

Department of Business Administration
18 UBM 409 - Personnel Management and Industrial Relations
UNIT-I

1. The Task of human resource management was
 - A) Managing the Employee
 - B) Managing the People**
 - C) Managing the Society
 - D) All the Above
2. Personnel management specifically deals with human resources in respect of ____
 - A) Their Procurement
 - B) Their Development
 - C) Their Motivation
 - D) All of the above**
3. Personnel man must be a person who must have the following
 - A) Sensitivity
 - B) Conceptual Skill
 - C) Human Relation
 - D) All the above**
4. Which one is the function of personal management?
 - A) Managerial function**
 - B) Decision making
 - C) Communication
 - D) All the above
5. Personal management has
 - A) Limited scope**
 - B) Wider scope
 - C) Both as A and B
 - D) None of the above
6. Personal management is an
 - A) Approach
 - B) Point of you
 - C) Technique of thinking
 - D) All the above**

7. The subject matter of personal management is
- A) Profit
 - B) Capital investment
 - C) Human beings**
 - D) Wages and incentives
8. The following is not a principal of personal policies
- A) Principal of common interest
 - B) Principal of development
 - C) Principal of recognition of trade unions
 - D) Principal of team spirit**
9. _____ means limitations of organized action
- A) Organizing
 - B) Controlling
 - C) Directing**
 - D) Planning
10. _____ method of training is connected to real life problem
- A) Conferences
 - B) Case study**
 - C) Management games
 - D) Sensitivity training
11. What is the objective of personnel management?
- A) For decision making
 - B) Management
 - C) Organization goal**
 - D) Both A & B
12. The scope of personnel management was very much restricted before
- A) 19th century
 - B) 18th century
 - C) 21th century
 - D) 20th century**
13. Personnel management is also called as
- A) Personnel administration
 - B) Man power management

C) Both (a) and (b)

D) None of the above

14. If the productive man hours lost are less their available productive hours will be

A) more

B) Less

C) Same

D) None of the above

15. The following is not a function of personnel management

A) Training and development of manpower

B) Recruitment and selection of manpower

C) Wages and salary administration

D) Production, planning and control

16. In manpower planning, short term plans are prepared for

A) one month

B) three month

C) six month

D) one year

17. The following factory affects manpower planning

A) Working hours

B) Nature of production

C) Performance rate

D) All the above

18. Personnel man must be a person who must have the following

A) Sensibility

B) Conceptual skill

C) Human relation skill

D) All the above

19. Following are the types of audit in personnel department

A) audit of managerial Compliance

B) audit of employee satisfaction

C) audit of corporate strategy

D) all the above

20. Product mix means a production programme based on

A) optimum productive capacity

B) sales forecast

C) both (a) and (b)

D) none of the above

UNIT-II

21. Every jobs analysis the performance of certain tasks or activities
- A) Physical
 - B) Mental
 - C) All the above**
 - D) Nothing
22. Job condition refer to the ____ in which a particular job is performed
- A) Environment**
 - B) Resources
 - C) Social environment
 - D)None Of These
23. The performance of any job requires certain ____ and ____ on the part of the employee
- A) Skills, capabilities**
 - b) Physical stamina
 - c) Machines
 - d) Employees
24. Job specification helps to choose the right man for the right
- A) Job**
 - B) Company
 - C) Specified
 - D) Individual
25. Under this method the various jobs in an enterprise will be ranked in the ____
- A) Order**
 - b) Ranked
 - c) Organization
 - d) Demand
26. The teacher in government and aided collages are classified into ____ categories
- A. four
 - B. Three**
 - C. Two

D. Zero

27. The supply of such professionals is less than the ____
- A) Wages
 - B) Demand**
 - C) Supply
 - D) Accounting
28. To make sure that there is no discrimination in wage payments based on
- A) Religion and caste**
 - B) Determination
 - C) Manager
 - D) Religion
29. It is the supply and demand forces that determine pay rather than the extent of duty and the
- A) Worth of the job**
 - B) Fixing Pay
 - C) Job Evolution
 - D) None
30. The remuneration payable to the sales officer naturally has to be more than that payable to the ____
- A) Salesman**
 - B) Worker
 - C) Point Of Method
 - D) Manager
31. The process of determining the nature and contents of a particular job is what is known as _____
- A) Job Analysis**
 - B) Job Description
 - C) Job Evaluation
 - D) All The Above
32. Job analysis also helps _____ in matters concerning employees' promotion and transfer
- A) Organization
 - B) Job
 - C) Management**
 - D) All the above
33. Job analysis is helpful in _____

- A) Job evaluation**
- B) Job specification
- C) Job analysis
- D) All the above

34. Following are some of the methods used for the purchase of job evaluation

- A) Ranking Method
- B) Classification Method
- C) Point Method
- D.) All the above**

35. The maximum points for the factor invalid are determined by taking into account the key jobs in the.....

- A) Management
- B) Organization
- C) Evaluation**
- D) All the above

36. This one of the types of office job.....

- A) Clerk**
- B) Point
- C) Factor
- D) All the above

37. The object job evaluation is to access the relative worth of difference job performed in an _____ in order to the correct pay.

