporating high levels of skills and knowledge, which leads to improvement in quality, and reduction of cost of production. HRD also assist in evolving policies which will be useful in generating job satisfaction, career development opportunities etc. The various elements on which HRD system is based are as follows:

- Evolving a system of Human Resources Planning.
- Selection of right people for the right job.
- Imparting proper training based on the principal of learning, teaching basic work skills, motion study and training to foremen.
- Evolving suitable compensation plans
- Evolving a good performance appraisal system.

Many organizations in India have started implementing the HRD programmes and so we can say that HRD programmes have started having its impact on the different organization in India.
Q10 (b) What constitutes Good HR Practices? What is its impact on the organizational performance?

Answer 10 (b)

Any practice that deals with enhancing Competencies, Commitment and Culture building can be considered as HR practice. The practice can take the form of a system, a process, an activity, a norm, a rule and accepted or expected habit, or just a way of doing things. Human resource development has been defined as essentially consisting of three Cs. Competencies, Commitment and Culture, all three are needed to make an organization function well. Without competencies many task of the organization may not be completed, cost effective or with optimal efficiency. Without commitment they may not be done at all or are done at such a slow pace that they loose relevance. Without an appropriate culture, it is impossible for an organization to live. Its utility comes to the fore specially an organization is in trouble.

Competencies are not merely related to single individual instead they can also relate to pairs of individuals which includes departments, task forces, team and other formal or informal groups and/or teams that may come into existence from time to time on a temporary, permanent to semi- permanent basis. Competencies may also be related to the organization as a whole. They may also deal with various areas and functions. Technology, organization and management; behavioral; conceptual; etc they may include a variety of skills and ranging from simple awareness; knowledge and information to highly sophisticated and complex ones; attitudes values and habits also become competencies though they more often deal with patterns of working.

Developing commitment has a lot to do with motivation work habits; commitment is indicated by work effort zeal involvement and enjoyment of the work on the job. Commitment building should be continuous and on going process. And should be at a level of individuals, dyads, teams, the work unit and the entire organization. Various HR systems process and activities contribute to developing commitment among employees at the more visible level, rewards, recognition and similar interventions can lead to greater culture, the behavior of the seniors towards their subordinates etc influence commitment.

A strong culture can have lasting effect and provide sustenance to an organization; it gives a sense of pride and identity to individuals and teams. It enhances predictability, reduces transactional cost and also contributes to commitment. However, the culture and values associated with an organization needs to be appropriate and well articulate the instruments of culture building includes organizational climate surveys, total quality management interventions, value clarification exercises, vision-mission workshops, organizational – renewal exercises and various other organizational development interventions.

Good HR practices are those that contribute to one or more of three Cs. They need to be identified and implemented cost-effectively, reviewing and revising them from time to time to enhance their effectiveness and appropriateness.

HRD and Organizational effectiveness

HRD practices enhance the internal capabilities of an organization to deal with current or future challenges to be faced by an organization. Good HR practice also energizes people. The commitment and motivation built through good HR practice can lead to hard work and can have a multiplier effect on the conversion of human capital to organizational capital.
The culture so built can help to create a sustainable and lasting capability of the organization to manage itself and not only cope with the external turbulence but even encash on the opportunities offered by the changing environment.

The HRD tools if effectively used can create a conducive HRD culture and HRD learning processes. HRD processes are intermediate variables and affect the HRD outcomes. They are less easily observable and are softer dimension that indicates the effectiveness of HRD tools. HRD process variables include role clarity on a continuous basis, working planning, awareness of competencies and a more directed efforts to build them, better communication and the practice of HRD values like openness, trust, pro-action authenticity, autonomy, confrontation etc. Such HRD culture and processes can result in more observable and quantifiable outcomes which include a higher level of competencies of the employees, better utilization of human resources through better developed roles, higher work commitment, work motivation, greater team work and synergy etc. the HRD outcome can influence the organization’s business goals which may be in terms of higher productivity, cost reduction, more profits, better image and more satisfied customers and stake holders.
<table>
<thead>
<tr>
<th>Type</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>True/False</td>
<td>Trade union is a group of two people who come to strengthen their bargaining position.</td>
<td>False</td>
<td>False</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td>What is the concept of groups of employees working towards different goals with little knowledge of other functions or understanding of overall goals of the organisation?</td>
<td>Compartmentalisation</td>
<td>Intra-prenurship</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>Most HRD audit are due to failures of ________</td>
<td>Implementation</td>
<td>Implementation</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td>Which system emphasis a lot on the need to motivate people</td>
<td>Human Resource Development</td>
<td>Human Resource Development</td>
</tr>
<tr>
<td>True/False</td>
<td>The human resource department should move out from routine transactional activities and let IT take care of their activities.</td>
<td>True</td>
<td>False</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td>Whose development plays an integral part in a Company today.</td>
<td>Employee</td>
<td>Manager</td>
</tr>
</tbody>
</table>
**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>While evaluating ________ jobs, where nature of work is difficult to be expressed in quantifiable numbers.</td>
<td>manegerial</td>
<td>manegerial</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A major reason for resistance to re-engineering is a challenge to the existing ________.</td>
<td>hierarchy</td>
<td>processes</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the prerequisites for the perfect functioning of management participation in trade unions</td>
<td>The union should be well organised with sounds rules, the coverage of items for discussion &amp; participation should be pre-set, both parties should have implicit faith in information supplied by the other</td>
<td>The number of unions should be limited between fire &amp; six, The union should be well organised with sounds rules, both parties should have implicit faith in information supplied by the other</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The modern HR function has HRD at its core.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job analysis</td>
<td>It is one of the job evaluation process which finds out relevant facts.</td>
<td>It is one of the job evaluation process which finds out relevant facts.</td>
</tr>
<tr>
<td>Non-quantitative job evaluation category.</td>
<td>Simple ranking and grading are palced under such category.</td>
<td>Point system and factor comparison methods are placed under such category.</td>
</tr>
<tr>
<td>Quantitative job evaluation</td>
<td>Point system and factor comparison methods are placed under such category.</td>
<td>Simple ranking and point system are placed under such category.</td>
</tr>
<tr>
<td>The beneficiaries to business firms by job evaluation</td>
<td>It enables Cos. to get data in local wage surveys to establish job classification.</td>
<td>It enables Cos. to get data in local wage surveys to establish job classification.</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Recruitment</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Recruitment</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>A programme that allows flexible entering &amp; learning (the organisation) times for the employees is known as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Flexitime</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Flexitime</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Select The Blank</th>
<th>A strong ________ can have a lasting effect and provide sustenance to an organisation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Culture</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Culture</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Name the process in the development of managerial personnel.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Performance planning, Performance appraisal, Coaching</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Performance planning, Performance appraisal, Coaching</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Name the basic appraisal qualities:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Action, Judgement, Alertness</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Action, Judgement, Alertness</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>The &quot;Zero defects&quot; concept defined TQM as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>The system to be used is prevention.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>The system to be used is prevention.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>After the world War II, 'Made in Japan' became a synonym for shoddy goods, but the TQM concept put it on the map.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

**Question**  
What is that describes the duties of the job, authority relationship, skills requirement, conditions of work etc.

**Correct Answer**  
Job analysis

**Your Answer**  
Job evaluation

### True/False

**Question**  
Politician as the custodian of the nation has the responsibility to protect the interest of all the parties envolved in the process of organisation

**Correct Answer**  
False

**Your Answer**  
True

### Multiple Choice Single Answer

**Question**  
What is concerned with developing a pool of candidates in line with the human resources plan

**Correct Answer**  
Recruitment

**Your Answer**  
Training

### True/False

**Question**  
The final step in manpower planning is to ensure that the supply will match the demand in future.

**Correct Answer**  
False

**Your Answer**  
False

### Select The Blank

**Question**  
Under ________ method jobs are arranged from highest to lowest, in order of their value to the organisation.

**Correct Answer**  
ranking

**Your Answer**  
ranking

### Multiple Choice Single Answer

**Question**  
The belief that a human resource, when put through different management development programmes, is converted into a good management resources is supported by which common approach?

**Correct Answer**  
Manufacturing approach

**Your Answer**  
Agricultural approach

### Select The Blank

**Question**  
In indian since the liberalisation process in 19991, FDI flows have developed each year & exports are up by more than ________
### Multiple Choice Multiple Answer

**Question:** Job performance refers to:

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>The actual achievements compared with the objectives of the job.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Successful completion of an assigned task contributing to the organisation goals, The actual achievements compared with the objectives of the job, The actual achievements of the individual compared with the target / expectations.</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question:** What are the limitations of HRD Audits?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Becoming more of a political game than a genuine effort for improvement.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Becoming more of a social game than a genuine effort for improvement</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question:** Union leaders at different levels & at federations are elected on 

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>democratic principle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>democratic principle</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

**Question:** What was the key essential objective of the changed economic policy at the global level

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>to integrate the Indian economy with the world economy,</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>to integrate the Indian economy with the world economy,</td>
</tr>
</tbody>
</table>

### True/False

**Question:** The degree to which an individual possess the innate quality of breath of mind is the most direct indication of the individual's ultimate potential.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>True</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### True/False

**Question:** Eight members is considered to be the norm as to the no. of members constituting a QC-

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>True</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>
Multiple Choice Multiple Answer

Question: Name the first three phases that make up the process of the feedback exercise -

Correct Answer: Participants orientation, Questionnaire distribution, Monitoring & follow up

Your Answer: Participants orientation, Questionnaire distribution, Monitoring & follow up

Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need for HRD Audit</td>
<td>It attempts to find out the future HRD needs of the company after assessing the current HRD activities &amp; inputs</td>
<td>It attempts to find out the future HRD needs of the company after assessing the current HRD activities &amp; inputs</td>
</tr>
<tr>
<td>Limitation of HRD Audit</td>
<td>It does not give evaluation of individuals but focuses on unit and systems.</td>
<td>It gives evaluation of individuals but does not focus on unit and systems.</td>
</tr>
<tr>
<td>Definition of HRD Audit</td>
<td>It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company</td>
<td>It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company</td>
</tr>
<tr>
<td>Role of HRD Audit in business improvement</td>
<td>It helps in changes in the styles of the top management</td>
<td>It helps in changes in the styles of the top management</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

Question: The Finance Minister also expressed the government's intention to eventually raise total resource allocation for education to how much percent of the GDP in a phased manner?

Correct Answer: 0.05

Your Answer: 0.06

Multiple Choice Multiple Answer

Question: Name the integrative framework that identifies three paths through which HR practices can contribute to business performance:

Correct Answer: By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction

Your Answer: By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction

Multiple Choice Single Answer

Question: Every employee also has a succession plan to him, which is also known as -

Correct Answer: Shadow planning
### Multiple Choice Single Answer

**Question**
In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?

**Correct Answer**
Exporatory stage

**Your Answer**
Exporatory stage

### Select The Blank

**Question**
Ulrich (1994) says: The idea of utilising human resource as a strategic business partner is still at a level of ________ rather than reality.

**Correct Answer**
Rhetoric

**Your Answer**
Rhetoric

### Multiple Choice Multiple Answer

**Question**
Experience has shown HRD audit has tremendous impact on business in areas like:

**Correct Answer**
strategic Planning, role clarity, Streamlining practices

**Your Answer**
strategic Planning, role clarity, Streamlining practices

### Multiple Choice Single Answer

**Question**
Such a first attempt was made by the Congrece Government, but who was the main person behind such a revolution in policies?

**Correct Answer**
Narasinha Rao

**Your Answer**
P. Chidarambaram

### True/False

**Question**
Long range planning are beyond eight years

**Correct Answer**
False

**Your Answer**
False

### Select The Blank

**Question**
360-Degree Feedback enhances the quality of ________ decisions.

**Correct Answer**
HR

**Your Answer**
HR

### Multiple Choice Multiple Answer

**Question**
In order to attain the support of Line Managers many organisations have formulated Training Committees or Management Development...
Committee, membership consists of -

Correct Answer: Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of Chairman, Training Managers is the member-Secretary in such committee.

Your Answer: Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of Chairman, Training Managers is the member-Secretary in such committee.

Multiple Choice Single Answer

Question: One of the importance of HRD is

Correct Answer: Role clarity

Your Answer: Role clarity

True/False

Question: HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc.

Correct Answer: True

Your Answer: True

Multiple Choice Single Answer

Question: The differences in which kind of faiths among the people is hurdle in the HRD

Correct Answer: Religious

Your Answer: Social

True/False

Question: Career planning is essentially the process of aligning the career needs of the employee with the organisational career opportunities

Correct Answer: True

Your Answer: True

Select The Blank

Question: assignment can also be recommended for career development.

Correct Answer: Rotational

Your Answer: Rotational

Multiple Choice Single Answer
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are judgments of characteristics, traits of employees &amp; impact of these characteristics &amp; traits on their performance.</td>
<td>Appraisals</td>
<td>Appraisals</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workers and trade unions never participate in the management of human resources</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some organisations use ________ &amp; committee management as techniques of training &amp; development for flexitime systems</td>
<td>Job rotation</td>
<td>Job enrichment</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>During the pre-reform period what was the industrial growth during the 1950-60 period essentially</td>
<td>7% to 9%</td>
<td>7% to 9%</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through the BPR Programme an experience a sense of ownership in a company only if the organisation believes in :</td>
<td>Caring (honest &amp; open communication &amp; mutual support) , Sharing (with teams having a common objectives) , Daring (encouraging entrepreneurial adaptation capabilities)</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limitation of manpower planning.</td>
<td>Inaccuracy.</td>
<td>Deaths, dismissals</td>
</tr>
<tr>
<td>Manpower planning method.</td>
<td>Long range estimates of vacancies.</td>
<td>Long range estimates of vacancies.</td>
</tr>
<tr>
<td>Step involved in manpower planning</td>
<td>Selecting adequate source of recruitment.</td>
<td>Long, short and medium forecasts.</td>
</tr>
<tr>
<td>Name the three types of forecast</td>
<td>Economic, employee market, co's sales expansion forecasts.</td>
<td>Economic, employee market, co's sales expansion forecasts.</td>
</tr>
</tbody>
</table>
### Question
360-Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage -

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Individual learning, Organisational learning, Improved Individual behaviour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Individual learning, Improved Individual behaviour, Improved Action planning</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**  
Ranking system measures each job in comparison with other jobs in terms of the relative importance of the following factors:

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Supervision &amp; leadership, Co-operation &amp; association outside the line of authority, Probability &amp; consequences of errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Supervision &amp; leadership, Leadership &amp; management, Co-operation &amp; association outside the line of authority</td>
</tr>
</tbody>
</table>

### True/False

**Question**  
Potential refers to the likelihood of the job holder making a future contribution to the employing organisation.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>True</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**  
What are the major advantages of a Generic Benchmarking Technique?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals. Proven systems can be implemented with minimal modification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals. Proven systems can be implemented with minimal modification</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**  
The HRD outcomes can influence the organisation's business goals which may be in terms of -

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Higher productivity, Satisfied customers, Satisfied stockholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Higher productivity, Satisfied customers, Satisfied stockholders</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**  
What are the objectives of a quality control programme?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Improvement in standard of goods with very little increase in cost of production, Improvement in minimizing wastages, Conformance with desired standards.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>An effective inspection &amp; control system, Conformance with desired standards, Improvement in minimizing wastages.</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**  
________ is known to hold overly one-sided views.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Judgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Judgement</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question** List the measures to overcome the HRD problems in India

**Correct Answer** Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

**Your Answer** Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

### True/False

**Question** An urgency motivation can be explained by a situation where dynamic profitable organisations foresee a crisis and initiate a radical transformation by breaking status barriers & restructuring organisational relationships.

