

HRM Multiple Choice Questions

1. _____helps in estimating and meeting the future manpower needs of our organization.
 - a. Human Resource Management
 - b. Human Resource Planning
 - c. Human Resource Development
 - d. None of the above

2. _____interviews are also called as standardised interviews
 - a. Structured
 - b. Group
 - c. Unstructured
 - d. Individual

3. _____is a form of financial motivation
 - a. Recognition
 - b. Appreciation
 - c. Work environment
 - d. None of these

4. _____means reducing the size of the organization
 - a. Attrition
 - b. Downgrading
 - c. Downsizing
 - d. None of these

5. ____is a feeling of injustice at workplace whether expressed or not
 - a. Morale
 - b. Grievance
 - c. Motivation
 - d. Counselling

6. Apprenticeship is a type of_____
 - a. Employee training
 - b. Employee Welfare
 - c. Job simplification
 - d. Grievance Handling

7. Transfer is _____
 - a. Internal source of requirement
 - b. Autocratic leadership
 - c. Step in selection process
 - d. Grievance handling

8. HRM ensures the availability of competent _____
 - a. Customers
 - b. Public

- c. Manpower
 - d. Clients
9. Human Resource Managers need to align HRM policies with _____ strategy
- a. Competitors
 - b. Government
 - c. Corporate
 - d. Planning
10. _____ analysis is the process of studying and collecting information relating to operations and responsibilities of a specific job
- a. Job
 - b. Role
 - c. Cost-Benefit
 - d. Job design
11. _____ is a process of searching and attracting capable candidates to apply for the jobs
- a. Selection
 - b. Recruitment
 - c. Induction
 - d. Transfers
12. _____ is a standard format of the company to obtain information about every candidate applying for the job
- a. Application Form
 - b. Appointment Format
 - c. Application Blank
 - d. Resume
13. _____ test is conducted to judge specific talent or skill to handle a particular type of job.
- a. Aptitude
 - b. Interest
 - c. Intelligence
 - d. Performance
14. In _____ interviews are conducted as per the rules and practices.
- a. Stress
 - b. Formal
 - c. Informal
 - d. Structured
15. In _____ interview, a list of questions to be asked to the candidates is prepared well in advance.
- a. Structured

- b. Unstructured
 - c. Informal
 - d. Stress
16. _____ refers to horizontal movement of employees in respect of job position
- a. Training
 - b. Promotion
 - c. Transfer
 - d. Placement
17. Employees' welfare includes _____
- a. Counselling
 - b. Crèche facility
 - c. Promotion
 - d. Training
18. _____ refers to fitting the right person at the right place of work.
- a. Recruitment
 - b. Selection
 - c. Placement
 - d. Promotion
19. _____ test measures the skills and knowledge required for a job.
- a. Performance
 - b. General Knowledge
 - c. Interest
 - d. Aptitude
20. _____ is a process of choosing the right person for the right job.
- a. Recruitment
 - b. Selection
 - c. Placement
 - d. Transfer
21. _____ test helps to identify specific talent to handle particular type of job.
- a. Perception
 - b. Aptitude
 - c. General Knowledge
 - d. Performance
22. Interview is a _____ communication between candidate and interviewer
- a. One-way
 - b. Two-way
 - c. Three-way
 - d. Structured
23. _____ is a specific format to obtain information about candidates applying for the job

- a. Application Blank
 - b. Invitation letter
 - c. Interview Letter
 - d. Candidate sheet
24. ____ is handled by a junior executive in respect of selection of employees
- a. Medical check-up
 - b. Initial Screening
 - c. Final Interview
 - d. Stress test
25. _____ manager plays an important role in counselling and stress management
- a. HR
 - b. Finance
 - c. Marketing
 - d. Operations
26. Performance appraisal is a form of
- a. Employee advancement
 - b. Monetary incentive
 - c. Finding the right fit
 - d. Workers participation
27. Career development of an employee is
- a. Addressing manpower requirements
 - b. Employee advancement
 - c. Right person at the right job
 - d. Monetary incentive
28. Interest test is
- a. Judges specific talent
 - b. Measures specific skills
 - c. Likes and dislikes of the candidates
 - d. Interpretation of problems
29. Professional and proactive approach of managing the human resources to achieve goals of the organization is _____
- a. HRIS
 - b. HR planning
 - c. Strategic HR
 - d. HR designing
30. Increasing the scope of the job is _____
- a. Job rotation
 - b. Job enlargement
 - c. Job enrichment
 - d. Employee advancement

