

HUMAN RESOURCE MANAGEMENT-16 UCO 516

K1 LEVEL QUESTIONS

UNIT -I

1. Human resources management Refers to_____
 - a. The management of people in Organizations
 - b. Concept and techniques for organizing work activity.
 - c. **All managerial activity**
 - d. Concepts and techniques used in lending people at work.
2. Which of these activities are not included in the scope of human resource management?
 - a. Job analysis and design
 - b. Motivation and communication
 - c. Safety and health
 - d. **Organizational structure and design**
3. Which of the following is not an objective of the Human Resource Management Function?
 - a. Societal objectives
 - b. **Political objectives**
 - c. Personal Objectives
 - d. Organizational Objectives
4. Which of the following factors state the importance of the Human Resource Planning?
 - a. Creating highly talented personnel
 - b. International strategies
 - c. Resistance to change and move
 - d. **All of the above**
5. Which of the following option is not the factor that hinders with the human resource planning process?
 - a. Type and quality of forecasting information
 - b. Time horizons
 - c. Environmental uncertainties
 - d. **Unite the perspectives of line and staff managers**
6. What is the major issue faced while doing HR planning?
 - a. **Type of information which should be used in making forecasts**
 - b. Types of people to be hired
 - c. multiple positions to be filled
 - d. All of the above
7. A major internal factor that can determine the success of the recruiting programme is whether or not the company engages in _____.
 - a. **HRP**
 - b. Selection
 - c. Induction
 - d. None of the above
8. Which of these is the most important external factor governing recruitments?
 - a. Sons of soil
 - b. Labour market
 - c. Unemployment rate
 - d. **Supply and demand**
9. HR' plans of any organization does not include

- a. personnel plans **b. Production plans** c. compensation plans d. training and development plans

10. Process of identifying, assessing and developing leadership is called

- a. Employment planning b. Human resource planning c. **Succession planning** d. all of above

UNIT –II

1. Which mode of recruitment is through advertisements, newspapers and want ads?

- a. Direct **b. Indirect** c. On payroll d. None of the above

2. Which is the least expensive method for recruitments?

- a. Walk – ins, write – ins and talk – ins** b. Campus placements c. Employment exchanges d. Consultants

3. Which of these is an alternative to recruitments?

- a. Employee leasing** b. Contractors c. Trade associations d. None of the above

4. Identifying the right people in rival companies, offering them better terms and luring them away is popularly called as _____.

- a. Competition b. Acquisition **c. Poaching** d. None of the above

5. Step in recruitment process in which candidates are shortlisted fulfilling minimum requirements of job is classified as

- a. placement screening **b. pre-employment screening** c. compensatory screening d. affirmative screening

6. First step in validating a test is to

- a. analyze the job** b. choose the tests c. administer the tests d. Relate test scores

7. Structured interview is also called

- a. non directive interview**
b. directive interview
c. both A and B
d. collaborative approach

8. Unstructured interview is also called

- a. non directive interview **b. directive interview** c. both A and B d. none of above

9. An interview, in which you ask about a candidate's behavior in a certain given situation is

- a. situational interview** b. situational test c. behavioral tests d. job related questions

10. An interview in which, candidate is asked about behavior in past for given situation is
a. situational interview b. situational test c. **behavioral tests** d. job related questions

UNIT –III

1. What is linked with performance appraisal?
a. Job Design b. Development c. **Job analysis** d. None of the above
2. Which of the following is an alternate term used for performance appraisal?
a. Quality and quantity of output b. Job knowledge c. **Employee assessment**
d. None of the above
3. Which of these is the main purpose of employee assessment?
a. Making correct decisions b. **To effect promotions based on competence and performance**
c. Establish job expectations d. None of the above
4. How performance appraisal can contribute to a firm's competitive advantage?
a. Ensures legal compliances b. Minimizing job dissatisfaction and turnover
c. Improves performance d. **All of the above**
5. Successful defenders use performance appraisal for identifying _____.
a. Staffing needs b. Job behavior c. **Training needs** d. None of the above
6. The process of evaluating employee's current and /or past performance relative to their performance standard is called _____.
a. recruitment b. employee selection c. **performance appraisal.**
d. training
7. _____ refers to the learning opportunities designed to help employees grow.
a. Training b. **Development** c. Education d. All of the above
8. How does training and development offer competitive advantage to an organisation?
a. **Removing performance decencies** b. Deficiency is caused by a lack of ability
c. Individuals have the aptitude and motivation to learn d. None of the above
9. Which of these is an off - the - job training method?
a. **Television** b. Job rotation c. Orientation training d. Coaching
10. Which of these is the benefit of needs assessment?
a. **Assessment makes training department more accountable** b. Higher training costs
c. Loss of business d. Increased overtime working