**Correct Answer** True

**Your Answer** False

### Multiple Choice Single Answer

**Question** Participation of management representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties

**Correct Answer** To exchange their contradictory views

**Your Answer** To thrash out the problem

### Multiple Choice Single Answer

**Question** Why Companies go for HRD Audit?

**Correct Answer** Promoting Professionalism

**Your Answer** Promoting Professionalism

### Multiple Choice Multiple Answer

**Question** If employee fedrations & unions are mismanaged they-

**Correct Answer** Disturb the smooth functioning & growth of organisations, affect industrial peace, affect effective management of personnel

**Your Answer** Disturb the smooth functioning & growth of organisations, Manipulate company policies, affect industrial peace

### Multiple Choice Multiple Answer

**Question** Under HRD, name the factors that act as motivating forces

**Correct Answer** Job enrichment, Informal organisation, Participative management

**Your Answer** Employee enrichment, Job enrichment, Informal organisation
**Select The Blank**

**Question**

________ means providing the employee with necessary tools & authority to overcome obstacles to achieving goals.

**Correct Answer**

Employee empowerment

**Your Answer**

Employee empowerment

**Select The Blank**

**Question**

A________ having openness, trust, authenticity as its bed rock is highly suitable for 360 - degree appraisal.

**Correct Answer**

Culture

**Your Answer**

Atmosphere

**Multiple Choice Multiple Answer**

**Question**

Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:

**Correct Answer**

Suitable compensation plan, Selection of the right people, Good performance appraisal system

**Your Answer**

Selection of the right people, Good performance appraisal system, Training to managers

**True/False**

**Question**

Transfer of technology does not mean merely shifting technology from one place to another

**Correct Answer**

True

**Your Answer**

True

**Multiple Choice Single Answer**

**Question**

If supply of labour is higher than demand, which factor would be relatively low?

**Correct Answer**

Wage

**Your Answer**

Incentive

**Multiple Choice Multiple Answer**

**Question**

What are the action steps for effective Benchmarking?

**Correct Answer**

Identifying the human resources related areas to be benchmarked, Prepare a report that documents the processes, functions, its extent & result areas, Understand why such a study is being conducted

**Your Answer**

Identifying the human resources related areas to be benchmarked, To evolve into administrative experts who are able to create efficient HR process & business process, Prepare a report that documents the processes, functions, its extent & result areas

**Multiple Choice Multiple Answer**

**Question**

Name the three aspects of manpower planning:
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who should plan? Planning for whom Timing for plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Why should we plan? Planning for whom Timing for plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>True/False</td>
<td>Counselling involves a one to one discussion between the participant and administrator.</td>
<td>True</td>
</tr>
<tr>
<td>True/False</td>
<td>Off-line quality control consists of all control activities that are conducted externally to the production system.</td>
<td>True</td>
</tr>
<tr>
<td>True/False</td>
<td>Majority of the disputes in industries are related to the problem of wages salaries &amp; benefits</td>
<td>True</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td>What is an inherent problem with organisations running their own educational institutes?</td>
<td>Funding from U.G.C. and State Govt.</td>
</tr>
<tr>
<td>True/False</td>
<td>At Intel the Work Force Solution Company (WFS) was framed &amp; given monopoly over business process.</td>
<td>False</td>
</tr>
<tr>
<td>Select The Blank</td>
<td>HRD department is also included as an _______ of HRD.</td>
<td>Instruments</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the steps that develop strategic framework for HRD</td>
<td>Realistic employee development , Measurable employee development , Well costed employee development</td>
<td>Realistic employee development , Measurable employee development , Well costed employee development</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why is it that today, more so than the past, employees take to Moon Lighting activities</td>
<td>Decreasing purchasing power</td>
<td>Change in work climates</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long range</td>
<td>Beyond 5 years</td>
<td>Beyond 5 years</td>
</tr>
<tr>
<td>Business plans</td>
<td>Data from within the organization</td>
<td>Data from within the organization</td>
</tr>
<tr>
<td>Immediate</td>
<td>Within 1 year</td>
<td>Within 1 year</td>
</tr>
<tr>
<td>Intermediate</td>
<td>1 year to 5 years</td>
<td>1 year to 5 years</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>People take __________ supportively and use it for development.</td>
<td>Feedback</td>
<td>Feedback</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the factors that warrant the attention for successful implementation?</td>
<td>Feedback management , Action planning , Reinforcement of new behaviour</td>
<td>Feedback management , Action planning , Feedback analysis</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is it that some of the companies have borrowed from professionally managed Cos’</td>
<td>HRD practices</td>
<td>HRD audit</td>
</tr>
</tbody>
</table>

**Select The Blank**
<table>
<thead>
<tr>
<th>Question</th>
<th>Business re-engineering often shift the power base, changing the 'command - and - control' approach to ________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>'Mobilised -and - enable'</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Proactive - and - innovative</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>HRD should be series of adhoc decisions and practices.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Flexitime works better when the employees have self-determination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>The components of a compensation system includes :</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job Description , Job Analysis , Job Evaluation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job Description , Job Analysis , Job Learning</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>A dynamic and everchanging environment calls for a shift in approach from ________ human resource management to a proactive and innovative one.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>reactive</td>
</tr>
<tr>
<td>Your Answer</td>
<td>reactive</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>How would the representative of consumer association be able to make a difference in the consumerism movement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>by participating in collective barganing , to demands good supply of quality goods at fair practices , to demands good supply of quality goods at fairs prices</td>
</tr>
<tr>
<td>Your Answer</td>
<td>by participating in collective barganing , to demands good supply of quality goods at fair practices , to demands good supply of quality goods at fairs prices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Under phase 5, what is it that is conducted for two days or more depending on the number of participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Workshop</td>
</tr>
</tbody>
</table>
**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The problem and challenges of continuous improvement can be effectively tackled by taking advantage of ________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Synergy of teams</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Quality circle</td>
</tr>
</tbody>
</table>

**LIST OF ATTEMPTED QUESTIONS AND ANSWERS**

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>A major beneficiary of liberalization and consequently competition not been the consumer ….. But the industry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>As per the Human Development Balance sheet, 1997 30% of the total population (world) lives in absolute poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What can influence the organisation's business goals?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>HRD outcomes</td>
</tr>
<tr>
<td>Your Answer</td>
<td>HRD Strategy</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>A strong framework of HRM policy and systems is essential for the development and implementation of HRD strategy.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Depending on the career path model of managers, some specialised training inputs are given at pre-determined times to make him more handling the new higher assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
<tr>
<td>Question</td>
<td>should reinforce positive behaviour.</td>
</tr>
<tr>
<td>----------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Feedback</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Feedback</td>
</tr>
</tbody>
</table>

| Multiple Choice Single Answer |
|--------------------------------|--------------------------------------------------------------------------------|
| Question | Conventionally Personnel Managers & Manpower Development Managers took what form of approach for the development of human resource? |
| Correct Answer | Manufacturing approach |
| Your Answer | Agricultural approach |

| Multiple Choice Single Answer |
|--------------------------------|--------------------------------------------------------------------------------|
| Question | At a US based industrial design firm there is no position as a head or chief, instead, importance is given to hiring the right people for the rights. This policy emulates which concept? |
| Correct Answer | Self actualization at the work place. |
| Your Answer | Self actualization at the work place. |

| True/False |
|------------|----------------------------------|
| Question | An employee sponsor, the HR manager plays an integral role in organisational success. |
| Correct Answer | True |
| Your Answer | True |

| Multiple Choice Multiple Answer |
|--------------------------------|--------------------------------------------------------------------------------|
| Question | Name some of the strategic role of HR : |
| Correct Answer | Successful HR department will focus on organisational performance. HR’s value will be to have the right people ready at right time. The focus of the HR function will be human capital development & organisational productivity. |
| Your Answer | Successful HR department will focus on organisational performance. HR’s value will be to have the right people ready at right time. The focus of the HR function will be human capital development & organisational productivity. |

| True/False |
|------------|----------------------------------|
| Question | The process of 360 Degree appraisal is broken into two stages - planning, implementation. |
| Correct Answer | False |
| Your Answer | False |

| Multiple Choice Single Answer |
|--------------------------------|--------------------------------------------------------------------------------|
| Question | Name one of the components / elements of the flow of decisions in the employees organisation as a bid to increase union member loyalty : |
| Correct Answer | Providing wrong information about management |
## Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essentials of a good Appraisal Plan</td>
<td>Relating scales should be constructed adequately and in accordance with the objectives.</td>
<td>Provision of feedback to subordinates to know where they stand.</td>
</tr>
<tr>
<td>Definition of Performance Appraisal</td>
<td>It is a systematic, orderly and objective method of evaluating the present and potential utility of employees to the organisation.</td>
<td>It is a systematic, orderly and objective method of evaluating the present and potential utility of employees to the organisation.</td>
</tr>
<tr>
<td>Objectives of Performance Appraisal</td>
<td>Provision of feedback to subordinates to know where they stand.</td>
<td>It is totally different from job evaluation as well as merit rating.</td>
</tr>
<tr>
<td>Feature of Performance Appraisal</td>
<td>It is totally different from job evaluation as well as merit rating.</td>
<td>Relating scales should be constructed adequately and in accordance with the objectives.</td>
</tr>
</tbody>
</table>

## Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>On the basis of the relative work in the organisation, what is the primary purpose of job evaluation?</td>
<td>To set wages</td>
<td>To set programmes</td>
</tr>
</tbody>
</table>

## Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>On the basis of job elements and organisational demand an appropriate ___ of job evaluation should be selected.</td>
<td>method</td>
<td>method</td>
</tr>
</tbody>
</table>

## Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A fee market economy demands a transparent set of laws and _______ something that the archaic Indian judicial system is ill-equipped to cope with</td>
<td>quick disposal of litigation</td>
<td>quick disposal of litigation</td>
</tr>
</tbody>
</table>

## Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the method where common factors to all the jobs are identified.</td>
<td>Point</td>
<td>Factor comparison</td>
</tr>
</tbody>
</table>
### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human resource management is responsible for getting the best people, training and providing mechanism.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why is it found that federations &amp; Unions constitute an important &amp; crucial wing of an organisation?</td>
<td>If mismanaged they affect industrial peace</td>
<td>They have a strong bearing on the culture of the organisation</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the cases for unsound functioning of Indian Trade unions?</td>
<td>Multiple unions, Category wise unions, Intra &amp; inter union rivalry</td>
<td>Multiple unions, Intra &amp; inter union rivalry</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ is route to be followed in order to realise vision and overall purpose.</td>
<td>Strategy</td>
<td>Objective</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ________ provide resources to approved employment schemes in the organised &amp; marginised sectors</td>
<td>Employment Generation Fund</td>
<td>National Renewal Grant Fund</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>One of the feature HRD goals are, ________ is a perishable commodity</td>
<td>Labour</td>
<td>Labour</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The capacity to take considerable responsibility, ability to influence and control others and skills in problem solving primarily show:</td>
<td>Managerial competence</td>
<td>Managerial competence</td>
</tr>
</tbody>
</table>
### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>To divert manufacturing activities from urban to rural areas</td>
<td>one of the roles of the consumer council</td>
<td>a much neglected sphere of the market</td>
</tr>
<tr>
<td>The mechanism of price fixation</td>
<td>a much neglected sphere of the market</td>
<td>requisites for consumergism</td>
</tr>
<tr>
<td>These are not the days of individualism &amp; unorganisation</td>
<td>unionsim</td>
<td>unionsim</td>
</tr>
<tr>
<td>Knowledge of the subject hand work &amp; a sincere approach</td>
<td>requisites for consumergism</td>
<td>one of the roles of the advisory committee</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The HRD programmes fail due to poverty, social injustice.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name the factors which come under `Work Planning' that is component systems of HRD:</td>
<td>Performance appraisal, Role analysis, Contextual analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Performance appraisal, Role analysis, Contextual analysis</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ manpower plan need the involvement of top management as well as HR exports.</td>
<td>Strategic</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Strategic</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federations may invite the management's representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?</td>
<td>Representatives from line &amp; personnel department.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Divisional / departmental manager &amp; line representatives.</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
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<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance &amp; ________</td>
<td>Development needs for growth</td>
</tr>
<tr>
<td>Question</td>
<td>Correct Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td><strong>Essentials of effective QC's :-</strong></td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td><strong>Name one of the components / elements of the flow of decisions in the</strong></td>
</tr>
<tr>
<td><strong>Management quadrant :</strong></td>
<td><strong>Correct Answer</strong> Sound Industrial relations</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td><strong>Why was workers participation in management initiated?</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Correct Answer</strong> to satisfy workers psychological needs , to develop a</td>
</tr>
<tr>
<td></td>
<td>source of belongingness , to establish industrial peace</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td><strong>When was the first attempt made to move a change in policies regarding</strong></td>
</tr>
<tr>
<td><strong>business, licenses &amp; permits operating in India</strong></td>
<td><strong>Correct Answer</strong> Mid 80's</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td><strong>Participation of Mgmt in federations &amp; unions at all levels helps to -</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Correct Answer</strong> Strength the trade union movement , maintain Industrial</td>
</tr>
<tr>
<td></td>
<td>harmony , Develop sound human relations , incongenial industrial relations.</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td><strong>Name the type of questions hindering communication</strong></td>
</tr>
<tr>
<td><strong>Correct Answer</strong> Testing</td>
<td></td>
</tr>
<tr>
<td><strong>Your Answer</strong> Close-ended question</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Your Answer</strong> Training needs to improve future performance.</td>
<td></td>
</tr>
</tbody>
</table>
**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the assessee is transferred after Feb. the immediate superior will</td>
<td>False</td>
<td>True</td>
</tr>
<tr>
<td>complete the appraisal as at 31st Aug.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>At Hewlett Packard, as part of their BPR programme, the direct resources</td>
<td>EMS</td>
<td>EMS</td>
</tr>
<tr>
<td>from applicants to a centralised employment response centre.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
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<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>__________ phase involves generating confidence in the employee to open</td>
<td>Rapport building</td>
<td>Rapport building</td>
</tr>
<tr>
<td>up and frankly share his perceptions, feeling etc.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some employees may not like flexibility in horizontal movement from one</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>job to another</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establishment of trade unions by workers in small industries is not</td>
<td>False</td>
<td>True</td>
</tr>
<tr>
<td>common</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
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<th>Your Answer</th>
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<tbody>
<tr>
<td>what are the common objections against the treatment of people as assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>in a HRM system</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There is no assurance of future benefits , people are not owened by the</td>
<td></td>
<td></td>
</tr>
<tr>
<td>organisation , it may not be recognised by tax laws</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There is no assurance of future benefits , it does not recognise the</td>
<td></td>
<td></td>
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<tr>
<td>human side human side to mgmt side to side to mgmt of human resources ,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>people are not owened by the organisation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where the firm puts the proposed changes into practice is called</td>
<td>Implementation</td>
<td></td>
</tr>
</tbody>
</table>
Multiple Choice Multiple Answer