31. Movement of employee from one job to another is _____
- Job rotation
 - Job enlargement
 - Job enrichment
 - Employee advancement
32. Vertical expansion of job is
- Job rotation
 - Job enlargement
 - Job enrichment
 - Employee advancement
33. Human resource development is one of the important areas of _____
- Human resource management
 - Human resource planning
 - Human resource research
 - Human resource development
34. _____ consists of planned programs undertaken to improve employee knowledge, attitudes, skill and social behaviour.
- Performance appraisal
 - Training
 - Recruitment
 - Induction
35. _____ is a method of training wherein trainees are trained in an environment that closely resembles actual work place.
- Environment scanning
 - Simulation
 - Work place training
 - Induction
36. _____ is a systematic description of employee's job relevant strengths and weaknesses
- Placement
 - Induction
 - Feedback
 - Performance appraisal
37. _____ is a traditional method of performance appraisal, whereby the performance appraisal report is normally not disclosed to the employees.
- Confidential report
 - Check list
 - Ranking
 - Rewards

38. _____ appraisal is conducted by various parties.
- Management by objective
 - 360 degree
 - Role analysis
 - Annual
39. Generally, higher employee turnover rate takes place among _____ achievers.
- High
 - Medium
 - Low
 - Average
40. _____ generates equity in pay.
- Performance related pay
 - Monthly pay
 - Bonus
 - Appraisal
41. _____ is a ratio of returns to cost.
- Efficiency
 - Morale
 - Productivity
 - Revenue
42. _____ helps to introduce newly appointed employee to the existing employees.
- Placement
 - Selection
 - Induction
 - Training
43. In _____ method of training, the subordinate is trained to perform the duties and responsibilities of the superior
- Junior Boards
 - Understudy Position
 - Business Games
 - On the job
44. _____ means that the performance appraisal is influenced by past performance.
- Horn effect
 - Halo effect
 - Spillover effect
 - Higher performance
45. _____ effect influences the rater's consideration of one positive factor to rate the employee.
- Horn effect
 - Halo effect

- c. Spillover effect
 - d. Understudy effect
46. _____ technique is used to appraise the behaviour and attitude towards the job.
- a. BARS
 - b. MBO
 - c. 360 degree
 - d. Feedback
47. ____ is a learning process required by managers for enhancing general administrative abilities
- a. Placement
 - b. Performance appraisal
 - c. Development
 - d. Induction
48. _____ is a method of training wherein employees are transferred from one job to another.
- a. Coaching
 - b. Counselling
 - c. Job rotation
 - d. Job enrichment
49. _____ is a sequence of positions occupied by a person during the course of his life time.
- a. Performance
 - b. Career
 - c. Job Rotation
 - d. On the job
50. _____ planning is a process of making arrangements to fill up key organisational positions in an organisation.
- a. Succession
 - b. Career
 - c. Human Resource
 - d. Development plan
51. Group discussion is a form of _____
- a. Classroom training
 - b. Simulation training
 - c. On the job training
 - d. Coaching
52. Advice by superior is a form of _____
- a. Classroom training
 - b. Simulation training
 - c. On the job training
 - d. Counselling
53. _____ helps overcome monotony of jobs

- a. Job enlargement
- b. Job enrichment
- c. Job rotation
- d. Job evaluation

54. Supervisor has an active role in _____

- a. Counselling
- b. Coaching
- c. Training
- d. Simulation

55. An artificial environment is required for _____ training

- a. Simulation
- b. Off the job
- c. On the job
- d. Classroom

56. Employees do not receive any feedback in _____

- a. Confidential report
- b. 360 degree feedback
- c. Ranking method
- d. Role analysis

57. 360 degree appraisal means _____

- a. Appraisal on all 360 days
- b. Feedback on all 360 days
- c. Appraisal by various parties
- d. Feedback by various parties

58. There is a paired comparison in _____ method

- a. Focal role
- b. Critical incident
- c. Ranking method
- d. Reward Method

59. Refresher training means _____

- a. Refresher-cum-job-training
- b. Up-to-date information
- c. Reduces monotony
- d. Learning new skills

60. Retraining means

- a. Refresher-cum-job-training
- b. Up-to-date information
- c. Reduces monotony
- d. Learning new skills

61. _____ is a process of an effective motivation of individuals in a given situation to achieve a balance of objectives.