UNIT -IV

1. Who propounded the Need's Theory
a. Frederick Herzberg b. Alderfer c. **Abraham Harold Maslow**
d. None of the above
2. The two factor theory is based on which factors?
a. **Hygiene and behavioral** b. Safety and self – esteem c. Self - actualization and status quotient
d. None of the above
3. Which of the following is a need that motivates human behaviour as per the achievement motivation theory?
a. Power b. Affiliation c. Achievement d. **All of the above**
4. _____ is the process that account for an individual's intensity, direction and persistence of effort toward attaining a goal.
a. Perception b. Cooperation c. **Motivation** d. Co-ordination
5. Which of the following is not an internal motivational force?
a. goals b. needs c. attitude d. **feedback**
6. Which statement about job satisfaction is most correct?
a. it causes performance b. it can affect turnover c. **it cannot be measured**
d. it does not affect absenteeism
7. In Vroom's theory, motivation is a product of
a. Expectancy b. instrumentality c. **valence** d. all of above
8. **Employee morale relates to**
a. productivity b. **attitude** c. empathy d. skills
9. Which one is not a non-financial incentive?
a. **additional bonus on minimum wasteful expenditure** b. permanent job
c. participatory decision making d. recognitions
10. Merit rating is not known as
a. efficiency rating b. service rating c. **job rating** d. experience rating

UNIT -V

1. Most conflicts have their roots in uncertainty, and negotiation is a way of managing the____
a. **Resultant Risk** b. Failure c. Uncertainty d. Inputs
2. Way in which organizations facilitate conflict integration is to establish____
a. **Lateral relations** b. Former Relations c. Formal Relations
d. Basic relative relations

3. A solution in which no party can be made better off without making another party worse off by same amount or more, is known as_____

- a. win-win solution b. win-lose solution c. lose-lose solution

d. Pareto-Optimal Solution

4. Situation arises when actions of one channel member prevents another channel member to achieve its objectives is classified as_____

- a. channel trade release b. channel distributive rights c. channel ordination

d. channel conflict

5. Example of vertical channel conflict between intermediary channels is_____

- a.conflict between wholesaler and retailer** b. conflict between two retailers

- c. conflict between two suppliers d. conflict between more than two sales agents

6. Conflict that can occur between two channels which operate at same level is classified as_____

- a. vertical channel conflict **b. horizontal channel conflict**

- c. sealed channel conflict d. multi-channel conflict

7. Conflict that can occur between two marketing channels operate at different levels is classified as_____

- a. vertical channel conflict** **b. horizontal channel conflict**

- c. sealed channel conflict d. multi-channel conflict

8. Conflicts arising inside organization may also appear to involve_____

- a. Property Rights** b.Obligations c.Set of complex rules

d.Both A and B

9. The view stats that all conflicts should be avoided_____

- a. Human relations b. integrationist c. peace

d.traditional

10. _____conflict relates to the content and goals of the work.

- a. **Task** b. Relationship c. Process d. Functional

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K2 LEVEL QUESTIONS

UNIT –I

1. Define HRM.

According to Flippo – “Human resource management is the planning, organizing, directing and controlling of the procurement, development, compensation, integration, maintenance and reproduction of human resources to the end that individual, organizational and societal objectives are accomplished”.

2.What is human resource management?

Human resource management (HRM) is the practice of recruiting, hiring, deploying and managing an organization's employees.

