OBJECTIVE QUESTIONS

A. FILL IN THE BLANKS

MODULE I

1. Human resource _____ is the planning, organising, directing and controlling of the procurement, development, compensation, integration, maintenance and reproduction of human resources to the end that individual, organisational and societal objectives are achieved.
   a) Planning
   b) Development
   c) Management
   d) Audit

2. Job _____ is a process of collecting information about the job.
   a) Recruitment
   b) Selection
   c) Analysis
   d) Retrenchment

3. _____ is a process of finding and attracting capable people for the job.
   a) Recruitment
   b) Selection
   c) Identification
   d) Placement

4. _____ function involves integrating individual goals with departmental and organisational goals.
   a) Motivation
   b) Development
   c) Recruitment
   d) Reconciliation

5. Human resource _____ involves identifying, recruiting, training and placing people at right time and place in order to maximise output.
   a) Management
   b) Development
   c) Training
   d) Planning

6. Manpower _____ analysis provides information about the present and potential manpower of the organisation.
   a) Theory
   b) Inventory
   c) Cost
   d) Strength

7. Manpower planning necessitates job _____.
   a) Opportunity
   b) Promotion
   c) Placement
   d) Analysis

8. Job _____ is a plan or a sketch of the job to be done.
   a) Design
   b) Deal
   c) Opportunity
   d) Performance

9. Job _____ gives details of the job to be performed.

   a) Specification
   b) Status
   c) Description
   d) Enrichment

10. Job _____ is the summary of the specific personal characteristics of the individual that are needed to perform the job effectively.

   a) Specification
   b) Status
   c) Description
   d) Enrichment

11. _____ involves identifying the prospective candidates and inducing them to apply for the job.

   a) Recruitment
   b) Selection
   c) Induction
   d) Placement

12. To _____ is to choose the best or the most suitable candidate.

   a) Recruit
   b) Select
   c) Promote
   d) Train

13. _____ is an oral examination of an applicant.

   a) Discussion
   b) Interaction
   c) Interview
   d) Test

14. A _____ interview is an interview which is conducted as per the rules, convention or practice.

   a) Panel
   b) Stress
   c) Informal
   d) Formal

15. _____ interviews are interviews which are conducted without any formal notice and specific aim or contention.

   a) Panel
   b) Stress
   c) Informal
   d) Formal

16. In a _____ interview the interviewer tries to put stress on the candidate.

   a) Panel
   b) Stress
   c) Informal
   d) Formal

17. _____ involves assigning a specific job to each one of the selected candidate.

   a) Interview
   b) Selection
   c) Placement
   d) Induction

18. Job _____ is a plan or a sketch of the job to be done.

   a) Training
   b) Appraisal
   c) Design
   d) Participation

19. HRM has_____ application

   a) Unplanned
   b) Unpleasant
   c) universal
   d) unknowing

3

20. _____ function of HRM comprises of checking, verifying and comparing of the actual performance of employees with the plans
   a) Controlling
   b) Planning
   c) Organising
   d) Motivating

21. The _____ managerial functions of HRM comprise of planning, organizing, directing and controlling.
   a) best
   b) advanced
   c) complex
   d) basic

22. The first operative function of HRM is _____.
   a) paramount
   b) procurement
   c) selection
   d) development

23. _____ is the process of collecting information relating to the operations and responsibilities pertaining to a specific job
   a) HRP
   b) Recruitment
   c) HRD
   d) Job analysis

24. The operative functions of HRM are related to specific activities of _____ management.
   a) personnel
   b) financial
   c) technical
   d) operations

25. Job Analysis is the _____ point of the whole process of recruitment and selection.
   a) ending
   b) middle
   c) starting
   d) second

26. Job description is a _____ summary of the duties and responsibilities of the job.
   a) written
   b) oral
   c) brief
   d) joint

27. An _____ manager undertakes job analysis so as to put right man on right job
   a) HP
   b) HR
   c) HM
   d) HL

28. _____ tests are those tests which are designed to measure proficiency and skills already acquired by the candidate through training experience
   a) Personality
   b) Aptitude
   c) Interest
   d) Trade

29. _____ interviews are also called standardized interviews
   a) Individual
   b) Group
   c) Structured
   d) Unstructured

30. _____ test is conducted to find out how the candidate interprets the problem or a situation
   a) Aptitude   b) Projective
   c) Personality   d) Trade

31. _____ interview is also called planned interview
   a) Formal   b) Group
   c) In-Depth   d) Stress