- a. Training

- b. Human relations
 - c. Performance appraisal
 - d. Induction
62. _____ is the activity of influencing people to strive willingly for group objectives.
- a. Motivation
 - b. Leadership
 - c. Communication
 - d. Coaching
63. _____ is pattern of behaviour of a leader to get the work done from subordinates.
- a. Decentralization
 - b. Leadership style
 - c. Motivation pattern
 - d. Mentoring
64. Under _____ leadership style, the leader makes all decisions by himself without consulting the subordinates.
- a. Autocratic
 - b. Participative
 - c. Laissez-faire
 - d. Bureaucratic
65. Under _____ leadership style, subordinates make decisions.
- a. Autocratic
 - b. Participative
 - c. Laissez-faire
 - d. Bureaucratic
66. According to Abraham Maslow's Need Hierarchy Theory, _____ level needs to be satisfied before other needs.
- a. Lower
 - b. Higher
 - c. Middle
 - d. Average
67. Theory X assumes _____ approach of the managers towards employees.
- a. Traditional
 - b. Professional
 - c. General
 - d. Modern
68. ERG theory stands for _____
- a. Existence
 - b. Empathy
 - c. Energy
 - d. Equality
69. _____ is a general term used to describe overall group satisfaction

- a. Job Satisfaction
- b. Morale
- c. General Satisfaction
- d. Motivation

70. _____ type of leadership style is mostly followed in Government organisations.
- a. Autocratic
 - b. Bureaucratic
 - c. Democratic
 - d. Laissez-faire
71. _____ leadership style is mostly adopted in Japanese organisations.
- a. Sociocratic
 - b. Neurocratic
 - c. Paternalistic
 - d. Autocratic
72. According to Need Hierarchy Theory, _____ needs are the basic needs of human beings.
- a. Physiological
 - b. Psychological
 - c. Social
 - d. Safety
73. Theory Z blends Japanese and _____ management practices.
- a. US
 - b. Indian
 - c. Chinese
 - d. Britain
74. Theory X is based on _____ assumptions of human nature.
- a. Positive
 - b. Negative
 - c. General
 - d. Neutral
75. Human relations is the study and practice of utilizing _____ resources in an organisation.
- a. Physical
 - b. Financial
 - c. Human
 - d. Capital
76. Knowledge of human behaviour helps to find out _____ people behave in certain situations.
- a. How and Why
 - b. How and Where
 - c. Why and Where
 - d. How and What

77. Human relations approach has _____ application
- Universal
 - Special
 - General
 - Situational
78. _____ influences people to work willingly towards group objectives
- Motivation
 - Communication
 - Leadership
 - Training
79. _____ is a combination of mental, physical and social qualities.
- Ability
 - Personality
 - Mentality
 - Knowledge
80. Knowledge of _____ skills is required by a leader as he constantly interacts with his people.
- Human
 - Market
 - Technical
 - Social
81. _____ is a feeling of injustice at the workplace.
- Grievance
 - Motivation
 - Direction
 - Appreciation
82. Human relations lead to ____ motivation of individuals in a given situation
- Effective
 - Ineffective
 - Participative
 - Situational
83. Leadership is the activity of influencing people to work _____ in the organization
- Forcibly
 - effectively
 - Without interest
 - Ineffectively
84. Morale refers to _____ condition of employees in an organization
- Social
 - Mental
 - Financial
 - Physical

85. Consultative leaders always make decisions based on consultation with _____
- a. Subordinates
 - b. Superiors
 - c. Friends
 - d. Executives
86. Theory Z can be linked to _____
- a. Japanese and Chinese practices
 - b. Japanese and American practices
 - c. Japanese and Indian practices
 - d. Japanese and European practices
87. Sociocratic leadership means _____
- a. Employee oriented
 - b. Management oriented
 - c. Leader oriented
 - d. Customer oriented
88. Theory X and Y was formulated by _____
- a. McGregor
 - b. Alderfer
 - c. Maslow
 - d. William Ouchi
89. _____ is a factor that is not related to influencing employee morale
- a. Rewards and recognition
 - b. Working conditions
 - c. Quality of Superiors
 - d. Induction Program
90. In grievance handling procedure, the complaint is first raised with _____
- a. Immediate supervisor
 - b. Senior Manager
 - c. Grievance committee
 - d. Internal committee
91. _____ is not a need included in Alderfer's ERG model.
- a. Growth Need
 - b. Relatedness Need
 - c. Existence Need
 - d. Luxurious need
92. _____ is not a need included in Maslow's Hierarchy of needs
- a. Self-actualization need
 - b. Physiological need
 - c. Safety and security need
 - d. Existence need
 - e. Esteem and status need
93. _____ places emphasis on centralization of authority

- a. Theory X
- b. Theory Y
- c. Theory Z
- d. ERG Theory

94. Individuals growth need is an _____

- a. Intrinsic need
- b. Extrinsic need
- c. Neither a or b
- d. Both a and b

95. Maslow's theory is based on _____

- a. Hierarchy
- b. Continuum
- c. People
- d. Assumptions

96. Alderfer's theory is based on _____

- a. Hierarchy
- b. Continuum
- c. People
- d. Assumptions

97. _____ is the process of identifying and measuring data about human resources and communicating this information to interested parties.