**Question**: What are the published literature of the company which help in assessing the strengths and weakness of HRD

**Correct Answer**: Manual reports, Marked Handouts, Personal Manual

**Your Answer**: Manual reports, Personal Manual

Select The Blank

**Question**: __________ leads to conflict between various departments is a functional organisation

**Correct Answer**: The lack of appreciation for the constraints of other department

**Your Answer**: Development of own specialised interests

Multiple Choice Multiple Answer

**Question**: Name the different types of compensations.

**Correct Answer**: Commissions, Overtime pay, Stock options

**Your Answer**: Overtime pay, Stock options, Gratuity

Multiple Choice Single Answer

**Question**: Name the process which is continuous and stops only when the organisation ceases to exist

**Correct Answer**: Hiring

**Your Answer**: Forecasting
### List of Attempted Questions and Answers

#### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The components of a compensation system includes:</td>
<td>Job Evaluation, Job Description, Job Analysis</td>
<td>Job Evaluation, Job Description, Job Analysis</td>
</tr>
</tbody>
</table>

#### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The first HRD department in the Indian corporate sector was started in 1975 in Larsen &amp; Toubro (L &amp; T).</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

#### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A paper prepared by Mr. P Chidambaram, titled Indian subsidies reveals that in order to clean its fiscal difficulties in a few years, India needs to cut down about 50% of subsidies in ______ goods since it yields only 10% returns</td>
<td>Non-merit</td>
<td>Non-merit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The factors coming under Discipline &amp; Attendance are Time keeping and ______.</td>
<td>Obedience</td>
<td>Obedience</td>
</tr>
</tbody>
</table>

#### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the general principle (as per P.A.S policy of premier) of Assessment Routes?</td>
<td>2nd Assessor-superior of first assessor, 2nd Assessor-superior of the 1st assessor</td>
<td>1st Assessor-immediate superior, 2nd Assessor HR manager</td>
</tr>
</tbody>
</table>

#### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>It can be enquired that globalization has reduced poverty in India and China, home to move that half a billion of the world's poor income group</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Correct Answer  True
Your Answer    True

Select The Blank
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ means providing the employee with necessary tools &amp; authority to overcome obstacles to achieving goals.</td>
<td>Employee empowerment</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the primary objective behind SSL?</td>
<td>To not only measure training supervisors by comparing their performance with that of several thousand supervisors in other Cos.</td>
</tr>
<tr>
<td>Who is the person who should always remain away from Doppelganger effect.</td>
<td>Chief Executive</td>
</tr>
<tr>
<td>What is one of the major reasons for a perceived rise in number of moon-lights in the coming future?</td>
<td>Change in values &amp; expectations.</td>
</tr>
</tbody>
</table>

Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why do most companies want HRD audit?</td>
<td>Change of Leadership, To make HR function business-driven, For growth &amp; diversification</td>
</tr>
</tbody>
</table>

Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>________ are those who provide competitive advantage to corporations.</td>
<td></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td><strong>Your Answer</strong></td>
</tr>
<tr>
<td>-------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>People</td>
<td>Managers</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th><strong>Question</strong></th>
<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the factors that warrant the attention for successful implementation?</td>
<td>Feedback management, Action planning, Reinforcement of new behaviour</td>
<td>Feedback management, Action planning, Feedback analysis</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th><strong>Question</strong></th>
<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The functioning of federations and unions has its impact on human resources management of various industries &amp; organisation</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th><strong>Question</strong></th>
<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The role of which manager must parallel the needs of his changing organisation.</td>
<td>HR</td>
<td>HR</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th><strong>Question</strong></th>
<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the long form of CII?</td>
<td>Confederation of Indian Industry</td>
<td>Confederation of Indian Industry</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th><strong>Question</strong></th>
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<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name one of the components / elements of the flow of decisions in the Management quadrant:</td>
<td>Sound Industrial relations</td>
<td>Sound Industrial relations</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th><strong>Question</strong></th>
<th><strong>Correct Answer</strong></th>
<th><strong>Your Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>It is not necessary that the subordinate should feel free to participate without fear in the process of review &amp; feedback.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td>Question</td>
<td>Correct Answer</td>
<td>Your Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>----------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Most HRD audit are due to failures of ________.</td>
<td>Implementation</td>
<td>Implementation</td>
</tr>
<tr>
<td>Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________</td>
<td>Rs. 5 lakh</td>
<td>Rs. 3 lakh</td>
</tr>
<tr>
<td>The liberalization swept through the nation bringing in a new era which compelled Indian business to value up from shumber &amp; reassess its assumption. The characteristics were that of</td>
<td>a complete or perish situation</td>
<td>an open economy</td>
</tr>
<tr>
<td>Name the two facters which lead people to work:</td>
<td>Economic, Motivation</td>
<td>Economic, Motivation</td>
</tr>
<tr>
<td>For closure, if there is no response (from government) within ________ permission is deemed to have been granted</td>
<td>60</td>
<td>90</td>
</tr>
<tr>
<td>___________________ system stresses on discipline and there is simplicity in the form.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Correct Answer</td>
<td>Your Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>The individual with a deep speed insight will not go quickly to the least of a problem.</td>
<td>False</td>
<td>True</td>
</tr>
<tr>
<td>An employee who is categorised as Dead wood is one who has absolutely no potential for growth &amp; should be included in a rationalization programme.</td>
<td>False</td>
<td>False</td>
</tr>
<tr>
<td>Some organisations have successfully experimented with foreign assignment in the career path model. What are the benefits of this form of assignment?</td>
<td>The individual is tested in an alien environment, He is trained to see the business in a globle context, Lack of opportunity in our country doesn't come in the way of career progression</td>
<td>The individual is tested in an alien environment, He is trained to see the business in a globle context, Lack of opportunity in our country doesn't come in the way of career progression</td>
</tr>
<tr>
<td>HRD _________ is in methodology of evaluating various elements of HRD.</td>
<td>Audit</td>
<td>Audit</td>
</tr>
<tr>
<td>The first HRD department in the Indian corporate sector was started in which year?</td>
<td>1975</td>
<td>1975</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>what are the common objections against the treatment of people as assets in a HRM system</td>
<td>There is no assurance of future benefits, people are not owned by the organisation, it may not be recognised by tax laws</td>
<td>There is no assurance of future benefits, it does not recognise the human side to human resources, people are not owned by the organisation</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer has to pay ________ of the basic wages to the employees during the lay off period</td>
<td>0.5</td>
<td>0.5</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees feel frustrated due to low specialisation in the work</td>
<td>True</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under the pre-Interview preparation it is useful to note the key points</td>
<td>Paper</td>
<td>Paper</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The link between sense of reality and ________ is important for proper understanding of the definition of sense of reality</td>
<td>imagination</td>
</tr>
</tbody>
</table>
Multiple Choice Single Answer

Question: Five main phases make up the process of the feedback exercise, name the PHASE 4-

Correct Answer: Data feeding Reports & Analysis

Your Answer: Data feeding Reports & Analysis

Multiple Choice Multiple Answer

Question: What are the major advantages of a Generic Benchmarking Technique?

Correct Answer: It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals. Proven systems can be implemented with minimal modification

Your Answer: It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals. Proven systems can be implemented with minimal modification

Multiple Choice Single Answer

Question: What is it that Union leader usually do to gain the confidence of its member?

Correct Answer: Win something in grievance procedure

Your Answer: Challenge management

Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of the subject hand work &amp; a sincere approach</td>
<td>requisites for consumism</td>
<td>one of the roles of the advisory committee</td>
</tr>
<tr>
<td>To divert manufacturing activities from urban to rural areas</td>
<td>one of the roles of the consumer council</td>
<td>a much neglected sphere of the market</td>
</tr>
<tr>
<td>The mechanism of price fixation</td>
<td>a much neglected sphere of the market</td>
<td>one of the roles of the consumer council</td>
</tr>
<tr>
<td>These are not the days of individualism &amp; unorganisation</td>
<td>unionism</td>
<td>unionism</td>
</tr>
</tbody>
</table>

True/False
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective of performance appraisal system is to identify the developmental needs of each employee.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>What were the unmet deliverables of the economic refructing or what were its put falls?</td>
<td>unmet social objectives, status of small-scale industries, advantage MNC's had over their Indian competitions</td>
</tr>
<tr>
<td>Correct Answer</td>
<td></td>
<td></td>
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<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>True/False</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>The process of 360 Degree appraisal is broken into two stages - planning, implementation.</td>
<td>False</td>
</tr>
<tr>
<td>Correct Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>True/False</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Organisations should pay for the value of the job but not for the value of the person.</td>
<td>True</td>
</tr>
<tr>
<td>Correct Answer</td>
<td></td>
<td></td>
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<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Experience has shown HRD audit has tremendous impact on business in areas like:</td>
<td>strategic Planning, role clarity, Streamlining practices</td>
</tr>
<tr>
<td>Correct Answer</td>
<td></td>
<td></td>
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<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>In order to attain the support of Line Managers many organisations have formulated Training Committees or Management Development Committee, membership consists of -</td>
<td>Supervisory staff for their effective participation in management., Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of Chairman, Training Managers is the member-Secretary in such committee.</td>
</tr>
<tr>
<td>Correct Answer</td>
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<td></td>
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<tr>
<td>Your Answer</td>
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</tbody>
</table>
### Succession Planning

**Question:** Succession planning is done in three time frames, those are- 

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Immediate, Intermediate, Long range</th>
</tr>
</thead>
</table>

**Your Answer:** Immediate, Intermediate, Long range
LIST OF ATTEMPTED QUESTIONS AND ANSWERS

True/False
Question The data obtained through job analysis are recorded on what is known as job analysis sheet.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question Which kind of literature identifies a number of systems & subsystems?
Correct Answer HRD
Your Answer HRD

Select The Blank
Question A fee market economy demands a transparent set of laws and _______ something that the archaic Indian judicial system is ill-equipped to cope with
Correct Answer quick disposal of litigation
Your Answer a set of social security legislation

Multiple Choice Multiple Answer
Question Essentials of effective QC's:
Correct Answer Prompt approval, Regular communication, Unconditional support
Your Answer Prompt approval, Regular communication, Unconditional support

Multiple Choice Multiple Answer
Question It is said that versality will be the key factor in determining employee value with following factors:
Correct Answer Technology, Leadership, Motivation
Your Answer Technology, Leadership, Motivation

True/False
Question The job falling under the same grade get different wage scale.
Correct Answer False
Your Answer True

Select The Blank
Question Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________
Correct Answer Rs. 5 lakh
Your Answer Rs. 5 lakh

Multiple Choice Multiple Answer
Question Some questions that every corporation needs to address are as follows:-
Correct Answer  How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant.
Your Answer  How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant.

True/False
Question  If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.
Correct Answer  False
Your Answer  True

Multiple Choice Single Answer
Question  What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?
Correct Answer  Flexi work
Your Answer  Flexitime

True/False
Question  Through consumers participation in management, consumer will lose their rights through served technique.
Correct Answer  False
Your Answer  False

Multiple Choice Multiple Answer
Question  Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in-
Correct Answer  Supportive atmosphere, Empathetic atmosphere, Setting goals
Your Answer  Supportive atmosphere, Empathetic atmosphere, Setting goals

True/False
Question  Monitoring and Follow-up follows the distribution of questionnaires to all assessors.
Correct Answer  True
Your Answer  True

Select The Blank
Question  In a re-engineering programme, when a process changes so does the _________ of the concerned employee.
Correct Answer  job profile
Your Answer  job profile

Multiple Choice Single Answer
Question  Under the pre-Interview preparation it is useful to note the key points
Multiple Choice Single Answer
Question: Which system emphasis a lot on the need to motivate people
Correct Answer: Human Resource Development
Your Answer: Human Resource Development

Select The Blank
Question: The whole process of conducting a 360-Degree Feedback process in any Organisation could last about ________.
Correct Answer: One & half to about 3 months
Your Answer: One & half to about 3 months

Select The Blank
Question: ________ is the example of the balanced score card applications in some companies.
Correct Answer: AT & T
Your Answer: AT & T

Select The Blank
Question: A strong ________ can have a lasting effect and provide sustenance to an organisation.
Correct Answer: Culture
Your Answer: Vision

Multiple Choice Multiple Answer
Question: Within the establishment stage of the career development cycle, what are very important occasions for a young employee?
Correct Answer: The first promotion, Successfully completed assignment, The first performance appraisal
Your Answer: The first promotion, Successfully completed assignment, The first performance appraisal

Select The Blank
Question: ________ is known not to hold overly one-sided views.
Correct Answer: Judgement
Your Answer: Judgement

Select The Blank
Question: ________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.
Correct Answer: Rapport building
Your Answer: Rapport building

Match The Following
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group goals Vs. Organisational goals</td>
<td>Course organisational Politics</td>
<td>Course organisational Politics</td>
</tr>
<tr>
<td>Better decisions about people based on improved information system</td>
<td>HRA benefits</td>
<td>HRA benefits</td>
</tr>
<tr>
<td>Standard cost method value of human resources for accounting purposes</td>
<td>value of human resources for accounting purposes</td>
<td>value of human resources for accounting purposes</td>
</tr>
<tr>
<td>It is &quot;endemic to every organisation regardless of size, function or character of ownership&quot;</td>
<td>Organisational politidering</td>
<td>HRA model</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

