

HRM Multiple Choice Questions

- _____helps in estimating and meeting the future manpower needs of our organization.
 - Human Resource Management
 - Human Resource Planning**
 - Human Resource Development
 - None of the above
- _____interviews are also called as standardised interviews
 - Structured**
 - Group
 - Unstructured
 - Individual
- _____is a form of financial motivation
 - Recognition
 - Appreciation
 - Work environment
 - None of these**
- _____means reducing the size of the organization
 - Attrition
 - Downgrading
 - Downsizing**
 - None of these
- _____is a feeling of injustice at workplace whether expressed or not
 - Morale
 - Grievance**
 - Motivation
 - Counselling
- Apprenticeship is a type of _____
 - Employee training**
 - Employee Welfare
 - Job simplification
 - Grievance Handling
- Transfer is _____
 - Internal source of requirement**
 - Autocratic leadership
 - Step in selection process
 - Grievance handling
- HRM ensures the availability of competent _____
 - Customers
 - 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 _____
- a. **Job rotation**
 - b. Job enlargement
 - c. Job enrichment
 - d. Employee advancement
32. Vertical expansion of job is
- a. Job rotation
 - b. Job enlargement
 - c. **Job enrichment**
 - d. Employee advancement
33. Human resource development is one of the important areas of _____
- a. **Human resource management**
 - b. Human resource planning
 - c. Human resource research
 - d. Human resource development
34. _____ consists of planned programs undertaken to improve employee knowledge, attitudes, skill and social behaviour.
- a. Performance appraisal
 - b. **Training**
 - c. Recruitment
 - d. Induction
35. _____ is a method of training wherein trainees are trained in an environment that closely resembles actual work place.
- a. Environment scanning
 - b. **Simulation**
 - c. Work place training
 - d. Induction
36. _____ is a systematic description of employee's job relevant strengths and weaknesses
- a. Placement
 - b. Induction
 - c. Feedback
 - d. **Performance appraisal**
37. _____ is a traditional method of performance appraisal, whereby the performance appraisal report is normally not disclosed to the employees.
- a. **Confidential report**
 - b. check list
 - c. Ranking
 - d. 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
- a. **Universal**
 - b. Special
 - c. General
 - d. Situational
78. _____ influences people to work willingly towards group objectives
- a. Motivation
 - b. Communication
 - c. **Leadership**
 - d. Training
79. _____ is a combination of mental, physical and social qualities.
- a. Ability
 - b. **Personality**
 - c. Mentality
 - d. Knowledge
80. Knowledge of _____ skills is required by a leader as he constantly interacts with his people.
- a. **Human**
 - b. Market
 - c. Technical
 - d. Social
81. _____ is a feeling of injustice at the workplace.
- a. **Grievance**
 - b. Motivation
 - c. Direction
 - d. Appreciation
82. Human relations lead to _____ motivation of individuals in a given situation
- a. **Effective**
 - b. Ineffective
 - c. Participative
 - d. Situational
83. Leadership is the activity of influencing people to work _____ in the organization
- a. Forcibly
 - b. **effectively**
 - c. Without interest
 - d. Ineffectively
84. Morale refers to _____ condition of employees in an organization
- a. Social
 - b. **Mental**
 - c. Financial
 - d. 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**