- a. Human resource accounting
- b. Human resource audit
- c. Human resource planning
- d. Human Resource reorganizing

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

- a. audit
- b. accounting
- c. management
- d. planning

99. _____ popularized the concept of emotional intelligence.

- a. Peter Drucker
- b. William Ouchi
- c. Daniel Goleman
- d. Maslow

100. _____ was the first person to propose and explain EQ in 1985.

- a. Daniel Goleman
- b. Wayne Payne
- c. Peter Drucker
- d. William Ouchi

101. _____ is a process of guiding and coaching the mentee for improving individual, group and organisational effectiveness.

- a. Mentoring
 - b. Counselling
 - c. Coaching
 - d. Counselling
102. _____ planning is a process of developing competent managers to fill up key organisational positions as and when they fall vacant.
- a. Career
 - b. Human resource
 - c. Succession
 - d. Financial
103. _____ is an important element of human resource accounting.
- a. Leadership
 - b. Intellectual capital
 - c. Financial accounting
 - d. Auditing
104. _____ capital consists of honesty and integrity of employees.
- a. Spiritual
 - b. Emotional
 - c. Social
 - d. Physical
105. _____ capital related to internal and external relationships
- a. Spiritual
 - b. Social
 - c. Economical
 - d. Physical
106. Human resource _____ helps to measure the value of human resources in an organisation.
- a. Development
 - b. Accounting
 - c. Management
 - d. Appraisal
107. EQ is a measure of a person's _____ intelligence
- a. Emotional
 - b. Extraordinary
 - c. Empathic
 - d. Empathetic
108. _____ refers to gradual reduction in workforce on account of resignation or retirement, which is not replaced.
- a. Selection
 - b. Downsizing
 - c. Attrition
 - d. Layoff
109. Cost and value of employees is given by _____
- a. Coaching
 - b. Guiding
 - c. Accounting
 - d. Auditing
110. Degree of self confidence is determined by _____

- a. Mentoring
 - b. Emotional quotient
 - c. Intelligence quotient
 - d. Social quotient
111. In which of the following is the employee responsible for a solution?
- a. Directive counselling
 - b. Mentoring
 - c. Coaching
 - d. Non - Directive counselling
112. In which of the following is the counsellor responsible for a solution?
- a. Directive counselling
 - b. Mentoring
 - c. Coaching
 - d. Non - Directive counselling
113. Which of the following decides the honesty and integrity of employees?
- a. Intelligence quotient
 - b. Emotional quotient
 - c. Spiritual quotient
 - d. Social quotient
114. _____ is an activity of influencing employees to strive willingly to achieve group objective
- a. Leasing
 - b. Lending
 - c. Leadership
 - d. Directing
115. _____ is an act of stimulating someone or oneself to get the desired course of action.
- a. Motivating
 - b. Mentoring
 - c. Morale
 - d. Directing
116. _____ is a process of guiding and coaching the mentee for improved effectiveness.
- a. Mentoring
 - b. Performance appraisal
 - c. Training
 - d. Coaching
117. Which one of the following is not a function of counselling?
- a. Advice
 - b. Reorientation
 - c. Clarified thinking
 - d. Directing
118. Which one of the following is not a core function of counselling?
- a. Improvement in productivity
 - b. Enhancing decision making
 - c. Improve team bonding

- d. Positive work behaviour
119. Which one of the following cannot be enhanced through training?
- a. Spiritual quotient
 - b. Emotional quotient
 - c. Intelligence quotient
 - d. Social quotient
120. Which one of the following are elements of HRA?
- a. Intellectual Capital
 - b. Social Capital
 - c. Emotional Capital
 - d. All of these
121. Human resource planning helps in estimating and meeting the _____ needs of our organization
- a. Manpower
 - b. Financial
 - c. Social
 - d. Capital
122. Appraisal is a form of _____ recognition
- a. motivational
 - b. social
 - c. societal
 - d. financial
123. Grievance is a feeling of _____ at workplace
- a. justice
 - b. injustice
 - c. equality
 - d. inequality
124. Which of the following is not a type of employee training?
- a. Apprenticeship
 - b. on the job training
 - c. off the job training
 - d. Coaching
125. _____ ensures the availability of competent manpower
- a. HRM
 - b. Finance
 - c. Marketing
 - d. Operations
126. Job analysis is the process of studying and collecting information relating to operations and responsibilities of a ____
- a. Job
 - b. Role