Question: The Main contribution of HRD audit is to focus on
Correct Answer: Value-adding HRD
Your Answer: Value-function HRD

Select The Blank

Question: The ________ provide resources to approved employment schemes in the organised & marginised sectors
Correct Answer: Employment Generation Fund
Your Answer: National Renewal Grant Fund

Multiple Choice Single Answer

Question: Traditionally, human resources has been perceived as,
Correct Answer: Bureacratic
Your Answer: Lazziz-faire

Multiple Choice Multiple Answer

Question: How can the limitations/ misgivings of management participation in employees organisations be overcome?
Correct Answer: by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings
Your Answer: by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings

Select The Blank

Question: Federation & union at all levels are managed on the lines of management of ________
Correct Answer: A political body
Your Answer: A social organisation
Multiple Choice Single Answer
Question HR managers to guarantee their viability need to think themselves as -
Correct Answer Strategic partners
Your Answer Strategic partners

Multiple Choice Multiple Answer
Question What are the general characteristics of a Technical - functional competence?
Correct Answer Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants
Your Answer Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants

Multiple Choice Single Answer
Question Which practices are service related and human resources related?
Correct Answer Organisational
Your Answer Organisational

True/False
Question Organizations gear most of their management succession activities to the immediate past.
Correct Answer False
Your Answer False

Multiple Choice Multiple Answer
Question Name the three performance counselling phase.
Correct Answer Rapport building, Exploration, Action Planning
Your Answer Rapport building, Exploration, Action Planning

Select The Blank
Question In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance &
Correct Answer Development needs for growth
Your Answer Development needs for growth

True/False
Question HRD should be series of adhoc decisions and practices.
Correct Answer False
Your Answer False

True/False
Question Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.
Correct Answer True
Your Answer True

Multiple Choice Single Answer
Question In the stage of career development cycle which out of the following approach should be adopted to bridge the gap? Alternatives for the training should include a -
Correct Answer "Swim or Sink approach"
Your Answer Job rotation

Multiple Choice Multiple Answer
Question In an interview Method of Training Need identification, what do the Questions asked need to outline?
Correct Answer Inputs expected from the Training Department , To prove weakness & strengths of individuals , Opportunities available to overcome such weaknesses.
Your Answer Inputs expected from the Training Department , To prove weakness & strengths of individuals , Opportunities available to overcome such weaknesses.

Multiple Choice Single Answer
Question Accounting is a management science group, what are the managers perceived as,
Correct Answer Decision-maker
Your Answer Decision-maker

Match The Following
Question Correct Answer Your Answer
Continued self development A leadership quality A leadership quality
"Working on your liabilities" Life long mission Life long mission
Assignment to some important task force or committee Offsetting Plateauing effect Officiating Assignment
Need-opportunity Alignment Crucial role played by HRD Success formula

Multiple Choice Multiple Answer
Question Name the internal operational measures dealing with how well HR practices are designed and delivered:
Correct Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.
Your Answer Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

Multiple Choice Multiple Answer
Question Under HRD, name the factors that act as motivating forces
Correct Answer Job enrichment, Informal organisation, Participative management
Your Answer Job enrichment, Informal organisation, Participative management

True/False
Question The reviewer has the prime role of recording major appraisal details.
Correct Answer False
Your Answer False

True/False
Question Trade union is a group of two people who come to strengthen their bargaining position.
Correct Answer False
Your Answer True

Multiple Choice Multiple Answer
Question Membership of the nation wide consumer councils (as formed by the Government) would comprise representative of
Correct Answer various ministeries, manufactures of commerce, cost account & Consumer
Your Answer employess organisations, manufactures of commerce, cost account & Consumer

Multiple Choice Single Answer
Question Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -
Correct Answer To exchange their contradictory views
Your Answer To exchange their contradictory views

Multiple Choice Single Answer
Question What is it that Moon-lighting by employees, if extensively part taken, affect Human Resource Manager in the future adversely?
Correct Answer Disharmony in individual & organisational goal balance.
Your Answer Disharmony in individual & organisational goal balance.
### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

#### True/False

**Question**  
The data obtained through job analysis are recorded on what is known as job analysis sheet.

**Correct Answer**  
True

**Your Answer**  
True

#### Multiple Choice Single Answer

**Question**  
Which kind of literature identifies a number of systems & subsystems?

**Correct Answer**  
HRD

**Your Answer**  
HRD

#### Select The Blank

**Question**  
A fee market economy demands a transparent set of laws and ______ something that the archaic Indian judicial system is ill-equipped to cope with

**Correct Answer**  
quick disposal of litigation

**Your Answer**  
a set of social security legislation

#### Multiple Choice Multiple Answer

**Question**  
Essentials of effective QC's :-

**Correct Answer**  
Prompt approval, Regular communication, Unconditional support

**Your Answer**  
Prompt approval, Regular communication, Unconditional support

#### Multiple Choice Multiple Answer

**Question**  
It is said that versality will be the key factor in determining employee value with following factors :

**Correct Answer**  
Technology, Leadership, Motivation

**Your Answer**  
Technology, Leadership, Motivation

#### True/False

**Question**  
The job falling under the same grade get different wage scale.

**Correct Answer**  
False

**Your Answer**  
True

#### Select The Blank

**Question**  
Under Voluntary retirement scheme income tax
benefits for employees who have accepted the scheme are however, valid only for payouts of upto ₹5 lakh

Correct Answer: Rs. 5 lakh
Your Answer: Rs. 5 lakh

**Multiple Choice Multiple Answer**

**Question**
Some questions that every corporation needs to address are as follows:-

**Correct Answer**
How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

**Your Answer**
How well are HR practices linked to business goals, Are good HR practices & HRD systems & processed being designed, Are the systems internally sound consistent & relevant

**True/False**

**Question**
If the assessee is transferred after Feb. the immediate superior will complete the appraisal as at 31st Aug.

**Correct Answer**
False

**Your Answer**
True

**Multiple Choice Single Answer**

**Question**
What is the programme of allowing flexibility in handling the type of work in various departments of the organisation in a systematic way be the employee during his tenure of employment in an organisation?

**Correct Answer**
Flexi work

**Your Answer**
Flexitime

**True/False**

**Question**
Through consumers participation in management, consumer will lose their rights through served technique

**Correct Answer**
False

**Your Answer**
False

**Multiple Choice Multiple Answer**

**Question**
Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in,-

**Correct Answer**
Supportive atmosphere, Empathetic atmosphere, Setting goals
| Your Answer | Supportive atmosphere , Empathetic atmosphere , Setting goals |
| True/False | Monitoring and Follow-up follows the distribution of questionnaires to all assessors. |
| Correct Answer | True |
| Your Answer | True |

| Select The Blank | In a re-engineering programme, when a process changes so does the ________ of the concerned employee. |
| Correct Answer | job profile |
| Your Answer | job profile |

| Multiple Choice Single Answer | Under the pre-Interview preparation it is useful to note the key points |
| Correct Answer | Paper |
| Your Answer | Paper |

| Multiple Choice Single Answer | Which system emphasis a lot on the need to motivate people |
| Correct Answer | Human Resource Development |
| Your Answer | Human Resource Development |

| Select The Blank | The whole process of conducting a 360 - Degree Feedback process in any Organisation could last about ________ . |
| Correct Answer | One & half to about 3 months |
| Your Answer | One & half to about 3 months |

| Select The Blank | ________ is the example of the balanced score card applications in some companies. |
| Correct Answer | AT & T |
| Your Answer | AT & T |

| Select The Blank | A strong ________ can have a lasting effect and |
provide sustenance to an organisation.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Culture</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Vision</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**
Within the establishment stage of the career development cycle, what are very important occasions for a young employee?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>The first promotion, Successfully completed assignment, The first performance appraisal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>The first promotion, Successfully completed assignment, The first performance appraisal</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**

__________ is known not to hold overly one-sided views.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Judgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Judgement</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**

__________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Rapport building</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Rapport building</td>
</tr>
</tbody>
</table>

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group goals Vs. Organisational goals</td>
<td>Course organisational Politics</td>
<td>Course organisational Politics</td>
</tr>
<tr>
<td>Better decisions about people based on improved information system</td>
<td>HRA benefits</td>
<td>HRA benefits</td>
</tr>
<tr>
<td>Standard cost method</td>
<td>value of human resources for accounting purposes</td>
<td>value of human resources for accounting purposes</td>
</tr>
<tr>
<td>It is &quot;endemic to every organisation regardless of size, function or character of ownership&quot;</td>
<td>Organisational politidering</td>
<td>HRA model</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer
| Question | The Main contribution of HRD audit is to focus on |
| Correct Answer | Value-adding HRD |
| Your Answer | Value-function HRD |

**Select The Blank**

| Question | The ________ provide resources to approved employment schemes in the organised & marginised sectors |
| Correct Answer | Employment Generation Fund |
| Your Answer | National Renewal Grant Fund |

**Multiple Choice Single Answer**

| Question | Traditionally, human resources has been perceived as, |
| Correct Answer | Bureacratic |
| Your Answer | Lazziz-faire |

**Multiple Choice Multiple Answer**

| Question | How can the limitations/misgivings of management participation in employees organisations be overcome? |
| Correct Answer | by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings |
| Your Answer | by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimising misunderstandings |

**Select The Blank**

| Question | Federation & union at all levels are managed on the lines of management of ________ |
| Correct Answer | A political body |
| Your Answer | A social organisation |

**Multiple Choice Single Answer**

| Question | HR managers to guarantee their viability need to think themselves as - |
| Correct Answer | Strategic partners |
| Your Answer | Strategic partners |
### Question
What are the general characteristics of a Technical - functional competence?

**Correct Answer**
Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants.

**Your Answer**
Primary interest in functional work, They would like to remain expert rather than become general managers, They consider managerial and administrative responsibilities as avoidable irritants.

### Multiple Choice Single Answer
**Question**
Which practices are service related and human resources related?

**Correct Answer**
Organisational

**Your Answer**
Organisational

### True/False
**Question**
Organizations gear most of their management succession activities to the immediate past.

**Correct Answer**
False

**Your Answer**
False

### Multiple Choice Multiple Answer
**Question**
Name the three performance counselling phase.

**Correct Answer**
Rapport building, Exploration, Action Planning

**Your Answer**
Rapport building, Exploration, Action Planning

### Select The Blank
**Question**
In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & __________.

**Correct Answer**
Development needs for growth

**Your Answer**
Development needs for growth

### True/False
**Question**
HRD should be series of adhoc decisions and practices.

**Correct Answer**
False

**Your Answer**
False
<table>
<thead>
<tr>
<th>Question</th>
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<tr>
<td>Your Answer</td>
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</tr>
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**Multiple Choice Single Answer**

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<tr>
<td>Your Answer</td>
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**Multiple Choice Multiple Answer**

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**Multiple Choice Single Answer**

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<tr>
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<td>Decision-maker</td>
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<td>Life long mission</td>
<td>Life long mission</td>
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<td>Assignment to some important task force or committee</td>
<td>Offsetting Plateauing effect</td>
<td>Officiating Assignment</td>
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<tr>
<td>Need-opportunity Alignment</td>
<td>Crucial role played by HRD</td>
<td>Success formula</td>
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</table>
### Multiple Choice Multiple Answer

**Question**
Name the internal operational measures dealing with how well HR practices are designed and delivered:

**Correct Answer**
Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

**Your Answer**
Cycle time, quality & cost of HR practices, The ratio of HR expenses, The ratio of HR professionals to employee population.

### Multiple Choice Multiple Answer

**Question**
Under HRD, name the factors that act as motivating forces

**Correct Answer**
Job enrichment, Informal organisation, Participative management

**Your Answer**
Job enrichment, Informal organisation, Participative management

### True/False

**Question**
The reviewer has the prime role of recording major appraisal details.

**Correct Answer**
False

**Your Answer**
False

### True/False

**Question**
Trade union is a group of two people who come to strengthen their bargaining position.

**Correct Answer**
False

**Your Answer**
True

### Multiple Choice Multiple Answer

**Question**
Membership of the nation wide consumer councils (as formed by the Government) would comprise representative of

**Correct Answer**
various ministeries, manufactures of commerce, cost account & Consumer

**Your Answer**
employess organisations, manufactures of commerce, cost account & Consumer

### Multiple Choice Single Answer

**Question**
Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -

**Correct Answer**
To exchange their contradictory views

**Your Answer**
To exchange their contradictory views
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### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

**Select The Blank**

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<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The major issue to be resolved while framing _______ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.</td>
<td>Recruitment</td>
<td>Recruitment</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>_______ means every employee is an active participant in goal attainment.</td>
<td>Employee involerment</td>
<td>Employee involerment</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>A programme that allows flexible entering &amp; learning (the organisation) times for the employees is known as -</td>
<td>Flexitime</td>
<td>Flexitime</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is very easy to write grade description, as the number of jobs increases.</td>
<td>False</td>
<td>True</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselling involves a one to one discussion between the participant and administrator.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>
True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off-line quality control consists of all control activities that are conducted externally to the production system.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stock Options</td>
<td>It is issued to the employees to be a shareholder in the company.</td>
<td>It is issued to the employees to be a shareholder in the company.</td>
</tr>
<tr>
<td>Commissions</td>
<td>It is assigned on completion of targets set.</td>
<td>It is assigned on completion of targets set.</td>
</tr>
<tr>
<td>Dearness Allowance</td>
<td>It compensates with the price index.</td>
<td>It compensates with the price index.</td>
</tr>
<tr>
<td>Merit pay</td>
<td>It is based on performance in the company as per his set roles.</td>
<td>It is based on performance in the company as per his set roles.</td>
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</table>

True/False

<table>
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<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the Grid Seminars, stress is laid on teaching.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance development plan is set for the employee by his immediate boss.</td>
<td>True</td>
<td>True</td>
</tr>
</tbody>
</table>

Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the key essential objective of the changed economic policy at the global level</td>
<td>to integrate the Indian economy with the world economy,</td>
<td>to integrate the Indian economy with the world economy,</td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

**Question:** Conventionally Personnel Managers & Manpower Development Managers took what form of approach for the development of human resource?

**Correct Answer:** Manufacturing approach

**Your Answer:** Manufacturing approach

### Select The Blank

**Question:** __________ phase involves generating confidence in the employee to open up and frankly share his perceptions, feeling etc.

