

# MODEL PAPER KEY

## Subject – Human Resource Management

Subject code: MB0043

Bk. ID.: B1132

### 1 Marks Questions

	Statement and Options	Correct Answer
1	<p>_____ is a new field of study embodying behavioural science knowledge relating to the working of line and staff officials and union leaders to motivate organizational goals.</p> <p>(a) Management by Objectives (b) Managing Organization Behavior (c) Management of Human resources (d) Personnel management</p>	c
2	<p>KPO stands for _____</p> <p>(a) Knowledge Power Output (b) Knowledge Process Outsourcing (c) Knowledge ,Perseverance, Optimism (d) Knowledge Process Output.</p>	b
3	<p>HRM is more growth-oriented whereas Personnel Management is slightly narrow.</p> <p>(a) Complex (b) Detailed (c) Mechanical (d) Growth-oriented.</p>	d
4	<p>_____ records details of training, skills, qualification, abilities, experience and responsibilities.</p> <p>(a) HRIS</p>	c

	<p>(b) Skills Inventory</p> <p>(c) Job analysis</p> <p>(d) Job Description</p>	
5	<p>In this method of training, an effort is made to expose participants to concepts and theories, basic principles, and pure and applied knowledge in any subject area.</p> <p>(a) Experiential Methods</p> <p>(b) Knowledge based Methods</p> <p>(c) Simulation Methods</p> <p>(d) Mentoring</p>	b
6	<p>In _____ the philosophy is more the 'stick' approach rather than 'carrot' approach.</p> <p>(a) Human Resource Planning</p> <p>(b) Motivation</p> <p>(c) Human Resource development</p> <p>(d) Personnel management</p>	d
7	<p>The Apprentices Act was passed in_____.</p> <p>(a) 1971</p> <p>(b) 1948</p> <p>(c) 1961</p> <p>(d) 1953</p>	c
8	<p>Which of the following may be related to forecasting manpower requirements?</p> <p>(a) Mathematical projections</p> <p>(b) Job vacancy Advertisements</p> <p>(c) Staffing</p> <p>(d) Hiring</p>	a
9	<p>The HR planning at the National Level is generally done by _____.</p> <p>(a) Consultants</p>	d

	<p>(b) Managers</p> <p>(c) Council</p> <p>(d) Government</p>	
10	<p>_____ contains data about each employees skills abilities work preferences etc.</p> <p>(a) CV</p> <p>(b) Records</p> <p>(c) Skills inventory</p> <p>(d) Appraisal Form</p>	<b>c</b>
11	<p>India is positioned on the corporate world map as a _____ cost, highly skilled destination.</p> <p>(a) High</p> <p>(b) Low</p> <p>(c) Marginal</p> <p>(d) reasonable</p>	<b>b</b>
12	<p>Minimum Wages Act was passed in which year.</p> <p>(a) 1910</p> <p>(b) 1948</p> <p>(c) 1950</p> <p>(d) 1947</p>	<b>b</b>
13	<p>Which of the following is <u>Not</u> an external source of Recruitment?</p> <p>(a) Advertisement</p> <p>(b) Promotion</p> <p>(c) Employment Agencies</p> <p>(d) Employee Referrals</p>	<b>b</b>
14	<p>_____ Examination may protect the company against unwarranted claims under worker's compensation laws.</p>	<b>b</b>

	<p>(a) Written</p> <p>(b) Physical</p> <p>(c) Mental</p> <p>(d) Reference</p>	
15	<p>The term "Training" indicated any process by which the aptitudes skills and abilities of employees to perform specific jobs are _____.</p> <p>(a) Evaluated</p> <p>(b) Rated</p> <p>(c) Decreased</p> <p>(d) Increased</p>	<b>d</b>
16	<p>Organizational growth needs to be meshed with the _____growth.</p> <p>(a) Managerial</p> <p>(b) Profit</p> <p>(c) Individual's</p> <p>(d) Team's</p>	<b>c</b>
17	<p>As the jobs become more complex the importance of employee development also _____.</p> <p>(a) Terminates</p> <p>(b) Increases</p> <p>(c) Decreases</p> <p>(d) Declines</p>	<b>b</b>
18	<p>As the job become more _____ the importance of employee development also increases.</p> <p>(a) Complex</p> <p>(b) Simple</p>	<b>a</b>