32. When an employee leaves the company for any reason, an _____ interview is often conducted.
   a) panel   b) appraisal
   c) exit   d) individual

33. An important aspect of strategic human resource management is _____ development.
   a) Employer   b) employee
   c) customer   d) peer

34. _____ involves conscious efforts to organize tasks, duties, and responsibilities into a unit of work to achieve certain objectives.
   a) Job design   b) job enlargement
   c) Job description   d) Job specification

35. _____ helps employers to design jobs in such a way that worker's physical abilities and job demands are balanced.
   a) Statistics   b) Economics
   c) Ergonomics   d) Management

36. Job _____ expands job horizontally.
   a) Description   b) analysis
   c) specification   d) enlargement

37. Job _____ is an approach to job design where the focus is to increase the depth of the job.
   a) Enrichment   b) enlargement
   c) design   d) rotation

[Ans. : (1 – c), (2 – c), (3 – a), (4 – d), (5 – d), (6 – b), (7 – d), (8 – a), (9 – c), (10 – a), (11 – a), (12 – b), (13 – c), (14 – d), (15 – c), (16 – b), (17 – c), (18 – c), (19 – c), (20 – a), (21 – d), (22 – b), (23 – d), (24 – a), (25 – c), (26 – a), (27 – b), (28 – d), (29 – c), (30 – b), (31 – a), (32 – c), (33 – b), (34 – a), (35 – c), (36 – d), (37 – a)]

MODULE II

1. _____ depends upon ability and motivation.
   - a) Intelligence
   - b) Remuneration
   - c) Performance
   - d) Training

2. When a new person is recruited in the organisation it is essential to orient a new comer about the organisation through _____ training.
   - a) Refresher
   - b) Induction
   - c) Personality
   - d) Organisation

3. _____ is the act or process of teaching or learning skill, while _____ is a stage of growth or advancement.
   - a) Training,Development
   - b) Induction,Placement
   - c) Orientation,Refresher
   - d) Development,Induction

4. _____ is guidance and training provided generally by a senior to a new recruit.
   - a) Understudy
   - b) Apprenticeship
   - c) Coaching
   - d) Job rotation

5. An _____ is a person who studies another's role or duties in order to act at short notice in the absence of the other.
   - a) Understudy
   - b) Apprenticeship
   - c) Coaching
   - d) Job rotation

6. _____ involves shifting the employee from one job to another.
   - a) Understudy
   - b) Apprenticeship
   - c) Coaching
   - d) Job rotation

7. An _____ is learning the trade by being employed in it for an agreed period at low wages.
   - a) Understudy
   - b) Apprenticeship
   - c) Coaching
   - d) Job rotation

8. _____ training therefore implies training provided in a hall.
   - a) Vestibule
   - b) Role playing
   - c) Simulation
   - d) Case study

9. _____ is an exercise or a game in which participants act the part of another character.
   - a) Vestibule
   - b) Role playing
   - c) Simulation
   - d) Case study

10. _____ is the presentation of real situation of organisations in the training session.
   - a) Vestibule
   - b) Role playing
   - c) Simulation
   - d) Case study

11. _____ is a sort of group discussion where there is free discussion of ideas.
    a) Brain storming
    b) Group discussion
    c) Special assignment
    d) Role playing

12. _____ involves forming different teams and each team is told to prepare a comprehensive plan for a year indicating the number of products to be produced, the amount to be raised, the working capital needs, the level of inventory etc.
    a) Simulation
    b) Case study
    c) Brain storming
    d) Gaming

13. It is necessary to be _____ to colleagues who are under stress.
    a) Harsh
    b) Rude
    c) Vigilant
    d) Sensitive

14. Performance _____ involves evaluation of employee's performance at the work place.
    a) Pay
    b) Appraisal
    c) Promotion
    d) Non of the above

15. _____ appraisal is nothing but appraisal done by every one.
    a) 90-Degree
    b) 180-Degree
    c) 270-Degree
    d) 360-Degree

16. _____ planning involves deciding on the career goals of the employees and the route to achieve those career goals.
    a) Intelligent
    b) Long term
    c) Short term
    d) Career

17. Career _____ is activities and actions undertaken primarily by an employee and supported by management to achieve individual career goals.
    a) Development
    b) Support
    c) Guidance
    d) Stability

18. _____ planning can be defined as an ongoing process of systematically identifying, assessing and developing organisational leadership to enhance performance.
    a) Career
    b) Succession
    c) Leadership
    d) Long term

