

**Fill in the blanks by choosing the appropriate options given below.**

1. The actual achievements compared with the objectives of the job is-----  
[**Job performance**, job evaluation, job description, none of the above]
2. The following is/are concerned with developing a pool of candidates in line with human resource plan. [ development, training , **recruitment**, all of these]
3. In an organization initiating career planning , the career path model would essential form the basis for----- [placement, transfer, rotation, **all of these**]
4. -----type of recruitment process is said to be costly affair.  
[internal recruitment, **external recruitment**, both the types, none of these]
5. The -----programme once installed must be continued on permanent basis.  
[ **job evaluation**, training and development, recruitment, all of these]
6. The process of analyzing job from which job descriptions are developed are called job -----  
[**analysis**, evaluation, enrichment, enlargement]
7. 360 –Degree feedback enhances the quality of ---- decisions.  
[ HR, Management, HRD, **All of these**]
8. -----describes the duties of the job-authority relationship, skill requirement, work condition etc.  
[ **job analysis**, job evaluation, job enrichment, job enlargement]
9. HRM believes that performance appraisal is a -----[ system, activity, **process**, method]
10. -----each and every activity of the HRM will be a strategy to achieve the organizational goal.  
[HRIS, HRM, **SHRM**, HRD]
11. HRM is -----in nature. [ temporary, specific, **persistent**, flexible]
12. -----is a creative factor of production. [ **men**, machines, capital, technology]
13. HRM is primarily concerned with -----[ sales , profit, **dimensions of people**, market expansion]
14. Recruitment is widely viewed as a -----process. [**positive**, negative, both, none of these]
15. Internal recruitment has the potentiality to increase the -----of the employees.  
[Conflicts, **misunderstanding**, income, morale]
16. The primary aim of recruitment and selection process is to ----  
[**meet the high labour turnover**, higher the best individual at the optimum cost, ensure the availability of surplus in the case of sickness and absence, none of these]
17. The process of developing an applicant's pool for job opening is called----  
[hiring, **recruitment**, selection, retention]

18. Recruitment policy usually highlights the need for establishing -----  
[ **job specification**, job analysis, job description, none of these]
19. -----is not 'on-the-job' training method.  
[Understudies, job rotation, MBO, **case study**]
20. ----- training aims to provide training to enable the trainee to take up a wide variety of tasks within his field of specialization.  
[demonstration, on-the-job training, apprenticeship, **all of these**]
21. \_\_\_\_\_ can be defined as a written record of the duties, responsibilities and conditions of job. [**Job description**, Job specification, Job profile, none of the above]
22. HRD process variables include ----- [Role clarity, Work planning, Better communication, **All of these**]
23. \_\_\_\_\_ involves a one to one discussion between the participant and administrator.  
[**Counselling**, Training, Motivation, All of these]
24. \_\_\_\_\_ appraisal done separately will provide feedback on the potential of these managers. [**Potential**, Managerial, General, Administrative]
25. The role of the organization in career planning is to introduce & strengthen systems to ensure \_\_\_\_\_ of employees.  
[Career **progression**, Self-development, Economical Development, Skill enhancement]

**State whether the following statements are true or false.**

1. Human relation is not an inter- disciplinary concept. **FALSE**
2. Human resource Accounting is compulsory in India. **FALSE**
3. There is no difference between HRM and HRP. **F**
4. Recruitment and selection are synonymous. **F**
5. Job description and job specific action are one and the same. **F**
6. HRM is a process of acquiring, developing, motivating and maintaining manpower for the development and growth of an organization. **T**
7. HRP is a systematic process of identifying manpower requirements in terms of quality and quantity to undertake organizational activities and to achieve organizational goals. **T**
8. Job analysis is a systematic process of collecting and studying information about the various jobs in the organization. **T**
9. Job description is a written summary of the duties and responsibilities of the job that helps the superiors and employees to understand what the job is and how it is to be performed. **T**
10. Job specification is a statement of minimum acceptable human qualities/summary of necessary to perform a job properly personal characteristics. **T**
11. Job design refers to the methods that management uses to develop the content of a job including all relevant tasks and the process by which jobs are constructed and revised. **T**
12. Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organization. **T**
13. Selection is the process of choosing eligible applicants out of the large number of applicants. **T**
14. HRD is the process of developing skills, competencies, knowledge and attitudes of people in an organization. **T**