3. What is planning?

Human resource planning (HRP) is the continuous process of systematic planning ahead to achieve optimum use of an organization's most valuable asset—quality employees. Human resources planning ensure the best fit between employees and jobs while avoiding manpower shortages or surpluses.

4.What is organizing?

Organizing is a “process of defining the essential relationships among people, tasks and activities in such a way that all the organization’s resources are integrated and coordinated to accomplish its objectives efficiently and effectively”

5. What is directing?

Directing refers to a process or technique of instructing, guiding, inspiring, counseling, overseeing and leading people towards the accomplishment of organizational goals. It is a continuous managerial process that goes on throughout the life of the organization.

6. What is controlling?

Controlling is the Process of ensuring that actual activities conform to planned activities. Planning and controlling are closely related.

7. List out the operative functions in HRM.

1. **Procurements**
2. **Development**
3. **Compensation**
4. **Integration**
5. **Maintenance.**

8. Define HR Planning

Coleman has defined human resources planning as” the process of determining manpower requirements and the means for meeting those requirements in order to carry out the integrated plan of the organization.”

9. What is human resource planning?

Human Resource Planning (HRP) is the process of forecasting the future human resource requirements of the organization and determining as to how the existing human resource capacity of the organization can be utilized to fulfill these requirements.

10. List out the factors influencing human resource plan

1. **Internal factors**
2. **External factors**

UNIT -II

1. Define recruitment.

According to Edwin B. Flippo, “It is a process of searching for prospective employees and stimulating and encouraging them to apply for jobs in an organisation.” He further elaborates it, terming it both negative and positive.

2. What is recruitment?

Recruitment is a positive process of searching for prospective employees and stimulating them to apply for the jobs in the organisation. When more persons apply for jobs then there will be a scope for recruiting better persons.

3. List out the sources of recruitments

Internal sources and external sources

4. What is an internal source of recruitments?

The Internal Sources of Recruitment mean hiring people from within the organization. In other words, seeking applicants for the job positions from those who are currently employed with the firm.

5. What is an external source of recruitments

The External Sources of Recruitment mean hiring people from outside the organization. In other words, seeking applicants from those who are external to the organization.

6. What is transfer?

A transfer refers to lateral movement of employees within the same grade, from one job to another.

7. What is promotion?

Promotion is advancement of an employee to a better job- better in terms of greater responsibility, more prestige or status, greater skills and especially increased rate of pay or salary.”

8. List out the internal sources of recruitments

Transfer, Promotion, Recommendation by existing employees.

9. What is Interview?

Interviews may be defined as face to face communication method for knowing some information about the potential job candidates. It is a process of collecting some information whether the candidates like the job or not.

10. List out the different types of test.

1. Aptitude test 2. Intelligence test, 3. Proficiency test, 4. Interest test, 5. Personality test

UNIT -III

1. What is performance appraisal?

Performance Appraisal is the systematic evaluation of the performance of employees and to understand the abilities of a person for further growth and development.

2. Define performance appraisal.

Performance Appraisal is defined as a systematic process, in which the personality and performance of an employee is assessed by the supervisor or manager, against predefined standards, such as knowledge of the job, quality and quantity of output, leadership abilities, attitude towards work, attendance, cooperation, judgment, versatility, health, initiative and so forth.

3. What is aptitude?

Aptitudes are natural abilities or characteristics that a person possesses. Unlike interest, the priorities in this sector don't change or evolve with the passage of time. These talents are mostly hereditary and have little to do with education, knowledge or sometimes even interests.

4. What do you mean by incentive?

The National Commission of Labour defines incentive as follows: ‘wage incentives are extra financial motivation. They are designed to stimulate human effort by rewarding

the person, over and above the time rated remuneration, for improvements in the present and targeted results’.

5. List out the types of incentives

- **Financial incentives**
- **Non-financial incentives**

6. What is training?

Training is defined as a continuous learning process in which the employees will acquire knowledge, enhance professional skills and improve attitudes and behaviors to excel well on the job.

7. What is development?

Development is a process that creates growth, progress, positive change or the addition of physical, economic, environmental, social and demographic components. The purpose of development is a rise in the level and quality of life of the population, and the creation or expansion of local regional income and employment opportunities, without damaging the resources of the environment.