**Correct Answer:** Rapport building

**Your Answer:** Rapport building

### Multiple Choice Single Answer

**Question:** What is regarded as the preventive tool in case of any differences of opinions among the members of rating committee.

**Correct Answer:** Job specification

**Your Answer:** Job description

### Multiple Choice Single Answer

**Question:** The capacity to take considerable responsibility, ability to influence and control others and skills in problem solving primarily show:

**Correct Answer:** Managerial competence

**Your Answer:** Managerial competence

### Multiple Choice Single Answer

**Question:** A new professional body called the National HRD Network took birth in:

T. Thomas said, "I became chairman of this company in 1973 at the age of 45". Name the company.

**Correct Answer:** Hindustan Level

**Your Answer:** Hindustan Level
Multiple Choice Multiple Answer

Question: A Managerial Walkabouts presents the students with some basic challenges, such as -
Correct Answer: Logical Enquiry, Service, Adventure
Your Answer: Logical Enquiry, Risk appetite, Adventure

Select The Blank

Question: A strategy based on superior service is very powerful as the -
Correct Answer: value added
Your Answer: value added

Select The Blank

Question: ______ and retention of qualified employees is a common goal shared by many employers.
Correct Answer: Recruitment
Your Answer: Recruitment

Match The Following

<table>
<thead>
<tr>
<th>Question</th>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>NR Fund</td>
<td>Imparting training, re-training, skill-upgradation</td>
<td>protect &amp; provide for displaced employees</td>
</tr>
<tr>
<td>Lade of Political Consensus</td>
<td>resultant outcome - a gradualist approach to reform</td>
<td>resultant outcome - a gradualist approach to reform</td>
</tr>
<tr>
<td>Social security net</td>
<td>protect &amp; provide for displaced employees</td>
<td>Imparting training, re-training, skill-upgradation</td>
</tr>
<tr>
<td>Low quality of entry level of labour</td>
<td>low liberty levels &amp; lack of vocational training.</td>
<td>low liberty levels &amp; lack of vocational training.</td>
</tr>
</tbody>
</table>

True/False

Question: The final step in manpower planning is to ensure that the supply will match the demand in future.
Correct Answer: False
Your Answer: True

Select The Blank
<table>
<thead>
<tr>
<th>Question</th>
<th>In ________ company, there is no sophisticated or detailed manpower planning done covering the current and future needs of the entire organisation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>LARSEN &amp; TUBRO LTD.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>LARSEN &amp; TUBRO LTD.</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Through the BPR Programme an experience a sense of ownership in a company only if the organisation believes in :</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Caring (honest &amp; open communication &amp; mutual support), Sharing (with teams having a common objectives), Daring (encouraging enterpreneurial adaptation capabilities)</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Caring (honest &amp; open communication &amp; mutual support), Sharing (with teams having a common objectives), Daring (encouraging enterpreneurial adaptation capabilities)</td>
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**Multiple Choice Multiple Answer**

<table>
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<tr>
<th>Question</th>
<th>Western and Third World Studies of organisational excellence indicate major keys to organisational excellence, those are -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Mission, Goals, Policies</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Mission, Goals, Rewards</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
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</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Some organisations use ________ &amp; committee management as techniques of training &amp; development for flexitime systems</th>
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<tbody>
<tr>
<td>Correct Answer</td>
<td>Job rotation</td>
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<td>Your Answer</td>
<td>Job rotation</td>
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**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What includes in Salary Survey?</th>
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<tbody>
<tr>
<td>Correct Answer</td>
<td>Inflation indicators, Salary budget averages, Average salaries</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Average Compensation, Inflation indicators, Average salaries</td>
</tr>
</tbody>
</table>
Name of the various HRD score card:
- HRD systems maturity score
- Competency score
- HRD competencies systems maturity score

Which systems are more scientific in the organisations, as each individual will have an individual score card.
- Appraisal

Implementation level deals with the actual conduct of the appraisal process.
- True

Name the appropriate method for forecasting demand which will be best suited to organisation:
- Time frame
- Resources available
- Stability

Ulrich (1994) says: The idea of utilising human resource as a strategic business partner is still at a level of _______ rather than reality.
- Rhetoric

HR stands for Human Resource Strategies
- False

On recruitment, clarification are sought on which kind of issues?
- Strategies of finding new talent.
- Opening expected in the next five years.
- Current system of recruitment.
<table>
<thead>
<tr>
<th>Your Answer</th>
<th>Strategies of finding new talent., Strategies of business linkages of HRD., Opening expected in the next five years.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Select The Blank</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>________ should reinforce positive behaviour.</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Feedback</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Feedback</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Name the basic appraisal qualities:</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Action , Judgement , Alertness</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Action , Judgement , Alertness</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>What are the action steps for re-engineering?</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Carry out a Need Assessment , Forming a steering Team &amp; Implementation Team</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Carry out a Need Assessment , Forming a steering Team &amp; Implementation Team , Creating a sense of urgency</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Retrenchment procedures are governed what method of Accounting?</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>LIFO</td>
</tr>
<tr>
<td>Your Answer</td>
<td>LIFO</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Some questions that every corporation needs to address are as follows:-</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>How well are HR practices linked to business goals , Are good HR practices &amp; HRD systems &amp; processed being designed , Are the systems internally sound consistent &amp; relevant</td>
</tr>
<tr>
<td>Your Answer</td>
<td>How well are HR practices linked to business goals , Are good HR practices &amp; HRD systems &amp; processed being designed , Are the systems internally sound consistent &amp; relevant</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Name the process of 360 degree appraisal which can be broken into three stages or levels -</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Planning , Implementation , Result</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Planning , Implementation , Result</td>
</tr>
</tbody>
</table>
**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Why was workers participation in management initiated?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>to satisfy workers psychological needs, to develop a sense of belongingness, to establish industrial peace</td>
</tr>
<tr>
<td>Your Answer</td>
<td>to satisfy workers psychological needs, to develop a sense of belongingness, to establish industrial peace</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Whose development plays an integral part in a Company today.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Employee</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Employee</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>It's own approach to problem solving technique</td>
</tr>
<tr>
<td>Your Answer</td>
<td>To act as a liaison between the problem &amp; union</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Union leaders at different levels &amp; at federations are elected on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>democratic principle</td>
</tr>
<tr>
<td>Your Answer</td>
<td>democratic principle</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>In an employees organisation the flow of decisions from the President / Secretary of Branch Union flow to -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>President / Secretary &amp; Craft / Unit level Union</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Working Committee</td>
</tr>
</tbody>
</table>
# List of Attempted Questions and Answers

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
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<tr>
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<table>
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<th>True/False</th>
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<tr>
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</tbody>
</table>

<p>| Multiple Choice Multiple Answer |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>Under the appraisal panel which are the qualities that can achieve good results despite the difficulties inherent in the potential appraisal:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Creative imagination, Sense of reality, Effective leadership</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Creative imagination, Sense of reality, Effective leadership</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What are the objectives of inspection?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Removing defects, Consumer satisfaction, Quality product</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Removing defects, Consumer satisfaction, Quality product</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>A key HR role in the firm will be multidisciplinary consulting around -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Individual, Team, Business unit</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Individual, Team, Business unit</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>In order to attain the support of Line Managers many organisations have formulated Training Committees or Management Development Committee, membership consists of -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>The Chief Executive or a very senior managers take up the role of Chairman, Training Managers is the member-Secretary in such committee, Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of Chairman, Training Managers is the member-Secretary in such committee.</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Mostly of Line Managers, The Chief Executive or a very senior managers take up the role of Chairman, Training Managers is the member-Secretary in such committee.</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job knowledge defined in Appraisal form</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
</tr>
<tr>
<td>Decision - making defined in the appraisal form</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
</tr>
<tr>
<td>Communicating defined in the appraisal form</td>
<td>Ability to consider clarity and precision of verbal and written expression of ideas and feelings.</td>
<td>Ability to marshal and analyse relevant data anticipate eventualities.</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>The first HRD department in the Indian corporate sector was started in which year?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>1975</td>
</tr>
<tr>
<td>Your Answer</td>
<td>1975</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the Questions which enable the superior to verify that he has correctly heard.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Paraphrasing</td>
</tr>
<tr>
<td>Question</td>
<td>Correct Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Factor comparison system consists of selection of key jobs.</td>
<td>True</td>
</tr>
<tr>
<td>Succession planning is done in three time frames, those are-</td>
<td>Immediate, Intermediate, Long range</td>
</tr>
<tr>
<td>In an employees organisation the flow of decisions from the Working Committee flows to -</td>
<td>President / Secretary of Branch Union</td>
</tr>
<tr>
<td>What is an inherent problem with organisations running their own educational institutes?</td>
<td>Funding from U.G.C. and State Govt.</td>
</tr>
<tr>
<td>The differences in which kind of faiths among the people is hurdle in the HRD</td>
<td>Religious</td>
</tr>
<tr>
<td>A candidate immediately after completing his school / collage education joins an organisation in lower level position. Later he finds it difficult to make both ends meet as his family grows &amp; thus takes up a part time job or business, etc during his off-hours, this part of moon lighting is called:</td>
<td>Quarter Moon Lighting</td>
</tr>
<tr>
<td>Under orientation programmes, some very important issues discussed and clarified are:</td>
<td>Purpose of 360 Degree Feedback, Who analyzes the data? Who are going to provide feedback?</td>
</tr>
<tr>
<td>Multiple Choice Single Answer</td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>What is concerned with developing a pool of candidates in line with the human resources plan</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Recruitment</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Recruitment</td>
</tr>
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<p>| True/False |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRD audit can give significant inputs about existing stage of accountability of employees.</td>
<td>True</td>
<td>True</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>What were the elements of the liberalization Movement?</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Abolishion of licensing , MRTP limit , Foreign Investment</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Abolishion of licensing , Open economy , Foreign Investment</td>
<td></td>
</tr>
<tr>
<td>Select The Blank</td>
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<td></td>
</tr>
<tr>
<td>Question</td>
<td>Union leaders at different levels &amp; at federatoins are elected on _______</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>democratic principle</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>democratic principle</td>
<td></td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Under the phase 3 &quot;Monitoring and Follow Up&quot; the rater also identifies himself in several roles in the questionnaire like a -</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Superior , Subordinate , Colleague</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Superior , Subordinate , Colleague</td>
<td></td>
</tr>
<tr>
<td>Select The Blank</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Expenses incurred by a firm on recruitment , training &amp; development of employees are treated as _______</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Current costs</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Current costs</td>
<td></td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Federations may invite the management's representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings?</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>Divisional / departmental manager &amp; personnel manager.</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Representatives from line &amp; personnel departments.</td>
<td></td>
</tr>
<tr>
<td>True/False</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>It can be enaged that globalization has reduced poverty in India and China, home to move that half a billion of the world's poor income group</td>
<td></td>
</tr>
<tr>
<td>Correct Answer</td>
<td>True</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
<td></td>
</tr>
<tr>
<td><strong>Select The Blank</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>A dynamic and everchanging environment calls for a shift in approach from ________ human resource management to a proactive and innovative one.</td>
<td></td>
</tr>
</tbody>
</table>
**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>Companies can offer the option only to employees who are above ________ years of age or have served with the company for 10 years.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>40</td>
</tr>
<tr>
<td>Your Answer</td>
<td>40</td>
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</table>

**Multiple Choice Single Answer**

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<tr>
<th>Question</th>
<th>Name one of the steps to design a performance appraisal plan.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Establish performance standards</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Establish performance standards</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Representatives of the consumers association besides the representatives of employees &amp; employers have to participate in the meeting of collective bargaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
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**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>HR managers to guarantee their viability need to think themselves as -</th>
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<tbody>
<tr>
<td>Correct Answer</td>
<td>Strategic partners</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Strategic partners</td>
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</table>

**Select The Blank**

<table>
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<tr>
<th>Question</th>
<th>The ________ provides funds to meet the compensation &amp; training expenditure of retrenched workers.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>National Renewal Grant Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>National Renewal Grant Fund</td>
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</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Women employees presently restrict / limit their career to selected jobs &amp; organisations. But, they will soon be ready to take up all types of jobs in different types of organisations. This phenomenon is known as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Dual career group</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Dual career group</td>
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</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>List the measures to overcome the HRD problems in India</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Govt. to take steps to alleviate poverty , Govt. to take steps to accelerate economic development , People to practice religious tolerance</td>
</tr>
</tbody>
</table>
Your Answer Govt. to take steps to alleviate poverty, Govt. to take steps to accelerate economic development, People to practice religious tolerance

<table>
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<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>_______ leads to conflict between various departments is a functional organisation</td>
<td>The lack of appreciation for the constraints of other department</td>
<td>Development of own specialised interests</td>
<td></td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>True/False</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
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<tbody>
<tr>
<td>Proper implementation and support of all management levels are not very crucial for the success of HRD audit</td>
<td>False</td>
<td>False</td>
<td></td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Match The Following</th>
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<th>Your Answer</th>
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<tr>
<td>Effective leadership</td>
<td>Excellent relationship skills.</td>
<td>Excellent relationship skills.</td>
<td></td>
</tr>
<tr>
<td>Analytical power</td>
<td>The ability to reformulate an apparently complicated problem into workable units.</td>
<td>The ability to reformulate an apparently complicated problem into workable units.</td>
<td></td>
</tr>
<tr>
<td>Creative Imagination</td>
<td>This requires vision to provide alternatives on which future can be based.</td>
<td>This requires vision to provide alternatives on which future can be based.</td>
<td></td>
</tr>
<tr>
<td>Sense of reality</td>
<td>The person will be able to maintain objective approach to situation in which own personal involvement is considerable.</td>
<td>The person will be able to maintain objective approach to situation in which own personal involvement is considerable.</td>
<td></td>
</tr>
</tbody>
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<thead>
<tr>
<th>Select The Blank</th>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
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<tbody>
<tr>
<td>The _______ are mostly for the employees of the marketing department.</td>
<td>Commissions</td>
<td>Commissions</td>
<td></td>
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</table>
### LIST OF ATTEMPTED QUESTIONS AND ANSWERS

<table>
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<td><strong>Correct Answer</strong></td>
</tr>
<tr>
<td>Question</td>
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<tr>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong> Retrenchment procedures are governed what method of Accounting?</td>
</tr>
<tr>
<td><strong>True/False</strong> Flexitime works better when the employees have self-determination</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong> Which management is committed adequately to competency building through multi-rater feedback</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong> The capacity to take considerable responsibility, ability to influence and control others and skills in problem solving primarily show</td>
</tr>
<tr>
<td><strong>Multiple Choice Single Answer</strong> What can influence the organisation's business goals?</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong> What are the key characteristics / features of a Human Resource Audit.</td>
</tr>
<tr>
<td><strong>Select The Blank</strong> Employer has to pay _______ of the basic wages to the employees during the lay off period</td>
</tr>
<tr>
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<tr>
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<td>True/False</td>
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<td>------------</td>
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<table>
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<tbody>
<tr>
<td><strong>Question</strong></td>
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<tr>
<td>The ultimate goal of all job related training.</td>
</tr>
<tr>
<td>Problem children</td>
</tr>
<tr>
<td>Concentration of developmental activities on certain categories</td>
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<td>Creativity &amp; Practical skills</td>
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<tr>
<td><strong>Question</strong></td>
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<tr>
<td>Correct Answer</td>
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</table>
Your Answer: Prompt approval, Regular communication, Unconditional support

**True/False**

**Question**
At Intel the Work Force Solution Company (WFS) was framed & given monopoly over business process.

**Correct Answer**: False

**Your Answer**: False

**Multiple Choice Single Answer**

**Question**
Federations may invite the management’s representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?

**Correct Answer**: Representatives from line & personnel department.

**Your Answer**: Representatives from line & personnel department.

**Select The Blank**

**Question**
On the basis of job elements and organisational demand an appropriate _______ of job evaluation should be selected.