	<p>(c) Popular</p> <p>(d) Technical</p>	
19	<p>Problem solving skills are more related to _____ activities</p> <p>(a) Training</p> <p>(b) Networking</p> <p>(c) Decision making</p> <p>(d) Appraisal</p>	<b>c</b>
20	<p>In this category the emphasis is on achieving through group processes and dynamics.</p> <p>(a) Vestibule</p> <p>(b) Case study</p> <p>(c) Experiential</p> <p>(d) Lecture Method</p>	<b>c</b>
21	<p>_____ is one of the acceptable method for obtaining feedback in training.</p> <p>(a) Structured Interview</p> <p>(b) Performance after Training</p> <p>(c) Improvement after Training</p> <p>(d) Employee Turnover Rate</p>	<b>a</b>
22	<p>Who is associated with the Factor Comparison Method?</p> <p>(a) E.J. Benge.</p> <p>(b) R. Hoppock</p> <p>(c) E.N. Hay</p> <p>(d) Meyers</p>	<b>a</b>
23	<p>Transfer is "the movement of an employee from one job to another on the same occupational level and at about the same level of wages or salary". Who has given this method?</p> <p>(a) Pigors &amp; Meyers</p>	<b>a</b>

	<p>(b) R.Hoppock</p> <p>(c)E.N .Hay</p> <p>(d) E.J.Benge</p>	
24	<p>This method is generally used to collect employee opinions about the factors which affect morale and their effect on personnel objectives.</p> <p>(a)Interview Method</p> <p>(b)The Questionnaire Method</p> <p>(c)Brainstorming</p> <p>(d)Focus Group</p>	b
25	<p>Whiting Williams of Cleveland, Ohio has developed the _____ technique.</p> <p>(a) Listening-in</p> <p>(b) Questionnaire</p> <p>(c) Interview</p> <p>(d) Analysis of Company records.</p>	a
26	<p>Joseph D. Mooney describes morale as "the sum total of several _____qualities which include courage, fortitude, resolution, and above all, confidence."</p> <p>(a) Emotional</p> <p>(b) Physical</p> <p>(c) Psychological</p> <p>(d) Intellectual</p>	c
27	<p>Webster's Dictionary gives the meanings of the word _____as follows:</p> <p>"First, it is the training that corrects moulds, strengthens or perfects. Second, it is the control gained by enforcing obedience. The third meaning is punishment or chastisement"</p> <p>(a) Fine</p> <p>(b) Punishment</p> <p>(c) Rule</p> <p>(d) Discipline</p>	d

28	<p>Who says that, "discipline in the broad sense means orderliness- the opposite of confusion..."</p> <p>(a) Springer  (b) Webster Dictionary  (c) Bremblett, Earl R  (d) Robbins</p>	c
29	<p>These theories often portray great leaders as heroic, mythical, and destined to rise to leadership when needed.</p> <p>(a) Relationship Theories  (b) Management Theories  (c) Great Man Theories.  (d) Participative Theories</p>	c
30	<p>The word 'dynamics', is derived from a Greek word which means :</p> <p>(a) Power  (b) Unique  (c) Strength  (d) Force</p>	d
31	<p>_____ is an outside third party who is brought in to settle a dispute, and he or she has the authority to make a decision.</p> <p>(a) Government  (b) An arbitrator  (c) Union  (d) Legal Expert</p>	b
32	<p>Theory X and Theory Y is proposed by:</p> <p>(a) Maslow  (b) McGregor  (c) Vroom  (d) Jucius</p>	b
33	<p>Which leadership term was first coined by J.V. Downton in 1973.</p> <p>(a) Transformational  (b) Trait  (c) Transactional</p>	a