8. List out the methods of training.

- **On- the -job training**
- **Off- the -job training**
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9. What is induction training?

The Induction Training is also called as an orientation programme, wherein the new employees are introduced to the rules and regulation of an organization with the objective of making them accustomed to the working environment, where they will be working.

10. What is vestibule training?

The Vestibule Training is one of the methods of training, where the technical staff, especially those who deal with the tools and machinery, are given the job education training in the workplace other than the main production plant.

UNIT -IV

1. What is motivation?

Motivation is a driving force which affects the choice of alternatives in the behaviour of a person. It improves, stimulates and induces employees leading to goal-oriented behaviour.

2. Define motivation.

Motivation means a process of stimulating people to action to accomplish desired goals-W.G.Scott.

3. What is non financial motivation?

Non-financial incentives do not involve money payments.

4. What is financial motivation?

Financial incentive involves money payments by the employer- either directly or indirectly. Higher wages and salary, bonus, commission, increment are direct financial incentives.

5. What is morale?

Morale is nothing but the attitudes of employees of an organization towards their job, the management, and the fellow-employees.

6. Define morale.

“It is the willingness to strive for the goals of a particular group”- Viteles.

7. What is job satisfaction?

Job satisfaction has been defined as a ‘pleasurable or positive emotional state resulting from the appraisal of one’s job or job experiences’.

8. What is esteem needs?

Esteem needs encompass confidence, strength, self-belief, personal and social acceptance, and respect from others. These needs are represented as one of the key stages in achieving contentedness or self-actualization. While esteem is an internal quality, we are affected by external factors, such as validation and approval from our peers.

9. List out Motivational Factors.

- **Work itself**
- **Achievements**
- **Recognition**
- **Advancement**
- **Growth**
- **Responsibility**

10. What are all the factors influencing in two factor theory?

- **Hygiene factors**
- **Motivational factors**
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UNIT -V

1 .What is conflict?

Conflict means disagreements between the persons employed in a organization.

2. Define conflict.

Conflict is a process in which an effort is purposefully made by one person or unit to block another that result in frustrating the attainment of the others goals or the furthering of her incentives- Stephen Robbins.

3. List out the types of conflict.

- **Positive aspects of conflict**
- **Negative aspects of conflicts**

4. What is positive conflict?

Positive conflict is constructive in nature. It produces new ideas, solves continuous problems, provides an opportunity for people and teams to expand their skills, and fosters creativity. When opposing ideas are explored, a breakthrough of thinking can occur. Without conflict, you have “groupthink,” which discourages innovation.

5. What is negative conflict?

When most of us think about conflict, we automatically think of negative conflict, conflict in which issues are not addressed in a productive manner. This may be yelling and screaming, or ignoring and pouting, or whining and moaning, nothing pleasant about it. In general, negative conflict contains a few key characteristics. Conflict is negative if differences are not addressed, expectations are not controlled, the disagreement focuses on assumptions rather than facts, or the individuals involved have no desire to find a solution.

6. List out the levels of conflict.

- **Within an individual**
- **Between individuals**
- **Within group**
- **Between an individual and a group**
- **Between groups**

7. What in meant by intra-group conflict?

Intra-group conflict refers to a specific kind of conflict that occurs between members of a group that shares common goals, interests or other identifying characteristics. Intra-group conflict can be small-scale, such as within a workplace or large-scale, such as between members of a specific population group.

8. What do you mean by inter- group conflict?

Inter-group conflict refers to disagreements that exist between two or more groups and their respective members. However, this can also reflect any type of formal or informal disagreements between varying groups such as political parties or activist groups. Inter-group conflict is in many ways the source of the out group bias that discriminates against those that are not part of the "in-group."

9. What is lose- lose conflict outcome?

Lose-lose mean that all parties end up being worse off. In some lose-lose situations, all parties understand that losses are unavoidable and that they will be evenly distributed. In such situations, lose-lose outcomes can be preferable to win-lose outcomes because the distribution is at least considered to be fair.