19. _____ is the process of improving, moulding and developing the skills, aptitude, attitude and knowledge of the employees
    a) Planning
    b) Forecasting
    c) Development
    d) Delegation

20. _____ training is also called retraining
    a) Induction
    b) Job
    c) Remedial
    d) Refresher

21. _____ refers to guidance and training provided by a senior to his subordinate
    a) Understudy
    b) Apprenticeships
    c) Coaching
    d) Junior Boards

22. _____ are recruited to perform a specific time-bound job or project during their education.
    a) Interns
    b) Counselors
    c) Understudy
    d) Apprenticeships

23. The _____ effect occurs when a rater rates an employee high on the basis of one positive characteristic
    a) Hama
    b) Halo
    c) Hals
    d) Hello

24. A _____ represents a set of questions about the employee and his behaviour.
    a) wish list
    b) checklist
    c) hit list
    d) blacklist

25. _____ helps in forecasting human resource needs of a company.
    a) Career Planning
    b) Career Training
    c) HRD Minister
    d) Employees

26. The basic purpose of outdoor training in management training programs is to develop _____.
    a) Personality
    b) stamina
    c) job skills
    d) teamwork

27. _____ report is a descriptive report prepared, generally at the end of every year, about the employee by his immediate superior.
    a) Confidential
    b) Project
    c) Feasibility
    d) Financial

28. In _____ method the appraisal is done to test the attitude or behaviour of the employee.
    a) ABRS
    b) SRBA
    c) BARS
    d) RABS

[Ans. : (1 – c), (2 – b), (3 – a), (4 – c), (5 – a), (6 – d), (7 – b), (8 – a), (9 – b), (10 – c), (11 – a), (12 – d), (13 – d), (14 – b), (15 – d), (16 – d), (17 – a), (18 – b), (19 – c), (20 – d), (21 – c), (22 – a), (23 – b), (24 – b), (25 – a), (26 – d), (27 – a), (28 – c)]

MODULE III

1. Human _____ is an area of management practice which is concerned with the integration of people in to a work situation in a way that motivates them to work productively, cooperatively and with economic, psychological and social satisfaction.
   a) System
   b) Development
   c) Relations
   d) Judgement

2. _____ can be defined as the art or process of influencing people so that they strive willingly and enthusiastically towards achievement of group goals.
   a) Motivation
   b) Leadership
   c) Management
   d) Planning

3. _____ includes all internal and external factors which induces a person to take a particular course of action.
   a) Motivation
   b) Leadership
   c) Management
   d) Morale

4. High employee _____ is a state of mind where the employee has high enthusiasm to work.
   a) Motivation
   b) Leadership
   c) Management
   d) Morale

5. _____ is a feeling of injustice at the work place whether actual or perceived.
   a) Motivation
   b) Leadership
   c) Morale
   d) Grievance

6. An autocrat believes in _____ decision making
   a) unilateral
   b) bilateral
   c) multiple
   d) joint

7. A _____ leader acts as a father figure to an organization.
   a) autocratic
   b) paternalistic
   c) situational
   d) lassie-faire

8. _____ Theory assumes that people inherit certain qualities and traits that make them better suited to leadership.
   a) Transformational
   b) Bayer
   c) Transactional
   d) Trait

9. _____ leadership theory involves motivating and directing followers primarily through appealing to their own self-interest.
   a) Trait
   b) Terry
   c) Transactional
   d) Transformational

9

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10. Clayton Alderfer has recategorized Maslow's hierarchy of needs into _____ simpler categories.

a) Three   b) two
                              c) four   d) five

[Ans. : (1 – c), (2 – b), (3 – a), (4 – d), (5 – d), (6 – a), (7 – b), (8 – d), (9 – c), (10 – a)].

MODULE IV

1. Human resource _____ involves quantifying the human resource in monetary terms and including it in the company's assets.

a) Audit   b) Accounting   c) Planning   d) Forecasting

2. Emotional _____ is the ability to manage emotion at work place.

a) Belief   b) Intelligence   c) Explosion   d) Disclosure

3. _____ is guidance given by a senior in the organisation to a new recruit.

a) Training   b) Guidance
c) Leadership   d) Mentoring

4. _____ involves reducing the size of the organisation.

a) Retrenchment   b) Reduction
c) Downsizing   d) Outsourcing

5. A good leader needs to have a high _____.

a) AQ   b) CQ   c) DQ   d) EQ

6. _____ is an exclusive one-to-one relationship.