- c. Industry
 - d. Sector
127. Recruitment is a process of searching and attracting capable _____ to apply for the jobs
- a. Candidates
 - b. Applicants
 - c. Customers
 - d. Employees
128. Application blank is a standard format of the company to obtain _____ about every candidate applying for the job
- a. Information
 - b. Background verification
 - c. Resume
 - d. CV
129. Aptitude test is conducted to judge specific talent or _____ to handle a particular type of job.
- a. Skill
 - b. Aptitude
 - c. Knowledge
 - d. Education
130. Transfer refers to _____ movement of employees in respect of job
- a. Vertical
 - b. Diagonal
 - c. Horizontal
 - d. Lateral
131. Creche facility is a part of _____ welfare
- a. Employee
 - b. Client
 - c. Employer
 - d. Organizations
132. Performance test measures the skills and knowledge required for a job.
- a. Skills, knowledge
 - b. Knowledge, attitude
 - c. Attitude, Skills
 - d. Attitude, aptitude
133. Aptitude test helps to identify specific _____ to handle particular type of job
- a. Knowledge
 - b. Talent
 - c. Skills
 - d. Aptitude
134. _____ is a two-way communication between candidate and interviewer
- a. Interview

- b. Test
 - c. Selection
 - d. Recruitment
135. Initial screening is handled by a _____ executive in respect of selection of employees
- a. Senior
 - b. Middle level
 - c. Manager level
 - d. Junior
136. HR manager plays an important role in counselling and _____
- a. Financial management
 - b. Operations management
 - c. Stress management
 - d. Analytics management
137. _____ is a form of Monetary incentive
- e. Performance Appraisal
 - f. Job appraisal
 - g. Role appraisal
 - h. Situational appraisal
138. _____ of an employee is Employee advancement
- e. Financial development
 - f. Career development
 - g. Organizational development
 - h. Workforce development
139. _____ is likes and dislikes of the candidates
- e. Performance test
 - f. Interest test
 - g. Aptitude test
 - h. Stress test
140. Professional and _____ approach of managing the human resources to achieve goals of the organization is strategic HR
- e. Reactive
 - f. Proactive
 - g. Design
 - h. Preventive
141. Job enlargement increases the _____ of the job
- e. Salary

- f. Scope
- g. Hours
- h. engagement

142. Job rotation is _____of employee from one job to another.
- a. Movement
 - b. Promotion
 - c. Demotion
 - d. Advancement
143. What is the professional and proactive approach of managing the human resources to achieve goals of the organization?
- a. Relational HR
 - b. Operational HR
 - c. Strategic HR
 - d. Static HR
144. Job enrichment is _____
- a. Vertical expansion
 - b. Horizontal expansion
 - c. Lateral expansion
 - d. Diagonal expansion
145. Which among the following is not an important area of HRM?
- a. Human resource analysis
 - b. Human resource planning
 - c. Human resource research
 - d. None of these
146. Training consists of _____programs undertaken to improve employee knowledge, attitudes, skill and social behaviour.
- a. Unplanned
 - b. planned
 - c. contractual
 - d. oral
147. Simulation is a method of _____
- a. Planning
 - b. Training
 - c. Research
 - d. Analysis
148. Confidential report is a traditional method of _____, whereby the report is normally not disclosed to the employees.
- a. Traditional
 - b. Modern

- c. Developed
 - d. Developing
149. 360-degree appraisal is conducted by _____ parties.
- a. few
 - b. various
 - c. two
 - d. five
150. High achievers means _____ employee turnover rate
- a. Higher
 - b. Medium
 - c. Lower
 - d. Average
151. Performance related pay generates _____ in pay.
- a. Equity
 - b. Disparity
 - c. Inequity
 - d. Appraisal
152. Efficiency is a ratio of returns to _____
- a. Cost
 - b. Budget
 - c. Productivity
 - d. Revenue
153. What helps to introduce newly appointed employee to the existing employees?
- a. Placement
 - b. Selection
 - c. Induction
 - d. Training
154. The subordinate is trained to perform the duties and responsibilities of the superior in
- a. Junior Boards
 - b. Understudy Position
 - c. Business Games
 - d. On the job
155. Which effect means that the performance appraisal is influenced by past performance?
- a. Horn effect
 - b. Halo effect
 - c. Spillover effect
 - d. Higher performance
156. BARS is a _____.