**Correct Answer**: method

**Your Answer**: method

**Multiple Choice Single Answer**

**Question**
The questionnaire has over 250 items and requires about how many minutes to complete?

**Correct Answer**: 90 minutes

**Your Answer**: 90 minutes

**Select The Blank**

**Question**
_______ should reinforce positive behaviour.

**Correct Answer**: Feedback

**Your Answer**: Feedback

**True/False**

**Question**
The benefit of job evaluation is that it lays down the foundation for a rational wage structure.

**Correct Answer**: True

**Your Answer**: True

**Multiple Choice Multiple Answer**

**Question**
Under HRD, name the factors that act as motivating forces.

**Correct Answer**: Job enrichment, Informal organisation, Participative management

**Your Answer**: Job enrichment, Informal organisation, Participative management
Multiple Choice Multiple Answer

<table>
<thead>
<tr>
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<th>Your Answer</th>
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<tbody>
<tr>
<td>According to Ulrich (1994), today's human resource professionals need to move towards effectively fulfilling the multiple roles of -</td>
<td>Employee champions who are able to relate to &amp; meet the needs of employees , Strategic partners , Change agents</td>
<td>Employee champions who are able to relate to &amp; meet the needs of employees , Strategic partners , Change agents</td>
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True/False

<table>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Asian Institute of Management have introduced a unique course called &quot;Managerial Walkabout&quot;. The idea of the course came from Prof. M. Gibbons of Simon Fraser University, British Columbia.</td>
<td>True</td>
<td>True</td>
</tr>
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</table>

Multiple Choice Multiple Answer

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</thead>
<tbody>
<tr>
<td>Under the grading system, name the separate grades included:</td>
<td>Office , Clerical , Managerial</td>
<td>Office , Clerical , Managerial</td>
</tr>
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Multiple Choice Single Answer

<table>
<thead>
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<tr>
<td>Name one of the processes of job evaluation</td>
<td>Select the method</td>
<td>Select the method</td>
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Multiple Choice Multiple Answer

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<thead>
<tr>
<th>Question</th>
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<th>Your Answer</th>
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</thead>
<tbody>
<tr>
<td>Every HRD system developed by an organisation should be based on the following elements of HRM. Those are:</td>
<td>Suitable compensation plan , Selection of the right people , Good performance appraisal system</td>
<td>Suitable compensation plan , Selection of the right people , Good performance appraisal system</td>
</tr>
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Select The Blank

<table>
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<th>Your Answer</th>
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<tbody>
<tr>
<td>A fee market economy demands a transparent set of laws and _______ something that the archaic Indian judicial system is ill-equipped to cope with</td>
<td>quick disposal of litigation</td>
<td>quick disposal of litigation</td>
</tr>
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Multiple Choice Single Answer

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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which pay is one of the most crucial pay given to the employee &amp; also shown in the pay structure.</td>
<td>Performance</td>
<td>Performance</td>
</tr>
</tbody>
</table>
### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>HRD means competence building, commitment building, and ________ building.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>culture</td>
</tr>
<tr>
<td>Your Answer</td>
<td>culture</td>
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### Match The Following

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<tr>
<th>Question</th>
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<th>Your Answer</th>
</tr>
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<tbody>
<tr>
<td>A (POS) system</td>
<td>An organisational Benchmarking Technique</td>
<td>An organisational Benchmarking Technique</td>
</tr>
<tr>
<td>Effective leadership, organisational readiness &amp; style of implementation.</td>
<td>Re-engineering requisites for success.</td>
<td>Human Resource Accounting (HRA)</td>
</tr>
<tr>
<td>&quot;The attitude of a learner&quot;</td>
<td>Successful Benchmarking</td>
<td>Re-engineering requisites for success.</td>
</tr>
<tr>
<td>Analysis of various systems or functions common across different types of industry.</td>
<td>Generic Benchmarking</td>
<td>Generic Benchmarking</td>
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### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>HR stands for Human Resource Strategies</th>
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<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
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<tr>
<td>Your Answer</td>
<td>False</td>
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### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Training of appraisee can primarily address issues like -</th>
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</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>How to process the data , How to identify the areas for personal development , How to chart out action</td>
</tr>
<tr>
<td>Your Answer</td>
<td>How to process the data , How to identify the areas for personal development , How to chart out action</td>
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### Multiple Choice Multiple Answer

<table>
<thead>
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<th>Question</th>
<th>Name the three important components in aligning business strategy with HR practice:</th>
</tr>
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</table>
## LIST OF ATTEMPTED QUESTIONS AND ANSWERS

### Multiple Choice Single Answer

**Question**  
Name one of the components systems of HRD:

**Correct Answer**  
Career system

**Your Answer**  
Career system

### Multiple Choice Multiple Answer

**Question**  
Leadership is difficult to define but easy to appreciate. Name some of the leadership qualities.

**Correct Answer**  
Personal Integrity, Technical ability, Motivator

**Your Answer**  
Technical ability, Motivator, Personal Integrity

### Multiple Choice Single Answer

**Question**  
HR managers to guarantee their viability need to think themselves as -

**Correct Answer**  
Strategic partners

**Your Answer**  
Strategic partners

### Multiple Choice Single Answer

**Question**  
The anchor for an individual who is attached to an organisation or a location rather than to work is essentially termed:

**Correct Answer**  
Search for security

**Your Answer**  
Search for security

### True/False

**Question**  
A major beneficiary of liberalization and consequently competition not been the consumer .... But the inustry

**Correct Answer**  
False

**Your Answer**  
True

### True/False

**Question**  
Through consumers participation in management, consumer will lose their rights through served technique

**Correct Answer**  
False

**Your Answer**  
False

### True/False

**Question**  
An evaluation of where one stands on the basis of their job responsibilities, leadership, qualities etc will be a good starting point for marketing plans for success

**Correct Answer**  
True

**Your Answer**  
True
### Multiple Choice Multiple Answer

**Question**
What are the uses of the 'Balanced Score Card' as a strategic management system?

**Correct Answer**
It is used to clarify & translate vision & strategy, It is used as a management tool, It is used to enhance strategic feedback and learning curves.

**Your Answer**
It is used to clarify & translate vision & strategy, It is used as a integrative framework tool, It is used to enhance strategic feedback and learning curves.

### Select The Blank

**Question**
360-Degree Feedback enhances the quality of ________ decisions.

**Correct Answer**
HR

**Your Answer**
HRD

### Multiple Choice Single Answer

**Question**
Conventionally Personnel Managers & Manpower Development Managers took what form of approach for the development of human resource?

**Correct Answer**
Manufacturing approach

**Your Answer**
Custodian approach

### Select The Blank

**Question**
The job evaluation programme once installed must be continued on a ________ basis.

**Correct Answer**
permanent

**Your Answer**
periodical

### True/False

**Question**
Transfer of technology does not mean merely shifting technology from one place to another

**Correct Answer**
True

**Your Answer**
True

**Question**
Counselling involves a one to one discussion between the participant and administrator.

**Correct Answer**
True

**Your Answer**
True

**Question**
HRD audit can also be used against the HRD department

**Correct Answer**
True

**Your Answer**
True
### Multiple Choice Multiple Answer

**Question**
Performance counselling should not give a chance in discussion like -

<table>
<thead>
<tr>
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<th>Your Answer</th>
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<tbody>
<tr>
<td>Increments, Salaries, Rewards</td>
<td>Increments, Salaries, Rewards</td>
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<tr>
<td>Need for HRD Audit</td>
<td>It attempts to find out the future HRD needs of the company after assessing the current HRD activities &amp; inputs</td>
<td>It attempts to find out the future HRD needs of the company after assessing the current HRD activities &amp; inputs</td>
</tr>
<tr>
<td>Limitation of HRD Audit</td>
<td>It does not give evaluation of individuals but focuses on unit and systems.</td>
<td>It does not give evaluation of individuals but focuses on unit and systems.</td>
</tr>
<tr>
<td>Definition of HRD Audit</td>
<td>It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company</td>
<td>It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company</td>
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<tr>
<td>Role of HRD Audit in business improvement</td>
<td>It helps in changes in the styles of the top management</td>
<td>It helps in changes in the styles of the top management</td>
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### Multiple Choice Multiple Answer

**Question**
Name the process of 360 degree appraisal which can be broken into three stages or levels -

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<tr>
<td>Planning, Implementation, Result</td>
<td>Implementation, Result, Planning</td>
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### True/False

**Question**
Human resource Audit is full-fledged methodology to bring about a change.

<table>
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<tr>
<td>False</td>
<td>True</td>
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### Select The Blank

**Question**
A _______ having openness, trust, authenticity as its bed rock is highly suitable for 360 - degree appraisal.

<table>
<thead>
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<tr>
<td>Culture</td>
<td>Individual</td>
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### Multiple Choice Single Answer

**Question**
Self-questionnaires is to be filled by whom?

<table>
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<tr>
<td>Participant</td>
<td></td>
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<tr>
<td>Question</td>
<td>Correct Answer</td>
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<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>What is the general principle (as per P.A.S policy of premier) of Assessment Routes?</td>
<td>2nd Assessor-superior of first assessor, 2nd Assessor- superior of the 1st assessor</td>
</tr>
<tr>
<td>What is the primary objective behind SSL?</td>
<td>To not only measure training supervisors by comparing their performance with that of several thousand supervisors in other Cos.</td>
</tr>
<tr>
<td>Accounting is a management science group, what are the managers perceived as,</td>
<td>Decision-maker</td>
</tr>
<tr>
<td>Generally, training need identification forms a part of ________.</td>
<td>Management Appraisal System</td>
</tr>
<tr>
<td>The HRD programmes fail due to poverty, social injustice.</td>
<td>True</td>
</tr>
<tr>
<td>A major reason for resistance to re-engineering is a challenge to the existing ________.</td>
<td>hierarchy</td>
</tr>
<tr>
<td>Most HRD audit are due to failures of ________.</td>
<td>Implementation</td>
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<td>Arthur</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
<td>He studied the impact of two different management approaches on the productivity of steel mills.</td>
</tr>
<tr>
<td>Macduffie</td>
<td>He studied 70 automobile plants representing 24 companies from 17 different countries.</td>
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</tr>
<tr>
<td>Huselied</td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
<td>He used 2 scales- one to measure employee skills and the second to measure employee motivation.</td>
</tr>
<tr>
<td>Welbourne and Andrews</td>
<td>He studied the survival rate of 136 non-financial companies.</td>
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<tr>
<td>Question</td>
<td>Name the two factors which lead people to work:</td>
<td></td>
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<tr>
<td>Correct Answer</td>
<td>Economic , Motivation</td>
<td>Economic , Motivation</td>
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<td>Your Answer</td>
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<th>Why do most companies want HRD audit?</th>
<th></th>
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<td>Correct Answer</td>
<td>Change of Leadership , To make HR function business-driven , For growth &amp; diversification</td>
<td>Change of Leadership , To make HR function business-driven , For growth &amp; diversification</td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Where the firm puts the proposed changes into practice is called __________ stage.</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Implementation</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>At a US based industrial design firm there is no position as a head or chief, instead, importance is given to hiring the right people for the rights. This policy emulates which concept?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Self actualization at the work place.</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>One of the key advantages of a multi - rater appraisal system is that -</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>It adds objectivity and supplements the traditional appraisal system</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question**
Name the appropriate method for forecasting demand which will be best suited to organisation:

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time frame, Resources available</td>
<td>Time frame, Resources available, Stability</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**
One of the feature HRD goals are, ________ is a perishable commodity

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labour</td>
<td>Labour</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

**Question**
Five main phases make up the process of the feedback exercise, name the PHASE 4-

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data feeding Reports &amp; Analysis</td>
<td>Data feeding Reports &amp; Analysis</td>
</tr>
</tbody>
</table>

### True/False

**Question**
It is very easy to write grade description, as the number of jobs increases.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**
What is Business Process Re-engineering?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ability of an organisation to step back &amp; rethink the way it does business, Focus on all form business components: strategy, business process, people and technology, Encouraging enterprenewal adaptation on capabilities with stress on innovative skills &amp; collaborative decision-making</td>
<td>The ability of an organisation to step back &amp; rethink the way it does business, Focus on all form business components: strategy, business process, people and technology, Encouraging enterprenewal adaptation on capabilities with stress on innovative skills &amp; collaborative decision-making</td>
</tr>
</tbody>
</table>

### Select The Blank

**Question**
________ assignment can also be recommended for career development.

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rotational</td>
<td>Rotational</td>
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</tbody>
</table>

### Multiple Choice Multiple Answer

**Question**
What are the limitations of HRD Audits?

<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Does not give evaluation of individuals but</td>
<td>Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Does not give evaluation of individuals but</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question**
Name the Integrative framework that identifies three paths through which HR practices can contribute to business performance:

**Correct Answer**
By building organisational capabilities, By improving employees satisfaction, By shaping customers and shareholders satisfaction

**Your Answer**
By building vision capabilities, By building organisational capabilities, By improving employees satisfaction

---

### Multiple Choice Multiple Answer

**Question**
What are the basic features of TQM approach?

**Correct Answer**
Business philosophy based on customer satisfaction, Aims at charging the system, Getting it right the first time & everytime.