a) Mentoring   b) Management
c) Teambuilding   d) lecturing

7. _____ means reducing the size of the organization.

a) Downgrading   b) Downpour
c) Downsizing   d) Down Under

8. Workforce _____ has created new challenges for human resource management

a) uniformity   b) diversity
c) equality   d) regularity

9. _____ is a process through which one person helps another by purposeful conversation in an understanding atmosphere.

a) Counseling   b) Education
c) Training   d) Communicating

10. The main stress in non-directive counseling is to '_____' the person instead of dealing with his immediate problem only.

a) Charge   b) reprimand
c) punish   d) change

11. Discrimination is nothing but _____ treatment against a person or a group of persons based on prejudice.

a) Fair   b) right
c) unfair   d) appropriate

12. Non-directive counseling focuses on the _____.

   a) Counsellor   b) counselee

   c) mentor   d) customer

   [Ans. : (1 – b), (2 – b), (3 – d), (4 – c), (5 – d), (6 – a), (7 – c), (8 – b), (9 – a), (10 – d), (11 – c), (12 – b)].

B. TRUE OR FALSE

MODULE – I

1. Managing human resource is quite complex in India.
2. HRM is not all pervasive.
3. HRM involves finding out the number of people and also involves identifying the type of people that would be needed.
4. HRM does not exist at all levels.
5. Human resource planning is easy.
6. Human resource planning necessitates job analysis.
7. Success of any organisation depends upon attracting and retaining the best talent in the industry.
8. Long term human resource planning is concerned with matching existing job requirements with existing personnel.
9. Long term human resource planning is basically concerned with finding out how much manpower would be needed in future and how those requirements could be fulfilled.
10. Job specification gives details of the job to be performed.
11. Job description is the summary of the specific personal characteristics of the individual that are needed to perform the job effectively.
12. Job analysis provides information about the job and the job holder.
13. Job analysis helps in finalising the pay scale.
14. Manpower inventory analysis provides information about the present and potential manpower of the organisation.
15. Selection involves identifying the prospective candidates and inducing them to apply for the job.
16. Catalogue comprising of names of all employees along with their qualifications, experience, aptitude etc.is an internal source of recruitment.
17. Employment bureaus in India are owned only by government.
18. Gate hiring method is used to recruit skilled workers.
19. Deputation involves appointing a person or group of persons to represent others for a specific purpose.
20. To select is to choose the best or the most suitable candidate.
21. An interview is a written examination of an applicant for employment.
22. Indepth interview is an unstructured interview method.
23. In a stress interview the interviewer tries to make the candidate comfortable during interview.

24. Focused direct interview is an unstructured one.
25. Informal interview is an interview which is conducted as per the rules, convention
26. HRM is a one-time function
27. HRM is the central subsystem of an organization
28. HRM is not multidisciplinary
29. HRM ensures that organization has a competent team and dedicated employees in future.
30. HRM does not help in identifying the aptitude and skills of employees.
31. Effective HRM has no effect on economic growth of the country.
32. HRP facilitates placement of the employees in different departments
33. A proper human resource plan leads to both shortage and surplus of labour
34. Job analysis helps HR managers to clarify job requirements and interrelationships among jobs.
35. Interest test is conducted to measure their mental ability, numerical ability, presence of mind, memory and such other aspects.
36. Intelligence test is conducted to find out the likes and dislikes of a candidate about his occupation, hobbies
37. Trade tests are also known as proficiency or performance tests
38. Personality tests evaluate aspects such as anxiety, self-control, maturity etc.
39. Reference check is done of the existing employees.
40. G.K. test is conducted to find out the general awareness of the candidates
41. In-depth interview tries to find out if the candidate is an expert in his subject or not.
42 Strategic human resource management uses a more proactive form of managing people.
43. Human Resources Information System, is a system that lets employer keep track of all his employees and information about them
44. Job design precedes job analysis
45. Ergonomics is the practice of designing products, systems or processes to take proper account of the interaction between them and the people that use them.
46. In job rotation jobs are broken in to very small parts.
47. Job simplification is the systematic and planned rotation of individuals in pre-determined jobs so they can gain additional knowledge or skills.