	(d) Situational	
34	<p>This method is generally used to collect employee opinions about the factors which affect morale and their effect on personnel objectives.</p> <p>(e) Interview Method  (f) The Questionnaire Method  (g) Brainstorming  (h) Focus Group</p>	b
35	<p>This method depends upon recognition that there are differences in the levels of duties, responsibilities and skills required for the performance of different jobs. What method is being talked about here?</p> <p>(a) Point Method  (b) Grade Description Method  (c) Time Span Method  (d) Ranking Method</p>	b
36	<p>Need Hierarchy Theory is propounded by:</p> <p>(a) Herzberg  (b) Alderfer  (c) Lewin  (d) Maslow</p>	d
37	<p>The term ____ is commonly used for those employees whose pay is calculated according to the number of hours worked.</p> <p>(a) Pay  (b) Reward  (c) Wage  (d) Salary</p>	c
38	<p>In India, wages are classified as 3 types, identify the non applicable one from the list given below.</p> <p>(a) Minimum wage  (b) Collective Wage  (c) Fair wage; and  (d) Living wage</p>	b



39	_____ indicates the specific duties to be performed by the worker and the circumstances under which these duties are to be performed. (a) Job Descriptions (b) Job Specifications (c) Role (d) Job analysis	d
40	An employee's _____ environment <i>encompasses</i> his relations with his family, friends, and neighbours. (a) Professional (b) Social (c) National (d) Personal	d

### 2 marks Questions

	Statement and Options	Correct Answer
1	Incentive systems proposed by Kautilya are : (a) Saama, daana, danda, maya. (b) Sarasa- saama- daana- bheda- danda- catura (c) Shreni- Saama- Bheda-danda- catura (d) Saama-daana-danda-catura	b
2	The following four steps for HR planning are being given by Wickstrom. a. 1. Job Analysis 2. Recruitment 3. Selection 4. Induction. b. 1. Forecasting 2. Making an inventory of present manpower	b

	<p>resources 3. Anticipating manpower problems 4. Planning.</p> <p>c. 1. Analysis 2. Projecting 3. Hiring 4. Retaining.</p> <p>d. 1. Planning 2. Directing 3. Controlling 4. Implementing</p>	
3	<p>The two sources of recruitment are:</p> <p>(a) Newspaper and Consultants</p> <p>(b) Campus and Employment Exchange.</p> <p>(c) Transfer and References</p> <p>(d) Internal and External</p>	d
4	<p>To carry on its work each organization needs personnel with the _____, _____.</p> <p>(a) Age , Experience</p> <p>(b) Knowledge , Skill</p> <p>(c) Age , Recommendation</p> <p>(d) Reference , Experience</p>	b
5	<p>A Job Analysis record includes the preparation of _____ and _____.</p> <p>(a) Role and Task</p> <p>(b) KRA and Appraisal</p> <p>(c) Job Description , Job specification</p> <p>(d) Training Needs and Application Blank</p>	c
6	<p>_____ and _____ are associated with the Hawthorne studies.</p> <p>(a) Dale Yoder and Henemen</p> <p>(b) Elton Mayo and F.J. Roethlis Berger</p> <p>(c) Maslow and Herzberg</p> <p>(d) Taylor and Smith</p>	b
7	<p>KPO is related to _____ activities while BPO is related to _____ activities</p>	d

	<p>(a) Political , Economic</p> <p>(b) IT , Hardware</p> <p>(c) Financial , Operational</p> <p>(d) Advanced , Low skilled</p>	
8	<p>A Human Relations program represents an attempt at improving employee _____ and _____ through an improved three way communication.</p> <p>(a) Pay and Bonus</p> <p>(b) Working hour and Attendance</p> <p>(c) Morale and Motivation</p> <p>(d) Commitment and Tenure</p>	<b>c</b>
9	<p>The industrial relations activity of a personnel officer includes _____.</p> <p>(a) Recruiting , interviewing</p> <p>(b) Grievance handling , contract Negotiations</p> <p>(c) Transfer , Termination</p> <p>(d) Leadership , motivation</p>	<b>b</b>
10	<p>Amongst the factors affecting Recruitment, the working conditions and _____ and _____ package offered by company may influence turnover and necessitate future Recruiting.</p> <p>(a) Leave and Holiday</p> <p>(b) Travel and Food</p> <p>(c) Health and Insurance</p> <p>(d) Salary and Benefit</p>	<b>d</b>
11	<p>Interviews are a combination of _____ and _____ questioning.</p> <p>(a) Long and Short</p>	<b>d</b>