15. Employee engagement is the level of commitment and involvement an employee has towards their organization and its values. T
16. Training is the act of increasing the knowledge and skills of an employee for doing a particular job. T
17. Innovative culture is the work environment that Leaders cultivate in order to nurture unorthodox thinking and its application. T
18. E-Selection is the conduct of various tests through online, contacting the candidates through e-mails, conducting the preliminary interviews and final interviews through audio conferencing and video conferencing. T
19. Performance appraisal is the process of assessing quantitative and qualitative aspects of employee's job performance. T
20. Potential appraisal is a future oriented appraisal to identify and evaluate the potential of the employees to assume higher positions and responsibilities in the organizational hierarchy. T
21. 360 appraisal is the systematic collection and feedback of performance data on an individual or group derived from number of stakeholders in their performance. T
22. Career planning is the systematic process by which a person selects career goals and the means to achieve them. T
23. Succession planning is the process of ensuring qualified persons to assume key managerial positions when such position fall vacant due to untimely deaths, premature resignation and retirements. T
24. Mentoring is a process of guiding and coaching the mentee for improving individual, group, and organizational effectiveness. T
25. Counseling is a discussion with an employee of a problem that usually has emotional content in order to help the employee with it better. T
26. Human relations refers to the professional interaction and treatment between people that work together. T
27. A learning organization facilitates the earning of its members and continuously transforms itself. T
28. HR Competencies are the observable abilities, skills, knowledge, motivations/ traits defined in terms of the behavior needed for successful job performance. T
29. Leadership is the process of encouraging and helping others to work enthusiastically towards objectives. T
30. Transactional theory of leadership believes in motivating subordinates through a system of rewards and punishment. T
31. Work life balance is a concept including proper prioritizing between 'work' [career and ambition] and 'life style' [health, pleasure, leisure, family, and spiritual development/meditation]. T
32. Trait theory of leadership supports –the leaders are born and not made. T
33. Motivation means a process of stimulating people to action to accomplish desired goals. T
34. Employee absenteeism refers to worker absence from his regular work when he is normally scheduled to work. T
35. Workforce diversity is a workforce consisting of a broad mix of workers from different racial and ethnic background of different ages and genders, and of different domestic and national culture. T
36. Employee empowerment is an organizational setting means giving employees the means, ability and authority to enable them to do some work. T
37. Employee empowerment predominantly about encouraging front-line staff to solve customer problems on the spot, without constant recourse to management approval. - T

38. Morale is the mental condition or attitude of individual and groups which determines their willingness to cooperate. T
39. Emotional intelligence –it is the ability to manage emotions at workplace. T
40. SQ it brings depth to an individual's approach and understanding. T
41. SQ is the ability of an individual to see his personal vision and the larger good to the society, thereby, bringing good health and happiness to oneself and the world at large. T
42. Grievances a written complaint filed by an employee and claiming unfair treatment. T
43. Human resource planning necessitates job analysis. T
44. Sexual harassment is a behaviour characterized by the making of unwelcome and inappropriate sexual remarks or physical advances in a workplace or other professional or social situation. T
45. Motivation can be positive or negative. T
46. Competency mapping is a process an individual uses to identify and describe competencies that are crucial to success in work situation and work role. T
47. The basic purpose of counseling is to assist the individual to make their own decision. T
48. HRIS is an integrated system used to gather, store, and analyze information regarding human resources of the organization. T
49. Generation 'Y' [Gen Y] / Millennials/Millennial is the phrase used to describe a person who reached adulthood in the early 21<sup>st</sup> century and covers generation of people born between 1980 and 2000. T
50. Workforce diversity refers to the variety of differences between people in an organization. T