[Ans. : **True** : 1, 3, 6, 7, 9, 12, 13, 14, 16, 19, 20, 22, 27, 29, 32, 34, 37, 38, 40, 41, 42, 43, 45

False : 2, 4, 5, 8, 10, 11, 15, 17, 18, 21, 23, 24, 25, 26, 28, 30, 31, 33, 35, 36, 39, 44, 46, 47]

MODULE – II

1. Induction training is a good brand building exercise.
2. HRD involves imparting formal and informal training to employees.
3. HRD aims at developing proper work culture in the organisation.

4. Training is the act or process of teaching or learning skill, discipline etc. while development is a stage of growth or advancement.

5. Professionally qualified person does not need training.

6. Human resource development does not involve intellectual, moral and physical development of an employee.

7. Coaching is guidance and training provided generally by a senior to a new recruit.

8. An understudy is a person who studies another's role or duties in order to act at short notice in the absence of the other.

9. Job rotation involves retrenching the employee.

10. Giving special assignment is one of the off the job methods of training.

11. Apprenticeship training is always classroom teaching.

12. Induction training helps the new recruit in understanding the peculiarities of the job and helps in getting quickly adjusted to the system of work.

13. Lectures is one of the on the job methods of training.

14. Simulation is the presentation of real situation of organisations in the training session.

15. Brainstorming encourages divergent thinking.

16. Performance appraisal involves rewarding the employee's performance at the work place.

17. Performance evaluation is same as job evaluation.

18. Performance appraisal gives an organisation a chance to find out the future managers for the organisation.

19. Growth and development are the integral part of every individual's career.

20. Career planning involves deciding on the career goals of the employees and the route to achieve those career goals.

21. Career planning is not an integral part of human resource planning.

22. Career development is activities and actions undertaken primarily by an employee and supported by management to achieve individual career goals.

23. Succession planning involves planning about the likely successors of the organisation.

24. Induction training helps the newcomer to overcome his shyness and nervousness in meeting new people in a new environment

25. Understudy refers to advising the junior employee as and when he faces problems.

26. Counseling is a method of training, where a junior is selected as an understudy to work under a senior.

27. In Apprenticeships, fresh graduates are put under experienced employees to learn the functions of job.

28. Lecture is a verbal presentation by an instructor to a large audience.

29. In Role playing the trainees assume the part of specific personalities in a case study and enact it front of the audience.

30. Performance appraisals cannot be used to chart progress
31. Performance Appraisal does not help in chalking out compensation packages for employees.
32. Performance appraisal is affected by personal bias of the rater.
33. A 'career' is a sequence of positions held by a person during the course of his working life.
34. Management development is the process by which managers learn and improve their management skills.
35. A checklist represents a set of questions about the employer and his behavior
36. In graphic rating scale ranks are given to employees based on their performance.
37. A sabbatical can be defined as a period of leave taken by an employee in order to carry out projects not otherwise associated with the employee's job.

[Ans. : **True** : 1, 2, 3, 4, 7, 8, 12 ,14,15, 18, 19, 20, 22, 23, 24, 27, 28, 29, 32, 33, 34, 37
False : 5, 6, 9, 10, 11, 13, 16, 17, 21, 25, 26, 30, 31, 35, 36]

MODULE III

1. Human relations in an organisation involve improving interaction amongst stakeholders.
2. For developing human relations it is essential to develop vertical, horizontal and diagonal communication across length and breadth of the company.
3. Human relations can be developed without properly harmonising individual, group and organisational goals.
4. Human relationships in an organisation can be improved without improving the work culture in the organisation.
5. Praising people in public and admonishing in private may help in building human relations.
6. Better relation improves the morale of the employees.
7. Leadership can exist even in an unorganised set up.
8. The essence of leadership is followership.
9. Leadership is the ability of the manager to coerce subordinates to work.
10. A good leader does not adapt himself to the changed situation.
11. The leader should be satisfied with his present achievements.
12. A good leader should be decisive.
13. A democratic leader believes in unilateral decision making.
14. Autocrotic leader is often critical of the suggestions of the subordinates
15. Under Bureaucratic Style line of command or scalar chain is strictly followed.
16. Neurocratic style involves managing an organisation more by rational than by emotional judgement.
17. Laissez faire style involves minimum interference of the management in the day to day functioning of the business.

18. Normally people, time, cause and cost determine the leadership style to be adopted.

19. Motivation includes all internal factors only which induce a person to take a particular course of action.

20. Various studies have shown a negative correlation between high employee motivation and organisation performance and profits.