	<p>(b) Open and Closed</p> <p>(c) Personal and Technical</p> <p>(d) Direct and Indirect</p>	
12	<p>_____ And _____ are essential for learning.</p> <p>(a) Memory and Retention</p> <p>(b) Practice and Feedback</p> <p>(c) Theory and Experience</p> <p>(d) Games and Care</p>	<b>b</b>
13	<p>The direct methods to analysis organization climate include _____, _____.</p> <p>(a) Turnover, Absenteeism , Low morale data</p> <p>(b) Observation, Use of questionnaires interviews</p> <p>(c) Appraisal, Evaluation, Performance</p> <p>(d) Feedback, Training, SWOT analysis</p>	<b>b</b>
14	<p>The Thayer and McGhee model has following three factors.</p> <p>(a) Financial, Political, Social analysis</p> <p>(b) Organization, Task, Man analysis</p> <p>(c) Quality , Production, operation analysis</p> <p>(d) Markovian , Ratio, Trend analysis</p>	<b>b</b>
15	<p>The example of self assessment tools are:</p> <p>(a) Counseling and Mentoring</p> <p>(b) Psychoanalysis and 16 PF</p> <p>(c) Appraisal and Evaluation</p> <p>(d) Career planning workshops and Career workbooks</p>	<b>d</b>
16	<p>Wage Boards: The boards are appointed by the Government and usually consist of seven members –</p>	<b>b</b>

	<p>(a) three representatives of management, two of labour, one independent member and a chairman</p> <p>(b) two representatives of management, two of labour, two independent members and a chairman.</p> <p>(c) Three representatives of management, Three of labour, and a chairman</p> <p>(d) Four representatives of management, two of labour and a chairman</p>	
17	<p>The National Commission of Labour states that complaints affecting one or more individual workers in respect of their wage payments, overtime, leave, _____, _____seniority, work assignment, and discharges would constitute grievances.</p> <p>(a) Appointment, Dismissal</p> <p>(b) transfer, promotion</p> <p>(c) Pay, Promotion</p> <p>(d) Incentive, Punishment</p>	b
18	<p>In 1938, _____ and _____proposed classifications of leaders based on how much involvement leaders placed into task and relationship needs.</p> <p>(a) Hersey and Blanchard</p> <p>(b) Blake and Mouton</p> <p>(c) Lewin and Lippitt</p> <p>(d) Likert and Lewin</p>	c
19	<p>The groups can provide, with or without the conscious knowledge of their members, a means of fulfilling many of the needs of the individuals in them, such as:</p> <p>(a) Physiological needs</p> <p>(b) Affinitive needs and Egoistic needs</p> <p>(c) Need for Power</p> <p>(d) Need for Money</p>	b
20	Two types of promotion-	c

	<p>(a) Post and Money</p> <p>(b) Transfer to good location and Deputation</p> <p>(c) Vertical &amp; Horizontal promotion</p> <p>(d) Based on seniority and based on performance.</p>	
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#### 4 marks questions

	<b>Statement and Options</b>	<b>Correct Answer</b>
1	<p>"The ultimate mission or purpose is to relate future human resources to future enterprise needs, so as to maximise the future return on investment in human resources. In effect, the main purpose is one of matching or fitting employee abilities to enterprise requirements, with an emphasis on future instead of present arrangements."</p> <p>What Particular process is being talked about here?</p> <p>(a) Demand and Supply</p> <p>(b) Forecasting</p> <p>(c) Human resource Planning</p> <p>(d) Human resource Development</p>	<b>c</b>
2	<p>Ramesh is conducting an interview for hiring the Sales Executive for his organization. He needs to know about the personality of the person. What method he may use:</p> <p>(a) Physical Examination</p> <p>(b) Reference Check</p> <p>(c) Psychological Test</p> <p>(d) Depth Interview</p>	<b>c</b>
3	<p>Green View Constructions is launching a new Township. They have made a rough estimation about how many more persons will be needed at different managerial positions. Now they want to record details of training, skills</p>	<b>d</b>