**Your Answer**
Business philosophy based on customer satisfaction, Aims at charging the system.

---

### True/False

**Question**
The dimensions of the Human Resources portfolio matrix do not have the same form as for product & market portfolio.

**Correct Answer**
False

**Your Answer**
True

---

### Multiple Choice Single Answer

**Question**
In an employees organisation the flow of decisions from the President / Secretary & Craft / Unit level Union flow to -

**Correct Answer**
General body of Members of employees organisations

**Your Answer**
General body of Members of employees organisations

---

### Select The Blank

**Question**
Employer has to pay ________ of the basic wages to the employees during the lay off period

**Correct Answer**
0.5

**Your Answer**
0.5

---

### Select The Blank

**Question**
HRD ________ can be treated as a separate element for good HRD.
<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>department</td>
</tr>
<tr>
<td><strong>Multiple Choice Multiple Answer</strong></td>
<td></td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td><strong>Question</strong></td>
<td>What are the component/elements of a flow of decisions in employees organisations?</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Promotional Opportunities, Grievance Procedure, Providing wrong information about management</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Providing wrong information about management, Political tactics, Promotional Opportunities, Grievance Procedure</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>The capacity to take considerable responsibility, ability to influence and control others and skills in problem solving primarily show:</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Managerial competence</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Search for security</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Select The Blank</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Factor comparison method is regarded as ________ method</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>complex</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>appreciable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>True/False</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>It can be enagued that globalization has reduced poverty in India and China, home to move that half a billion of the world's poor income group</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>True</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Single Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Name the situation where a person takes the necessary steps at the right moment of time</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Action</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Debate</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Select The Blank</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Under training and development plan, the form is to be prepared in ________ form.</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Duplicate</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Structured</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Multiple Choice Multiple Answer</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
<td>Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:</td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
<td>Skill, Efforts, Accountability</td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
<td>Skill, Job enrichment, Efforts, Accountability</td>
</tr>
</tbody>
</table>
**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Majority of the disputes in industries are related to the problem of wages, salaries &amp; benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>The major issue to be resolved while framing ________ philosophy is whether to promote largely from within the organisation or to hire people from outside at all levels.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Recruitment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Intermediatry</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>The TQM philosophy was evolved or theorised by -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Demming</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Demming</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Organisations presently are taking measures to satisfy the workers through various methods including the schemes of worker &amp; participation in management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What were the elements of the liberalization Movement?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Abolishment of licensing, MRTP limit, Foreign Investment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Abolishment of licensing, MRTP limit, Open economy, Foreign Investment</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>While Trade Unions have their own approach to the problem; what is the role played by management in fostering a close understanding between each other?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>It's own approach to problem solving technique</td>
</tr>
<tr>
<td>Your Answer</td>
<td>To act as a liaison between the problem &amp; union</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>A Managerial Walkabouts presents the students with some basic challenges, such as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Logical Enquiry, Service, Adventure</td>
</tr>
</tbody>
</table>


### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concept suggested by Elliot Jacques.</td>
<td>It takes into account the various key factors that will tell the overall performance of a job.</td>
<td>Effort, responsibility, skill, working conditions</td>
</tr>
<tr>
<td>Job Factors enumerated as :</td>
<td>Effort, responsibility, skill, working conditions</td>
<td>Effort, grading, skill, working conditions.</td>
</tr>
<tr>
<td>Wage survey :</td>
<td>It places all evaluated jobs according to point in terms of money.</td>
<td>It places all evaluated jobs according to point in terms of money.</td>
</tr>
<tr>
<td>Designing wage structure :</td>
<td>Similar jobs are grouped and treated as a job class.</td>
<td>Effort, point, skill, working conditions.</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Eight members is considered to be the norm as to the no. of members constituting a QC-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the various HRD outcomes variables :</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Better organisational health, Better developed roles, Better utilisation of human resources</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Better organisational health, Better generation of data, Better developed roles, Better utilisation of human resources</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>When employees takes up other occupation &amp; spend more or less 70% of their time &amp; resources for their business or industrial unit. Second job activity to this extent may be called as :</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Three quarter Moon Lighting</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Full Moon Lighting</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>The process of analysing jobs from which job descriptions are developed are called __________.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job Analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job Description</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the steps that develop strategic framework for HRD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Realistic employee development, Measurable employee development, Well costed employee development</td>
</tr>
<tr>
<td>True/False</td>
<td>Question</td>
</tr>
<tr>
<td>------------</td>
<td>----------</td>
</tr>
<tr>
<td>Correct Answer</td>
<td>True</td>
</tr>
<tr>
<td>Your Answer</td>
<td>False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>In the career development cycle, which stage ideally starts when a new employee joins an organisation and finds a big gap between what the ideal organisation should be and what it is?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Exporatory stage</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Exporatory stage</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Question</th>
<th>Name the factors which come under 'Career System' that is component system of HRD:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Potential appraisals, Career planning, Career development</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Performance appraisal, Career planning, Career development, Potential appraisals</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>What is that describes the duties of the job, authority relationship, skills requirement, conditions of work etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Job analysis</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Job programmes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
<th>Question</th>
<th>Under the phase 3 &quot;Monitoring and Follow Up&quot; the rater also identifies himself in several roles in the questionnaire like a -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Superior, Subordinate, Colleague</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>Superior, Subordinate, Colleague, Personnel</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>True/False</th>
<th>Question</th>
<th>The modern HR function has HRD at its core.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
<td></td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Choice Single Answer</th>
<th>Question</th>
<th>Name one of the components / elements of the flow of decisions in the Management quadrant:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Sound Industrial relations</td>
<td></td>
</tr>
</tbody>
</table>
True/False
Question The final step in manpower planning is to ensure that the supply will match the demand in future.
Correct Answer False
Your Answer True

Select The Blank
Question ________ of managers assessed in the same study were positioned in the "Stars" category.
Correct Answer 0.15
Your Answer 0.15

Select The Blank
Question Large recruitment ________ problematic and vice-versa.
Correct Answer Less
Your Answer Less

Select The Blank
Question ________ are the visible amounts given for fertilizers export promotion, etc.
Correct Answer Explicit subsidies
Your Answer Explicit subsidies

Select The Blank
Question In some cases, individual and group interviews are substituted by ________
Correct Answer LSIP
Your Answer LRIP

Multiple Choice Single Answer
Question What is an inherent problem with organisations running their own educational institutes?
Correct Answer Funding from U.G.C. and State Govt.
Your Answer Lack of expertise outside the industry

Multiple Choice Single Answer
Question After which stage many good organisation in India have entered a competitive phase
Correct Answer Liberalisation
Your Answer Liberalisation
<table>
<thead>
<tr>
<th>Multiple Choice Multiple Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
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<td><strong>Your Answer</strong></td>
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<tr>
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<td><strong>Your Answer</strong></td>
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<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Question</strong></td>
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<tr>
<td><strong>Correct Answer</strong></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Select The Blank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Question</strong></td>
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<tr>
<td><strong>Correct Answer</strong></td>
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<tr>
<td><strong>Correct Answer</strong></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
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<table>
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<tr>
<th>True/False</th>
</tr>
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<tbody>
<tr>
<td><strong>Question</strong></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
</tr>
<tr>
<td><strong>Your Answer</strong></td>
</tr>
</tbody>
</table>
**Question**
What are the areas where the auditors should physically visit the workplace?

**Correct Answer**
Canteens, Living colony, Training rooms

**Your Answer**
Cities, Canteens, Living colony, Training rooms

---

**Multiple Choice Multiple Answer**

**Question**
Why do employees adopt proxy system? In order to improve

**Correct Answer**
to their social status, their economic status, their psychological status

**Your Answer**
to their social status, their economic status, their psychological status, their psychological well being

---

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Working on your liabilities&quot;</td>
<td>Life long mission</td>
<td>A leadership quality</td>
</tr>
<tr>
<td>Assignment to some important task force or committee</td>
<td>Offsetting Plateauing effect</td>
<td>Officiating Assignment</td>
</tr>
<tr>
<td>Need-opportunity Alignment</td>
<td>Crucial role played by HRD</td>
<td>Offsetting Plateauing effect</td>
</tr>
<tr>
<td>Continued self development</td>
<td>A leadership quality</td>
<td>Life long mission</td>
</tr>
</tbody>
</table>

---

**Select The Blank**

**Question**
_______ is the pay which the employee gets based on his performance in the company as per his set role and responsibilities.

**Correct Answer**
Merit Pay

**Your Answer**
Incentive

---

**True/False**

**Question**
Objective of performance appraisal system is to identify the developmental needs of each employee.

**Correct Answer**
True

**Your Answer**
False

---

**Select The Blank**

**Question**
For closure, every worker is to be compensated with ______ average pay for every year of service completed.

**Correct Answer**
15 days

**Your Answer**
10 days
## LIST OF ATTEMPTED QUESTIONS AND ANSWERS

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the orientation phase, all participants are to submit a list of appraisers by whom they would like to be assessed.</td>
<td>True</td>
<td>False</td>
</tr>
<tr>
<td>Abraham has identified seven practices of successful organisations.</td>
<td>False</td>
<td>False</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial difficulties, accumulation of stock, expiry of license or lease &amp; exhaustion of natural resources are not considered valid reasons for closure as there are ________.</td>
<td>avoidable circumstances</td>
<td>avoidable circumstances</td>
</tr>
<tr>
<td>Some organisations use ________ &amp; committee management as techniques of training &amp; development for flexitime systems</td>
<td>Job rotation</td>
<td>Job enlargement</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>The budget of Feb 1997 presented by Finance minister Mr. P. Chidambaram showed a spirit of optimism &amp; growth. What were its components</td>
<td>significantly reduced taxes, nationalized excise rates, encouragement for investment in infrastructure</td>
<td>significantly reduced taxes, complete opening up of the insurance sector, nationalized excise rates, encouragement for investment in infrastructure</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why is it found that federations &amp; Unions constitute an important &amp; crucial wing of an organisation?</td>
<td>If mismanaged they affect industrial peace</td>
</tr>
</tbody>
</table>
They determine the survival of the organisation.

<table>
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<tr>
<td><strong>Question</strong></td>
</tr>
<tr>
<td><strong>Correct Answer</strong></td>
</tr>
</tbody>
</table>
## Multiple Choice Multiple Answer

**Question**

What are the major advantages of a Generic Benchmarking Technique?

**Correct Answer**

It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals, Proven systems can be implemented with minimal modification.

**Your Answer**

It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals, For imitating & launching cost-effective 'me-too' product, Proven systems can be implemented with minimal modification.

## Multiple Choice Multiple Answer

**Question**

Under the 'Point rating system' name the important steps mentioned:

**Correct Answer**

Construction of the yardsticks, Wage survey, Designing wage structure.

**Your Answer**


## True/False

**Question**

It is not necessary that the subordinate should feel free to participate without fear in the process of review & feedback.

**Correct Answer**

False

**Your Answer**

False

## Multiple Choice Single Answer

**Question**

Participation of management representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties -

**Correct Answer**

To exchange their contradictory views

**Your Answer**

To build their cases

## Multiple Choice Single Answer

**Question**

Which system emphasis a lot on the need to motivate people

**Correct Answer**

Human Resource Development

**Your Answer**

HR Department

## Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feedback</td>
<td>It should be data-based and not impressionistic</td>
<td>In this case there is a climate of acceptance &amp; warmth</td>
</tr>
<tr>
<td>Rapport building</td>
<td>In this case there is a climate of acceptance &amp; warmth</td>
<td>In this case, the interview should end with specific plans of action for the development of the employee.</td>
</tr>
<tr>
<td>Exploration</td>
<td>In this case, the employee should appreciate his strengths &amp; weakness.</td>
<td>In this case, points should not require follow-up.</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>---------------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Action Planning</td>
<td>In this case, the interview should end with specific plans of action for the development of the employee.</td>
<td>It should be data-based and not impressionistic</td>
</tr>
</tbody>
</table>

**True/False**

**Question**  
The benefit of job evaluation is that it lays down the foundation for a rational wage structure

**Correct Answer**  
True

**Your Answer**  
False

**Multiple Choice Single Answer**

**Question**  
When was the first attempt made to move a change in policies regarding business, licenses & permits operating in India

**Correct Answer**  
Mid 80's

**Your Answer**  
Late 80's

**True/False**

**Question**  
Politician as the custodian of the nation has the responsibility to protect the interest of all the parties envolved in the process of organisation

**Correct Answer**  
False

**Your Answer**  
False

**Multiple Choice Single Answer**

**Question**  
What is concerned with developing a pool of candidates in line with the human resources plan

**Correct Answer**  
Recruitment

**Your Answer**  
Recruitment

**Select The Blank**

**Question**  
Federation & union at all levels are managed on the lines of management of __________

**Correct Answer**  
A political body

**Your Answer**  
A social organisation

**Select The Blank**

**Question**  
Union leaders at different levels & at federatoins are elected on _________

**Correct Answer**  
democratic principle

**Your Answer**  
Dictatorship principles

**Select The Blank**
<table>
<thead>
<tr>
<th>Question</th>
<th>________ system stresses on discipline and there is simplicity in the form.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Merit rating</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Merit rating</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Which practices should be linked to business goals and corporate strategy:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>HRD &amp; HR</td>
</tr>
<tr>
<td>Your Answer</td>
<td>HRP &amp; HR</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>Essentials of effective QC’s:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Prompt approval, Regular communication, Unconditional support</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Prompt approval, Problem collection, Regular communication, Unconditional support</td>
</tr>
</tbody>
</table>

**Match The Following**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job knowledge defined in Appraisal form</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
<td>Ability to consider the extent and depth of demonstrated technical and professional competence.</td>
</tr>
<tr>
<td>Decision - making defined in the appraisal form</td>
<td>Ability to analyse relevant facts, evaluate various alternatives.</td>
<td>Ability to consider only clarity of written expression of ideas and feelings.</td>
</tr>
<tr>
<td>Communicating defined in the appraisal form</td>
<td>Ability to consider clarity and precision of verbal and written expression of ideas and feelings.</td>
<td>Ability to analyse completion of the factual data</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>________ is indicated by work effort and it should be continuous.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Commitment</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Commitment</td>
</tr>
</tbody>
</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
<tr>
<th>Question</th>
<th>What are the published literature of the company which help in assessing the strengths and weakness of HRD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Manual reports, Marked Handouts, Personal Manual</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Manual reports, Marked Handouts, Personal Manual, Newspaper</td>
</tr>
</tbody>
</table>