21. McGregor's Theory X is suitable in modern times.

22. McGregor's Theory Y represents a democratic style of management.

23. Employee morale has nothing to do with employee beliefs, attitudes, experiences, feelings, expectations etc.

24. Grievance is a feeling of injustice at the work place whether actual or perceived.

25. Some organisations follow an *open door policy as one of the methods for finding grievance.*

26. All grievances must be put forth in writing.

27. Human relation is defined as relations with or between people, particularly in a workplace.

28. Leadership means organizing a group of people to achieve a common goal

29. Leadership is the activity of influencing people to strive willingly for group objectives

30. A successful leader should never be assertive.

31. A democrat does not have faith and confidence in the ability of subordinates.

32. Autocratic leader gives his team complete freedom to do their work and set their own deadlines

33. Motivation can be positive or negative.

34. Employee morale cannot describe the overall outlook, attitude, satisfaction and confidence that employees feel at work.

35. A grievance may be factual, imaginary or disguised.

36. Grievances may relate to either one employee or group of employees

37. Grievances affect only the employees but not the organization as a whole.

38. Thomas Edison can be considered one of the pioneers of the trait theory.

39. Transformational leadership is a style of leadership in which the leader promotes obedience of his/her followers through both rewards and punishments.

40. Transactional leadership style is that type of style which can inspire positive changes in those who follow.

41. ERG theory includes a frustration-regression process .

42. William Ouchi developed Theory Z after making a comparative study of Japanese and American management practices.

    [Ans. : **True** : 1, 2, 5, 6, 7, 8, 12, 14, 15, 17, 18, 22, 24, 25, 27, 28, 29, 33, 35, 36, 41, 42

            False : 3, 4, 9, 10, 11, 13, 16, 19, 20, 21, 23, 26, 30, 31, 32, 34, 37, 38, 39, 40]

MODULE IV

1. Human resource accounting involves quantifying the human resource in monetary terms and including it in the company's assets.
2. Human resource is the least important resource in the hands of organisation.
3. Human resource accounting has many limitations.
4. Emotional intelligence is the ability to manage emotions at work place.
5. Manager should not empathise with the employees.
6. Mentoring helps to reduce stress level of the employees.
7. Feedback is an important step in mentoring.
8. One of the emerging challenges in HRM is increase in the attrition rate of employees.
9. Employees should not be *sensitised* with the expectations and requirements of other sections of people working in the organisation.
10. Women development cell should be constituted in every organisation which would look in to issues of women.
11. Downsizing involves increasing the size of the organisation.
12. Human Resource Accounting is the measurement of the cost and value of people to the organization
13. Human Resource Accounting does not help in improving the efficiency of employees
14. Human Resource Accounting cannot provide feedback to managers regarding the effectiveness of HR policies and practices
15. Human Resource Accounting enables the organization to find out the total investment made in human resources.
16. Emotional Intelligence, describes an ability, capacity, or skill to perceive, assess, and manage the emotions of one's self, of others, and of groups.
17. People with high emotional intelligence are usually not self-aware
18. A mentor is an individual who assists another person to grow through intensive coaching, counselling and guidance.
19. Formal mentoring programs are typically established outside the organization, where a mentor is assigned to a mentee.
20. Mentoring enables skills to be passed on in the workplace by experienced, highly competent staff to others.
21. Workplace diversity refers to the variety of differences between people in an organization
22. Downsizing involves addition of jobs with a view to improve work efficiency
23. The basic purpose of counseling is to assist the individual to make their own decision.
24. Directive counseling centres around the counselee.
25. Cooperative Counseling is the process in which both the counselor and client mutually cooperate to solve the problems of the client.

26. Attrition may refer to the gradual increase of the size of a workforce by replacing personnel lost through retirement or resignation.

27. The Sexual Harassment of Women at Workplace Prevention, Prohibition and Redressal Act, 2013 is a legislative act in India that seeks to protect women from sexual harassment.

28. Differentiating people on basis of certain characteristics like age and gender or on grounds such as race and religion is discrimination.

[Ans. : True : 1, 3, 4, 6, 7, 8, 10, 12, 15, 16, 18, 20, 21, 23, 25, 27, 28

    False : 2, 5, 9, 11, 13, 14, 17, 19, 22, 24, 26]

C. MATCH THE COLUMN

MODULE I

1.

Group 'A'		Group 'B'	
i)	Human Resource Planning	a)	Plan of the job to be done
ii)	Job design	b)	Gives details of the job
iii)	Job analysis	c)	Involves identifying, recruiting, training and placing people
iv)	Job description	d)	Studying and collecting information relating to a specific job
v)	Job specification	e)	Specific personal characteristics of the individual that are needed to perform the job

[Ans. : (i) – (c), (ii) – (a), (iii) – (d), (iv) – (b), (v) – (e)]

2.