	<p>qualifications etc. which are needed for a Job. What action they shall take?</p> <p>(a) Performance Appraisal</p> <p>(b) Training</p> <p>(c) Interview</p> <p>(d) Job Analysis</p>	
4	<p>Vidya is a personnel manager at Easy craft manufacturing company. The director discusses the issues related to termination and transfer of employees. He also asks her that how the improvement can be made in human climate in the organization</p> <p>What role is played by Vidya?</p> <p>(a) Leadership</p> <p>(b) Advisory</p> <p>(c) Delegating</p> <p>(d) Organizing</p>	<b>b</b>
5	<p>Match the profession with correct varna according to the "varna shram"</p> <p>(a) Fighting (i) Brahmins</p> <p>(b) Manual work (ii) kshatriyas</p> <p>(c) Trade and Business (iii) shudras</p> <p>(d) Teaching (iv) vaishyas</p> <p>Choose correct option :</p> <p>(a) (i) a , (ii) b , (iii) d , (iv) c</p> <p>(b) (ii) a, (i) b , (iv) d , (iii) c.</p> <p>(c) (i) d, (ii) a , (iii) b , (iv) c.</p> <p>(d) (iv) a , (ii) c , (iii) a , (i) b.</p>	<b>c</b>
6	<p>Following are the steps of Grievance handling, they are not given in proper sequence.</p> <p>I. Analyze and divide</p>	<b>b</b>

	<p>II. Follow up</p> <p>III. Receive and define the nature of the dissatisfaction</p> <p>IV. Get the facts</p> <p>V. Apply the answer</p> <p>Choose the correct sequence from the options given below.</p> <p>(a) V,II,IV,III, I</p> <p>(b) III,IV,I, V,II</p> <p>(c) I, III,IV,II,V</p> <p>(d) I,II,V,IV,III</p>	
7	<p>Veer Bhanu Rathore is the Manager in “Power Pumps”, a manufacturing unit. There are around 50 employees in the unit, which he is heading. He is always bothered about completing the manufacturing targets on time. He also proposes and assures certain financial rewards on timely completion of work. But at the same time he is quite strict while dealing with employees and often punishes if the work completion is hampered. He is a believer of Theory X of Douglas McGregor.</p> <p>Identify the managerial style of Veer Bhanu Rathore.</p> <p>(a) The country club style (1, 9)</p> <p>(b) The impoverished style (1, 1)</p> <p>(c) The team style (9, 9)</p> <p>(d) The produce or perish style (9, 1)</p>	d
8	<p>High Horizons is a manufacturing Unit dealing with the manufacturing of car accessories. Currently it is not doing well because of tough market competition and there are financial crisis also. The Manager Mr. R. Menon is worried because of decreasing interest of employees and low productivity. What steps he could take to improve the situation.</p> <p>(a) Introduce Monetary Incentives</p> <p>(b) Reduce the employee strength to cut costs.</p> <p>(c) Introduce certain recognition Programmes to improve Employee Morale</p> <p>(d) Suggest the management to sell of the unit.</p>	c
9	<p>There was a large scale expansion of the trade union movement after the Second</p>	d



	<p>World War - especially after the independence. There existed four-fold reasons for this rapid growth. These were as follows:</p> <p>(1 _____),</p> <p>(2) the development of three more central labour organizations and the competition among them,</p> <p>(3) the labour policy of the Government based on adjudication rather than collective bargaining, and</p> <p>(4) The growth of the spirit of trade unionism among the workers.</p> <p><b>Identify the correct missing reason.</b></p> <p>(a) Demand of goods increased and led to industrial growth</p> <p>(b) People got united during the process of attaining independence.</p> <p>(c) Establishment of International Labour Organization.</p> <p>(d) the cumulative impact of the acute economic distress stemming from war conditions and the removal of the war-time restrictions on strikes</p>	
10	<p>HR masters is an agency engaged in employee performance Appraisal. Recently it has got an assignment from Quick Retail. The requirements are:</p> <ol style="list-style-type: none"> <li>1) Giving the best picture of performance</li> <li>2) Maintain the confidentiality</li> <li>3) Keeping the named of appraiser's anonymous</li> <li>4) Requires a subjective feedback and comments</li> </ol> <p>Choose the correct opinion</p> <ol style="list-style-type: none"> <li>(a) Management by objectives</li> <li>(b) BARS</li> <li>(c) Paired comparison</li> <li>(d) 360 degree Appraisal</li> </ol>	D
11	<p>Rajeev is a content developer for e-learning solutions company. He has been working there for past 5 years and has done well in different projects. But since past 5 years and has done well in different projects. But since past few months, he has displayed certain different behaviours.</p> <ol style="list-style-type: none"> <li>1) He reacted badly in the meeting when a new responsibility was given to</li> </ol>	C