- a. technique
- b. technology
- c. skill
- d. degree

157. Job rotation is a method of _____ wherein employees are transferred from one job to another.
- a. Training
 - b. Induction
 - c. Selection
 - d. Recruitment
158. What is a sequence of positions occupied by a person during the course of his life time.?
- a. Performance
 - b. Career
 - c. Job Rotation
 - d. On the job
159. Succession planning fills _____ positions in an organisation.
- a. Key
 - b. Lower
 - c. Higher
 - d. unimportant
160. Which among the following is advice by superior?
- a. Classroom training
 - b. Simulation training
 - c. On the job training
 - d. Counselling
161. Monotony of jobs can be removed by
- a. Job enlargement
 - b. Job enrichment
 - c. Job rotation
 - d. Job evaluation
162. Which training requires an artificial environment?
- a. Simulation
 - b. Off the job
 - c. On the job
 - d. Classroom
163. Which training helps you to directly work on live projects?
- a. Simulation
 - b. Off the job
 - c. On the job
 - d. Classroom
164. Paired comparison is involved in which of the following?

- a. Focal role
 - b. Critical incident
 - c. Ranking method
 - d. Reward Method
165. Up-to-date information is provided in which of the following trainings?
- a. Refresher-cum-job-training
 - b. Refresher training
 - c. Retraining
 - d. Simulation
166. The process of an effective motivation of individuals in a given situation to achieve a balance of objectives.
- a. Training
 - b. Human relations
 - c. Performance appraisal
 - d. Induction
167. Influencing people to strive willingly for group objectives.
- a. Motivation
 - b. Leadership
 - c. Communication
 - d. Coaching
168. The leader making all decisions by himself without consulting the subordinates is called _____ leadership
- a. Autocratic
 - b. Participative
 - c. Laissez-faire
 - d. Bureaucratic
169. Group satisfaction is described by _____
- a. Job Satisfaction
 - b. Morale
 - c. General Satisfaction
 - d. Motivation
170. The Japanese organizations adopt which type of leadership?
- a. Sociocratic
 - b. Neurocratic
 - c. Paternalistic
 - d. Autocratic
171. Theory Z blends and _____ management practices.
- a. Japanese, US
 - b. Indian, US
 - c. Chinese, Indian
 - d. Britain, Japanese
172. Knowledge of _____ is required by a leader as he constantly interacts with his people.

- a. Human Skills
 - b. Market Skills
 - c. Technical skills
 - d. Social skills
173. Theory ____ and ____ were established by Mc Gregor
- a. X, Y
 - b. Y, Z
 - c. X, Z
 - d. A, B
174. Japanese organization adopt _____ leadership style
- a. Sociocratic
 - b. Neurocratic
 - c. Paternalistic
 - d. Autocratic
175. Subordinates are allowed to make decision in which leadership style?
- a. Autocratic
 - b. Participative
 - c. Laissez-faire
 - d. Bureaucratic
176. Leader makes decision in which leadership style?
- a. Autocratic
 - b. Participative
 - c. Laissez-faire
 - d. Bureaucratic
177. Refresher-cum-job-training can also be called
- a. Up-to-date information training
 - b. Retraining
 - c. Coaching
 - d. Mentoring
178. Which among the following does not help you in improvement of your performance?
- a. Training
 - b. Feedback
 - c. Appraisal
 - d. None of these
179. Which is the most formal interview?
- a. Structured
 - b. Group
 - c. Unstructured
 - d. Individual
180. Is downgrading same as downsizing?
- a. Yes
 - b. No

- c. Could be
 - d. Cannot say
181. _____ lead to effective motivation of individuals in a given situation
- a. Human Relations
 - b. Financial relations
 - c. Operational relations
 - d. Mechanical Relations
182. _____ is the activity of influencing people to work effectively in the organization
- a. Leadership
 - b. Recruitment
 - c. Selection
 - d. Onboarding
183. _____ refers to mental condition of employees in an organization
- a. Morale
 - b. Situation
 - c. Leadership
 - d. Existence
184. _____ leaders always make decisions based on consultation with subordinates
- a. Consultative
 - b. Autocratic
 - c. Sociocratic
 - d. Neurocratic
185. Japanese and American human resource practices can be linked to Theory Z
- a. Theory X
 - b. Theory Z
 - c. Theory Y
 - d. Theory X and Y
186. Employee oriented leadership is Sociocratic leadership
- a. Consultative
 - b. Autocratic
 - c. Sociocratic
 - d. Neurocratic
187. McGregor formulated theory _____
- a. Theory X
 - b. Theory Z
 - c. Theory Y
 - d. Theory X and Y
188. In _____ handling procedure, the complaint is first raised with _____
- a. Grievance handling
 - b. Customer handling
 - c. Client handling
 - d. Complaint handling
189. Which of the following is not a part of Alderfer's ERG model?
- a. Growth Need
 - b. Relatedness Need
 - c. Existence Need