Group 'A'		Group 'B'	
i)	HRM	a)	Procurement function
ii)	Recruitment	b)	Process of choosing the most suitable candidate
iii)	Selection	c)	Directing
iv)	Managerial function	d)	Employee centric
v)	Reconciliation function	e)	Integrating individual & corporate goals

[Ans. : (i) – (d), (ii) – (a), (iii) – (b), (iv) – (c), (v) – (e)]

3.

Group 'A'	Group 'B'
i) Recruitment	a) Conducted as per rules
ii) In-depth interview	b) Face to face communication between the candidate and interviewer
iii) Interview	c) It is a process of searching for prospective employees and stimulating them to apply for jobs
iv) Stress interview	d) Unstructured interview
v) Formal interview	e) Tension exerted

[Ans. : (i) – (c), (ii) – (d), (iii) – (b), (iv) – (e), (v) – (a)]

4.

Group 'A'	Group 'B'
i) Short term human resource planning	a) Unexpected vacancy
ii) Long term human resource planning	b) Personal characteristics needed for job
iii) Job design	c) Details about job
iv) Job description	d) Company expansion
v) Job specification	e) Job sketch

[Ans. : (i) – (a), (ii) – (d), (iii) – (e), (iv) – (c), (v) – (b)]

5.

Group 'A'	Group 'B'
i) Recruitment	a) Internal sources of recruitment
ii) Catalogue	b) External sources of recruitment
iii) Gate hiring	c) Knowledge about ability to acquire skill
iv) Aptitude test	d) Interview
v) Oral examination	e) Identifying & inducing prospective employees

[Ans. : (i) – (e), (ii) – (a), (iii) – (b), (iv) – (c), (v) – (d)]

6.

Group 'A'		Group 'B'	
i)	Campus recruitment	a)	Method used to recruit unskilled workers
ii)	Internal advertisements	b)	Appointing a person or a group of persons to represent others for a specific purpose
iii)	Gate hiring	c)	Candidates are recruited at the campus of educational institutions
iv)	Deputation	d)	Display of vacancy on the notice board of the organisation

[Ans. : (i) – (c), (ii) – (d), (iii) – (a), (iv) – (b)]

7.

Group 'A'		Group 'B'	
i)	Aptitude test	a)	Interview conducted by a group of interviewers
ii)	Panel interview	b)	Helps to judge specific talent or skill to handle a particular type of job
iii)	Exit interview	c)	Conducted by an organization with those employees who leave

[Ans. : (i) – (b), (ii) – (a), (iii) – (c)]

8.

Group 'A'		Group 'B'	
i)	Job analysis	a)	Planning
ii)	Managerial function	b)	Training
iii)	Procurement function	c)	Job Related Information
iv)	Development function	d)	Incentives
v)	Compensation function	e)	Selection

[Ans. : (i) – (c), (ii) – (a), (iii) – (e), (iv) – (b), (v) – (d).]

9.

Group 'A'		Group 'B'	
i)	HRP	a)	Includes Job Title
ii)	Job Description	b)	Promotions
iii)	Job Specification	c)	Campus Recruitment
iv)	Internal Sources of Recruitment	d)	Involves Forecasting
v)	External Sources of Recruitment	e)	Includes Personal Characteristics

[Ans. : (i) – (d), (ii) – (a), (iii) – (e), (iv) – (b), (v) – (c).]

MODULE II

1.

Group 'A'		Group 'B'	
i)	Vestibule training	a)	Feedback by a number of parties
ii)	Seminars and workshops	b)	Evaluation of employees
iii)	Performance appraisal	c)	On the job training method
iv)	360 degree appraisal	d)	Off the job training method

[Ans. : (i) – (c), (ii) – (d), (iii) – (b), (iv) – (a)]

2.

Group 'A'		Group 'B'	
i)	Promotions	a)	Transfer of employees from one job to another
ii)	Employee retention	b)	Resembles actual work place
iii)	Job rotation	c)	Upward movement of the employees in the organisation
iv)	Simulation	d)	Employees are encouraged to remain with the organization
v)	Self-appraisal	e)	Evaluation of the employee by himself

[Ans. : (i) – (c), (ii) – (d), (iii) – (a), (iv) – (b), (v)- (e)]

3.