	<p>him.</p> <p>2) He often comes late to office</p> <p>3) He is forwarding his resume to Recruiters</p> <p>4) He continuously complains about the working condition</p> <p>What does this indicate?</p> <p>(a) Rajeev is highly motivated</p> <p>(b) He want promotion</p> <p>(c) He is not satisfied with Job</p> <p>(d) He is under stress.</p>	
12	<p>“Moon rays” is a electronic equipment manufacturing company. The Board comprises of Dhiraj, Viraj, Ananya and Raheem.</p> <p>1) Raheem is a person who sticks to routine and pleases superiors, he avoids subordinates</p> <p>2) Dhiraj is an opportunity who exploits subordinates and they do not trust him.</p> <p>3) Vinay is directive and expects obedience from his followers.</p> <p>4) Ananya is a person who identifies herself with the followers. She is liked by the followers but most of her colleagues and superiors do not like her.</p> <p>Classify the four people with their respective leadership style.</p> <p>(a) Quarter back</p> <p>(b) Autocrat</p> <p>(c) Diplomat</p> <p>(d) Bureaucrat</p> <p>Choose the correct sequence</p> <p>1. Dhiraj (a), Raheem (b), Ananya (d), Viraj (c)</p> <p>2. Ananya (b), Raheem (a), Viraj (d), Dhiraj (c)</p> <p>3. Ananya (a), Viraj (b), Raheem (d), Dhiraj (c)</p> <p>4. Dhiraj (b), Ananya (a), Raheem (c), Viraj (d)</p>	C
13	<p>Match the statements</p> <p>This techniques duplicates as nearly as</p> <p>1. Possible the actual conditions encountered in a job</p> <p>2. This method emphasis on achieving through group process and dynamics, a better understanding of oneself and others.</p>	D

	<p>Experimental methods:</p> <p>3 .In these methods, an effort is made to explore participants to concept and Theories, basic principles and pure and applied knowledge in any subject area.</p> <p>(a) : Simulation (a), Experimental methods (c), Knowledge based menthods (d)</p> <p>(b) : Experimental methods (a), Knowledge based methods (b), Simulation methods (c)</p> <p>(c) : Knowledge based methods (a), Experimental method (c), Simulation method (b)</p> <p>(d) : Experimental method (b), Simulation (a), Knowledge based method (c)</p>	
14	<p>Match the description with correct needs as explained by marrow.</p> <ol style="list-style-type: none"> <li>1. Basic to life, hunger, thirst</li> <li>2. Need for love and affection</li> <li>3. Protection against danger</li> <li>4. Need for self respect</li> </ol> <p>Choose the correct order</p> <p>(a)Social (1), Physiological (2), Safety (4), Esteem (3)</p> <p>(b)Physiological (1), social (2), Safety (3), Esteem (4)</p> <p>(c)Safety (2), Esteem (3), Social (1), Physiological (4)</p> <p>(d)Esteem (1), Safety (2), Social (3), Physiological (4)</p>	B
15	<p>Choose the correct order of steps taken for dismissal of an employee</p> <ol style="list-style-type: none"> <li>1. Receipt of explanation</li> <li>2. The findings</li> <li>3. The holdings of enquiry</li> <li>4. Issue of notice of enquiry</li> <li>5. Charge sheet is framed and issued</li> </ol> <p>(a) (1) (3) (2) (4) (5)</p> <p>(b) (5) (1) (4) (3) (2)</p> <p>(c) (5) (2) (3) (1) (4)</p>	

	(d) (4) (3) (2) (5) (1)	
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