- d. Luxurious need
190. Which of the following is not a part of Maslow's Hierarchy of needs?
- a. Self-actualization need
 - b. Physiological need
 - c. Safety and security need
 - d. Existence need
191. Existence need is a category included in _____
- a. Alderfer's ERG model
 - b. Maslow's Hierarchy of needs
 - c. McGregor's needs
 - d. Theory Z
192. Theory X places emphasis on _____ of authority
- a. Centralization
 - b. Decentralization
 - c. Giving away
 - d. Distributing
193. Individuals _____ need is an intrinsic need
- a. Growth
 - b. Relatedness
 - c. assumptions
 - d. None of these
194. _____ theory is based on hierarchy
- a. Maslow's
 - b. Alderfer's ERG model
 - c. McGregor's needs
 - d. Theory Z
195. Which theory is based on continuum?
- a. Maslow's
 - b. Alderfer's ERG model
 - c. McGregor's needs
 - d. Theory Z
196. HR accounting is the process of identifying and _____ data about human resources and communicating this information to interested parties.
- a. Measuring
 - b. Auditing
 - c. Planning
 - d. Reorganizing
197. Which process analyses data about human resources?
- a. Human resource accounting
 - b. Human resource audit
 - c. Human resource planning
 - d. Human Resource reorganizing
198. Human resource accounting involves _____ the human resources in monetary terms and including in the company's assets.
- a. qualifying
 - b. quantifying
 - c. distributing

- d. planning
199. Daniel Goleman popularized the concept of _____ intelligence.
- a. mechanical
 - b. emotional
 - c. spiritual
 - d. none of these
200. Who was the first person to propose and explain EQ in 1985?
- a. Daniel Goleman
 - b. Wayne Payne
 - c. Peter Drucker
 - d. William Ouchi
201. Social capital is related to _____ and _____ relationships
- a. Internal and Social
 - b. Internal and External
 - c. Economic and Social
 - d. Physical and emotional
202. Mentoring is a process of guiding and coaching the mentee for _____ individual, group and organisational effectiveness.
- a. Improving
 - b. Encouraging
 - c. Applauding
 - d. Entertaining
203. Succession planning is a process of _____ competent managers to fill up key organisational positions as and when they fall vacant.
- a. Selecting
 - b. Recruiting
 - c. Developing
 - d. Promoting
204. Intellectual capital is an important element of _____ accounting.
- a. Financial
 - b. Human Resource
 - c. Operational
 - d. Market
205. Spiritual capital consists of _____ and _____ of employees.
- a. Honesty
 - b. Integrity
 - c. Both the above
 - d. None the above
206. Spiritual capital is about alignment of _____ to the organization.
- a. Employees
 - b. Employer
 - c. Clients
 - d. None the above
207. Non - Directive counselling holds _____ responsible for a solution.
- a. Employee
 - b. Employer
 - c. Management

- d. None of the above
208. Social capital is based on _____
- a. Money
 - b. Relationships
 - c. Salary
 - d. Growth
209. Human resource accounting helps to measure the _____ of human resources in an organisation.
- a. Efficiency
 - b. Value
 - c. Management
 - d. Appraisal
210. Attrition refers to gradual _____ in workforce
- a. Selection
 - b. Increase
 - c. Reduction
 - d. Maintenance
211. Degree of _____ is determined by emotional quotient
- a. Involvement
 - b. Self confidence
 - c. Intelligence
 - d. Social acquaintance
212. In which of the following is the employee responsible for a solution?
- a. Directive counselling
 - b. Mentoring
 - c. Coaching
 - d. Non - Directive counselling
213. Directive counselling holds the _____ responsible for a solution?
- a. Counsellor
 - b. Coach
 - c. Mentor
 - d. Leader
214. The activity of influencing employees to strive willingly to achieve an objective is called _____
- a. Leasing
 - b. Lending
 - c. Leadership
 - d. Directing
215. Which one of the following forms a part of Job specification?
- a. Qualification
 - b. Job title
 - c. Duties and responsibilities
 - d. Working hours
216. The act of stimulating someone or oneself to get the desired course of action is called _____
- a. Motivating