Group 'A'		Group 'B'	
i)	Human resource development	a)	Shifting employees to different jobs
ii)	Job rotation	b)	Improving human skills
iii)	Induction training	c)	Generally heir-apparent
iv)	Understudy	d)	Training given to a new recruit
v)	Vestibule training	e)	Training provided in hall

[Ans. : (i) – (b), (ii) – (a), (iii) – (d), (iv) – (c), (v) – (e)]

4.

Group 'A'		Group 'B'	
i)	On the job training	a)	Situation similar to reality created
ii)	Simulation	b)	Encourages divergent thinking
iii)	Brainstorming	c)	Develops analytical skills
iv)	Case study	d)	Conference of specialists
v)	Seminar	e)	Special assignment

[Ans. : (i) – (e), (ii) – (a), (iii) – (b), (iv) – (c), (v) – (d)]

5.

	Group 'A'		Group 'B'
i)	Career development	a)	Starts with identifying aptitude
ii)	Succession planning	b)	Career progress initiated by employee & supported by management
iii)	Career planning	c)	Arrangements to fill up key organisational positions in future

[**Ans.** : (i) – (b), (ii) – (c), (iii) – (a)]

6.

	Group 'A'		Group 'B'
i)	Induction Training	a)	Paid stipend
ii)	Refresher Training	b)	Given to new recruits
iii)	Apprenticeship	c)	Specific timebound job
iv)	Internship	d)	Selection validation
v)	Performance Appraisal	e)	Given to existing employees

[**Ans.** : (i) – (b), (ii) – (e), (iii) – (a), (iv) – (c), (v) – (d)]

MODULE III

1.

	Group 'A'		Group 'B'
i)	Autocratic leadership style	a)	It aims at creating a family atmosphere within the organisation
ii)	Bureaucratic style of leadership	b)	No specific pattern of leadership is followed.
iii)	Laissez-fair style of leadership	c)	Dictatorial style of leadership
iv)	Democratic leadership style	d)	It involves minimum interference
v)	Paternalistic style of leadership	e)	Followed in government departments
vi)	Situational leadership style	f)	Believes in social equality.

[**Ans.** : (i) – (c), (ii) – (e), (iii) – (d), (iv) – (f), (v) – (a), (vi) – (b)]

2.

	Group 'A'		Group 'B'
i)	Better human relations	a)	Scalar chain
ii)	Bureaucratic style of leadership	b)	Theory X & Theory Y
iii)	Laissez-faire style of leadership	c)	Less labour turnover
iv)	Douglas McGregor	d)	Minimum management interference

[**Ans.** : (i) – (c), (ii) – (a), (iii) – (d), (iv) – (b),]

MODULE IV

1.

	Group 'A'		Group 'B'
i)	Human Resource Accounting	a)	Reducing the number of employees
ii)	Downsizing	b)	Differences in employees
iii)	Workforce diversity	c)	The ability to manage emotions at work place
iv)	Mentoring	d)	Assessment of the costs and value of people as organisational assets
v)	Emotional quotient	e)	Guidance given by a senior to a new recruit

[Ans. : (i) – (d), (ii) – (a), (iii) – (b), (iv) – (e), (v) – (c)]

2.

	Group 'A'		Group 'B'
i)	Human resource accounting	a)	Quantifying human resource in monetary terms
ii)	Emotional intelligence	b)	Guiding
iii)	Mentoring	c)	Ability to manage emotions

[Ans. : (i) – (a), (ii) – (c), (iii) – (b)]

3.

	Group 'A'		Group 'B'
i)	High Emotional Intelligence	a)	Eliminates certain jobs
ii)	Workforce Diversity	b)	Differences in culture
iii)	Downsizing	c)	Self awareness

[Ans. : (i) – (c), (ii) – (b), (iii) – (a)]

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1.

	Group 'A'		Group 'B'
i)	Formal interview	a)	Deciding on the career goals of the employees and the route to achieve those career goals
ii)	Grievance	b)	Interview conducted as per the rules, convention or practice
iii)	Workforce diversity	c)	Activities undertaken by an employee primarily and supported by management to achieve individual career goals
iv)	Career planning	d)	Interview conducted without any formal notice, specific aim or contention
v)	Career development	e)	Feeling of injustice at work place whether actual or perceived.
		f)	Differences at work place due to differences in culture, education, lifestyle, values etc.

[Ans. : (i) – (b), (ii) – (e), (iii) – (f), (iv) – (a), (v) – (c)]