10. What is win – win conflict outcomes?

Win-win outcomes occur when each side of a dispute feels they have won. Since both sides benefit from such a scenario, any resolutions to the conflict are likely to be accepted voluntarily. The process of integrative bargaining aims to achieve, through cooperation, win-win outcomes.

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K3 LEVEL QUESTIONS

UNIT –I

1. Explain the scope of Human Resource Management.
2. Is HRM is profession? Explain.
3. Briefly explain the Human resource planning.
4. What do you mean by HRP?
5. Briefly explain the evolution of HRM.
6. What are the operative functions of HRM?
7. Explain the importance of Human resources planning.
8. Evaluate the external factors of Human resource planning.
9. Explain managerial function of HRM.
10. Briefly explain the internal function governing human resource planning.

UNIT –II

1. What are the internal sources of recruitment?
2. Discuss about the merits and demerits of external recruitment.
3. What is meant by recruitment and write reasons for arising vacancies in organisation?
4. As a HR executive how will you evaluate a training programe.
5. Explain the merits and demerits of internal source of recruitment.
6. What is application form and discuss about the details should be continuing application form.
7. Discuss various selection process used in common.
8. What are the various types of test?
9. What are the characteristics of good test?
10. How HR scrutinize the candidate after receiving application form?

UNIT –III

1. What are the factors governing performance appraisal?
2. Explain the needs of Training.
3. Discuss about the importance of Training.
4. Evaluate the merits and demerits of off -the- job training.
5. Discuss about the merits and demerits of on- the -job training

6. What are the essential of good training program?
7. Discuss about advantages of performance appraisal.
8. Explain the stages involved in off- the- job training.
9. Explain the Graphics scale ratings method.
10. Briefly explain critical incidents methods with relevant examples.

UNIT –IV

1. Explain the characteristics of Motivation.
2. Explain Non financial incentives And their importance.
3. Discuss Herzberg theory of motivation.
4. Bring out the key points in William Ouchi's Z theory.
5. Define morale and explain its characteristics.
6. What is Vrooms expectancy theory? Expalin.
7. Differentiate X and Y theory.
8. Explain the personal factors of job satisfaction.
9. Explain the importance of motivation.
10. What are the steps involved to improve job satisfaction?

UNIT –V

1. Write a short note on conflict in work place.
2. As a HR manager how do you deal with conflict in organisation?
3. How does Conflict take place at different levels?
4. Discuss the important strategies for resolving conflicts.
5. Explain the positive aspects of conflicts
6. Write a short note on Negative aspects of conflicts.
7. Explain the relationship between Conflicts and Performance.
8. As a HR manager how to resolve work place conflicts.
9. Explain the Outcome of conflicts.
10. Write a short note on conflict within an individual.

HUMAN RESOURCE MANAGEMENT-16 UCO 516

K4 LEVEL QUESTIONS

UNIT –I

1. Discuss the functions of Human Resource Management with relevant examples.
2. What are the factors governing human resource planning?
3. Explain the various spaces in evaluation of Human Resource Management.
4. Differentiate human resource planning and human resource management.
5. Define human resource planning and explain its importance.

UNIT –II

1. Define recruitment and explain its factors.
2. What are the factors determining recruitment?
3. Explain the various external sources of recruitment.
4. Discuss the various stages involved in selection process.
5. Discuss the various types of interview.

UNIT –III

1. What is performance appraisal and explain its objectives?
2. Explain the Methods of Performance Appraisal.
3. Discuss the various stages involved in the process of training.
4. Explain in detail the various methods of training the employees of the organisation.
5. As a HR manager how you would evaluate a training and development programme.

UNIT –IV

1. Discuss about the steps involved to improve employee morale.
2. What are the factors determining job satisfaction?
3. Explain Maslow's need Hierarchy theory.
4. Discuss about the types of motivation.
5. Explain any three theories of motivation

UNIT –V

1. Why do conflicts arise in work place? Explain.
2. Explain the types of conflicts.
3. What are the different levels of conflict?
4. Discuss about the measures to stimulate conflicts.

5. What are the remedies of conflicts? Explain.