- b. Mentoring
 - c. Morale
 - d. Directing
217. Motivation encourages people to strive to get the _____ outcome
- a. Desired
 - b. Unwanted
 - c. Best
 - d. None of the above
218. Which one of the following is a function of counselling?
- a. Advice
 - b. Reorientation
 - c. Clarified thinking
 - d. All of the above
219. Which one of the following is a core function of counselling?
- a. Improvement in productivity
 - b. Enhancing decision making
 - c. Positive work behaviour
 - d. All of the above
220. Training cannot enhance_____
- a. Spiritual quotient
 - b. Emotional quotient
 - c. Intelligence quotient
 - d. Social quotient
221. Which one of the following is not a feature of strategic HRM?
- a. Performance based incentives
 - b. Scientific selection procedures
 - c. Showing care and concern towards employees
 - d. Rigid policies
222. Which one of the following are not elements of HRA?
- a. Intellectual Capital
 - b. Social Capital
 - c. Emotional Capital
 - d. None of these
223. Which one of the following is a feature of traditional HRM?
- a. Professional approach
 - b. Proactive approach
 - c. Emphasis on performance appraisal
 - d. Maintaining confidential reports
224. Which one of the below is not a source of external recruitment?
- a. Consultants
 - b. Promotion
 - c. Campus recruitment
 - d. Advertisements
225. Which one of the following is a part of the modern job design?
- a. Job enrichment
 - b. Job flexibility

- c. Job rotation
 - d. All of these
226. Which are the factors influencing job design?
- a. Technology
 - b. Organization climate
 - c. Availability of competent manpower
 - d. All of the above
227. The traditional job design was not based on which of the following?
- a. Time study
 - b. Motion study
 - c. Fatigue study
 - d. Social study
228. Which one of the following is a feature of strategic HRM?
- a. No measures to retain employees
 - b. The manager looking after all functions
 - c. Treatment as hired workers
 - d. Employees are considered as partners to progress
229. Which of the following is not an objective of HRM?
- a. Individual
 - b. Group
 - c. Organizational
 - d. Global
230. Which of the following is not a feature of HRM?
- a. Continuous nature
 - b. Development of potential
 - c. Universal application
 - d. None of the above
231. Which one of the following is not an approach of HRM?
- a. Sociology
 - b. Organisation behaviour
 - c. Philosophy
 - d. The 4 P approach
232. The objectives of HRM can be classified as _____
- a. Individual
 - b. Group
 - c. Organizational
 - d. All of the above
233. Which one of the following is not a function of HRM?
- a. Selection
 - b. Training
 - c. Compensation
 - d. Public relations
234. Which one of the following is not a feature of traditional HRM?

- a. Achieve short term goals
 - b. Reactive measures
 - c. Promotion by seniority
 - d. Specialization into different areas
235. Which of the following is not a step of human resource planning?
- a. Review of organizational objective
 - b. HR requirement forecast and forecast
 - c. Calculate the difference
 - d. Job analysis
236. Which one of the following is not in the scope of training?
- a. Efficiency
 - b. Competition
 - c. Motivation
 - d. None of these
237. Which among the following is a part of job analysis?
- a. Job description
 - b. Job specification
 - c. Only a
 - d. Both a and b
238. Which one of the following forms a part of Job description?
- a. Salary and incentives
 - b. Aptitude
 - c. Experience
 - d. Qualities
239. Which one of the following is not a part of the modern job design?
- a. Job Simplification
 - b. Job Rotation
 - c. Job enlargement
 - d. Job analysis
240. Which one of the following is not a part of scientific selection process?
- a. Job analysis
 - b. Test and interviews
 - c. Medical check
 - d. Job enlargement
241. Which among the following interviews tests the emotional as well as intelligent quotient of an individual?
- a. Stress test
 - b. Group interview
 - c. Panel interview
 - d. Exit interview
242. Which of the following is a traditional method of performance appraisal?
- a. Critical Incident method
 - b. BARS
 - c. MBO

- d. HRA
243. Process of searching for prospective employees and stimulating them to apply for job is _____
- a. Selection
 - b. Recruitment
 - c. Advertisement
 - d. None of these
244. Process of choosing the most suitable candidate from the list of applicants is _____
- a. Selection
 - b. Recruitment
 - c. Advertisement
 - d. None of these
245. Which one of the following falls in the scope of human resource development?
- a. Performance Appraisal
 - b. Career development
 - c. Employee welfare
 - d. All of the above
246. Which of the following is an on the job training method?
- a. Understudy
 - b. Simulation
 - c. Conferences
 - d. Committees
247. Which of the following is an off the job training method?
- a. Classroom methods
 - b. Job rotation
 - c. Planned progression
 - d. Junior boards
248. Performance appraisal leads to _____
- a. Career development
 - b. Internal transfers
 - c. Promotion
 - d. All of the above
249. Which of the following is a modern method of performance appraisal?
- a. MBO
 - b. Ranking method
 - c. Narrative Essay
 - d. Check list
250. Which one is a part of ERG theory?
- a. Rate
 - b. Relatedness
 - c. Ratio
 - d. request