**Select The Blank**

<table>
<thead>
<tr>
<th>Question</th>
<th>In the Development Grade Method of career planning the selected staff for this grade would remain there only for ________ years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>two</td>
</tr>
<tr>
<td>Question</td>
<td>Correct Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Representatives of the consumers association besides the representatives</td>
<td>True</td>
</tr>
<tr>
<td>of employees &amp; employers have to participate in the meeting of collective</td>
<td></td>
</tr>
<tr>
<td>bargaining</td>
<td></td>
</tr>
<tr>
<td>HRD audit is a comprehensive evaluation of the current HRD strategies,</td>
<td>True</td>
</tr>
<tr>
<td>structures etc.</td>
<td></td>
</tr>
<tr>
<td>An employee sponsor, the HR manager plays an integral role in organisational success.</td>
<td>True</td>
</tr>
<tr>
<td>HRD means competence building, commitment building, and _______ building.</td>
<td>culture</td>
</tr>
<tr>
<td>On the basis of the relative work in the organisation, what is the primary purpose of job evaluation?</td>
<td>To set wages</td>
</tr>
<tr>
<td>Name the program which makes supervisor more alert, as it is his responsibility to rate his subordinates.</td>
<td>Periodic appraisal</td>
</tr>
<tr>
<td>A dynamic and everchanging environment calls for a shift in approach from</td>
<td>reactive</td>
</tr>
</tbody>
</table>
### Multiple Choice Multiple Answer

**Question**
While planning for a period of five years, the expected loss situation can be evaluated in terms of:

**Correct Answer**
Retirement, Transfer, Death

**Your Answer**
Retirement, Transfer, Death, Additions

### Multiple Choice Multiple Answer

**Question**
Performance counselling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.-

**Correct Answer**
Supportive atmosphere, Empathetic atmosphere, Setting goals

**Your Answer**
Supportive atmosphere, Empathetic atmosphere, Setting goals, Setting losses

### Multiple Choice Multiple Answer

**Question**
Mention certain weaknesses under the grading method:

**Correct Answer**
It is difficult to write grade description, It oversimplifies sharp differences between different jobs & different grades, It is considered to be less subjective

**Your Answer**
It is difficult to write grade description, It oversimplifies sharp differences between different jobs & different grades, It is considered to be less subjective, It is considered to be too subjective

### Select The Blank

**Question**
________ is known not to hold overly one-sided views.

**Correct Answer**
Judgement

**Your Answer**
Performance

### Select The Blank

**Question**
Ulrich (1994) says: The idea of utilizing human resource as a strategic business partner is still at a level of ________ rather than reality.

**Correct Answer**
Rhetoric

**Your Answer**
infancy

### True/False

**Question**
An employee who is categorised as Dead wood is one who has absolutely no potential for growth & should be included in a rationalization programme.

**Correct Answer**
False

**Your Answer**
False

### Multiple Choice Single Answer

**Question**
Which practices are service related and human resources related?
<table>
<thead>
<tr>
<th>Correct Answer</th>
<th>Organisational</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Answer</td>
<td>Bank</td>
</tr>
</tbody>
</table>
LIST OF ATTEMPTED QUESTIONS AND ANSWERS

Select The Blank
Question: For the period of the lay off up to a maximum of _______ workmen will be paid compensation equal to half their basic pay & D.A.
Correct Answer: 45 days
Your Answer: 45 days

Select The Blank
Question: Union leaders at different levels & at federations are elected on
Correct Answer: democratic principle
Your Answer: democratic principle

Select The Blank
Question: The process of analysing jobs from which job descriptions are developed are called ________.
Correct Answer: Job Analysis
Your Answer: Job Analysis

Multiple Choice Multiple Answer
Question: What are the limitations of HRD Audits?
Correct Answer: Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Does not give evaluation of individuals but focuses on unit & systems
Your Answer: Becoming more of a political game than a genuine effort for improvement, Failures of implementations, Does not give evaluation of individuals but focuses on unit & systems

Select The Blank
Question: Under Voluntary retirement scheme income tax benefits for employees who have accepted the scheme are however, valid only for payouts of upto ________
Correct Answer: Rs. 5 lakh
Your Answer: Rs. 5 lakh

Multiple Choice Single Answer
Question: Such a first attempt was made by the Congreese Government, but who was the main person behind such a revolution in policies?
Correct Answer: Narasinha Rao
Your Answer: Rajiv Gandhi

True/False
Question: In the orientation phase, all participants are to submit a list of appraisers by whom they would like to be assessed.
Correct Answer: True
Your Answer: False
<table>
<thead>
<tr>
<th>Question</th>
<th>One of the importance of HRD is</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Role clarity</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Role clarity</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>A fee market economy demands a transparent set of laws and something that the archaic Indian judicial system is ill-equipped to cope with</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>quick disposal of litigation</td>
</tr>
<tr>
<td>Your Answer</td>
<td>a strong labour policy</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What form of resource allocation unit was originally created to impart training retain workers through skill upgradation &amp; prevention of redundancy due to the technology gap?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>National Renewal Fund</td>
</tr>
<tr>
<td>Your Answer</td>
<td>National Renewal Fund</td>
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### True/False

<table>
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<tr>
<th>Question</th>
<th>Performance development plan is set for the employee by his immediate boss.</th>
</tr>
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<tbody>
<tr>
<td>Correct Answer</td>
<td>True</td>
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<td>Your Answer</td>
<td>True</td>
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### Multiple Choice Multiple Answer

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<th>What are the major advantages of a Generic Benchmarking Technique?</th>
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<td>It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals, Proven systems can be implemented with minimal modification</td>
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<td>Your Answer</td>
<td>It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organisation an edge over its rivals, Proven systems can be implemented with minimal modification</td>
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### Multiple Choice Single Answer

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<th>Question</th>
<th>Five main phases make up the process of the feedback exercise, name the PHASE 4-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Data feeding Reports &amp; Analysis</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Data feeding Reports &amp; Analysis</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>At Hewlett Packard, as part of their BPR programme, the ____ directs resources from applicants to a centralised employment response centre.</th>
</tr>
</thead>
</table>
### Multiple Choice Single Answer

**Question**
A candidate immediately after completing his school / college education joins an organisation in lower level position. Later he finds it difficult to make both ends meet as his family grows & thus takes up a part time job or business, etc during his off-hours, this part of moon lighting is called:

- **Correct Answer**: Quarter Moon Lighting
- **Your Answer**: Quarter Moon Lighting

### Select The Blank

**Question**
In a re-engineering programme, when a process changes so does the _____ of the concerned employee.

- **Correct Answer**: job profile
- **Your Answer**: job responsibilities

### Multiple Choice Multiple Answer

**Question**
Despite what problems faced, India managed to implement economic restructuring?

- **Correct Answer**: inbalanced wealth distribution, inefficient services, clootic political scenario
- **Your Answer**: inbalanced wealth distribution, redundant bureaucracy, clootic political scenario

### Multiple Choice Single Answer

**Question**
Which system emphasis a lot on the need to motivate people

- **Correct Answer**: Human Resource Development
- **Your Answer**: Human Resource Development

### Multiple Choice Single Answer

**Question**
The differences in which kind of faiths among the people is hurdle in the HRD

- **Correct Answer**: Religious
- **Your Answer**: Religious

### Multiple Choice Multiple Answer

**Question**
Name the data required by Manpower planning from the external environment:

- **Correct Answer**: Technology, Govt. Policies & regulations, Composition of work force
- **Your Answer**: Business plans, Govt. Policies & regulations, Composition of work force

### Multiple Choice Multiple Answer

**Question**
Why was workers participation in management initiated?

- **Correct Answer**: to satisfy workers psychological needs, to develop a source of belongingness, to establish industrial peace
- **Your Answer**: to satisfy workers psychological needs, to develop a source of belongingness, to battle the mounting problems of worker
**Select The Blank**

<table>
<thead>
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<th>Your Answer</th>
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<tbody>
<tr>
<td>Companies can offer the option only to employees who are above _______ years of age or have served with the company for 10 years.</td>
<td>40</td>
<td>40</td>
</tr>
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**Multiple Choice Single Answer**

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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>At a US based industrial design firm there is no position as a head or chief, instead, importance is given to hiring the right people for the rights. This policy emulates which concept?</td>
<td>Self actualization at the work place.</td>
<td>Scientific selection</td>
</tr>
</tbody>
</table>

**Match The Following**

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<tr>
<td>Concept suggested by Elliot Jacques.</td>
<td>It takes into account the various key factors that will tell the overall performance of a job.</td>
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</tr>
<tr>
<td>Job Factors enumerated as:</td>
<td>Effort, responsibility, skill, working conditions</td>
<td>Effort, responsibility, skill, working conditions</td>
</tr>
<tr>
<td>Wage survey:</td>
<td>It places all evaluated jobs according to point in terms of money.</td>
<td>It places all evaluated jobs according to point in terms of money.</td>
</tr>
<tr>
<td>Designing wage structure:</td>
<td>Similar jobs are grouped and treated as a job class.</td>
<td>Similar jobs are grouped and treated as a job class.</td>
</tr>
</tbody>
</table>

**True/False**

<table>
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<tr>
<th>Question</th>
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<th>Your Answer</th>
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<tbody>
<tr>
<td>HRD should be series of adhoc decisions and practices.</td>
<td>False</td>
<td>False</td>
</tr>
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</table>

**Multiple Choice Multiple Answer**

<table>
<thead>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>360 - Degree Appraisal is to get a broad assessment of an individual from different sources, following factors need to be watched at this stage -</td>
<td>Individual learning, Organisational learning, Improved Individual behaviour</td>
<td>Individual learning, Organisational learning, Improved Individual behaviour</td>
</tr>
</tbody>
</table>

**Multiple Choice Single Answer**

<table>
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<tr>
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<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whose study provides that one create appropriate HRD climate only through good practices.</td>
<td>Abraham</td>
<td>Abraham</td>
</tr>
</tbody>
</table>

**True/False**

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the Grid Seminars, stress is laid on teaching.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Multiple Choice Single Answer

**Question** Why is it felt that federations & unions in India are not functioning on sound lines?

**Correct Answer** Outside political leadership

**Your Answer** Outside political leadership

### True/False

**Question** Employees at present need more freedom & autonomy in doing the work

**Correct Answer** True

**Your Answer** True

### Multiple Choice Single Answer

**Question** The function/task of ensuring that all sections are filled in, & the evidence is sufficiently complete is that of the -

**Correct Answer** Reviewer

**Your Answer** Reviewer

### Multiple Choice Single Answer

**Question** Name the stability which significantly reflects the person's underlying potential.

**Correct Answer** Power

**Your Answer** Power

### Multiple Choice Multiple Answer

**Question** What are the objectives of inspection?

**Correct Answer** Removing defects, Consumer satisfaction, Quality product

**Your Answer** Removing defects, Consumer satisfaction, Quality product

### Multiple Choice Single Answer

**Question** In resent times, which department and head of the same usually initiates the manpower plan.

**Correct Answer** HR department

**Your Answer** HR department

### Match The Following

<table>
<thead>
<tr>
<th>Question</th>
<th>Correct Answer</th>
<th>Your Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need for HRD Audit</td>
<td>It attempts to find out the future HRD needs of the company after assessing the current HRD activities &amp; inputs</td>
<td>It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company</td>
</tr>
<tr>
<td>Limitation of HRD Audit</td>
<td>It does not give evaluation of</td>
<td>It does not give evaluation of</td>
</tr>
</tbody>
</table>
### Definition of HRD Audit

It is a comprehensive evaluation of the current HRD strategies structure, systems styles and skills in the business plans of a company. It attempts to find out the future HRD needs of the company after assessing the current HRD activities & inputs.

### Role of HRD Audit in business improvement

It helps in changes in the styles of the top management.

---

#### True/False Questions

**Question:** A leader who lacks the other basic qualities can lead others in the wrong direction.

**Correct Answer:** True

**Your Answer:** True

**Question:** Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining.

**Correct Answer:** True

**Your Answer:** True

**Question:** Which pay is one of the most crucial pay given to the employee & also shown in the pay structure.

**Correct Answer:** Performance

**Your Answer:** Performance

**Question:** Counselling involves a one to one discussion between the participant and administrator.

**Correct Answer:** True

**Your Answer:** True

**Question:** What were the unmet deliverables of the economic refructing or what were its put falls?

**Correct Answer:** unmet social objectives, status of small-scale industries, advantage MNC's had over their Indian competitors

**Your Answer:** unmet social objectives, status of small-scale industries, advantage MNC's had over their Indian competitors

**Question:** A strong framework of HRM policy and systems is essential for the development and implementation of HRD strategy.

**Correct Answer:** True

**Your Answer:** True

---

### Multiple Choice Multiple Answer

**Question:** Which pay is one of the most crucial pay given to the employee & also shown in the pay structure.

**Correct Answer:** Performance

**Your Answer:** Performance

---

### True/False Questions

**Question:** A leader who lacks the other basic qualities can lead others in the wrong direction.

**Correct Answer:** True

**Your Answer:** True

**Question:** Representatives of the consumers association besides the representatives of employees & employers have to participate in the meeting of collective bargaining.

**Correct Answer:** True

**Your Answer:** True
<table>
<thead>
<tr>
<th>Question</th>
<th>A Managerial Walkabouts presents the students with some basic challenges, such as -</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Logical Enquiry, Service, Adventure</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Logical Enquiry, Service, Adventure</td>
</tr>
</tbody>
</table>

### Multiple Choice Multiple Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>Name the three aspects of manpower planning:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Who should plan?, Planning for whom, Timing for plan</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Why should we plan?, Who should plan?, Timing for plan</td>
</tr>
</tbody>
</table>

### True/False

<table>
<thead>
<tr>
<th>Question</th>
<th>An employee who is categorised as Dead wood is one who has absolutely no potential for growth &amp; should be included in a rationalization programme.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>False</td>
</tr>
<tr>
<td>Your Answer</td>
<td>True</td>
</tr>
</tbody>
</table>

### Select The Blank

<table>
<thead>
<tr>
<th>Question</th>
<th>For closure, if there is no response (from government) within ________ permission is deemed to have been granted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>60</td>
</tr>
<tr>
<td>Your Answer</td>
<td>90</td>
</tr>
</tbody>
</table>

### Multiple Choice Single Answer

<table>
<thead>
<tr>
<th>Question</th>
<th>What forms the last phase of the 360-degree feedback exercise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct Answer</td>
<td>Individual counselling</td>
</tr>
<tr>
<td>Your Answer</td>
<td>Individual counselling</td>
</tr>
</tbody>
</table>