- A) Management
- B) Supply
- C) Enterprise**
- D) All the above

38) The various job and described their content the next step is to prescribe the qualities and.....

- A) Qualifications**
- B) Quantity
- C) Supply
- D) All the above

39. The performance of any job requires certain skills and capabilities on the part of the.....

A) Management

B) Employees

C) Quantity

D) All the above

40. Job analysis job description, job specification and.....

A) Job Evaluation

B) Job Point

C) Job Analysis

D) All The above

UNIT-III

41. The object of ____ is to assess the relative worth of different job performed in an enterprise.

A) Job Evaluation

B) Job Analysis

C) Job Specification

D) Job Description

42. ____ may be defined as an upward movement of an employee's position.

A) Transfer

B) Promotion

C) Demotion

D) None of the Above

43. ____ refers to any payment were usually at the end of days work.

a) salary

b) wages

c) incentive

d) bonus

44. ____ test helps to judge the personal traits of an candidates

a) Aptitude

b) personality

c) group

d) written

45. ____ may be defined as any reward or benefit given to the employee

A) Wages

B) Salary

C) Insensitives

D) Compensation

46. ____ as an employee may be either from one section to another department..

A) Transfer

B) Promotion

C) Training

D) No of the above

47. There are ____ types of test..

a)3 b)4 **c)5** d)6

48. A family member, relation, friends of an ____ may be considered for appointment..

A) Employers

B) Employees

C) Management

D) Both (A)&(B)

49. Employees exchange function is under the control of ____

A) Private

B) Government

C) Both (A)&(B)

D) Non of the above

50. ____ refers to the permanent reassignment to a lower position than the employee had worked previously..

A) Analysis

B) Demotion

C) Promotion

D) Non of the above

51. ____ is the monetary benefit which is given to an employee or worker.

- A) Manpower
- B) Promotion
- C) Compensation**
- D) selection

52. ___ is a form of payment from an employer to an employee.

- A) Salary**
- B) Transfer
- C) Incentive
- D) All The Above

53. ___ is not a method of performance appraisal

- A) Ranking Method
- B) Forced Choice
- C) Field Review
- D) Job Rotation**

54. ___ method is a negative type of method.

- A) Essay Appraisal
- B) Paired Comparison
- C) Ranking Method**
- D) Graphical scales

55. There are the ___ types of interviews.

- A) 5**
- B) 6
- C) 8
- D) 7

56. The methods payment of wages basically under ___ categories

- A).Two**
- B).Three
- C).Four
- D).Five

57. Salary is paid for ___ types of employees.

- A).Temporary
- B). Permanent**
- C).Both (A) And (B)
- D) None of These

58. ___ is extent of co-operation with colliges and superiors

- A).Promotion

B).Manpower

C). Performance Appraisal

D).Transfer

59. There are ____ types of performance appraisal

A).9 **B).8** C).7 D).6

60. Preliminary stage is a ____

A). Promotion

B). Interview

C).Transfer

D).All the above

UNIT-IV

61. ____ is the basic philosophy of the trade union movement.

(A) Indian Trade Union Act

(B) United We Stand And Divided We Fall

(C) Trade Union Act 1940

(D) None of these.

62. Which characteristics don't follow the characteristics of trade union?

(A) Collective Action

(B) Common Interest

(C) Integration

(D) Voluntary Association.

63. ____ ensures job statisification of every employees.

(A) Trade Union

(B) Promotion

(C) Incentives

(D) Training and Development.

64. ____ is the technique used for compromising the conflicting interest of employer and employee.

(A) Discipline

(B) Carrier Advancement

(C) Collective Bargaining

(D) Target.

65. In the following which one ensure the registration of trade union
- (A) Name of the Trade Union
 - (B) Whole of Its Objectives
 - (C) General Funds of the Trade Union
 - (D) All the above.**
66. The service of the employee may be terminated at anytime
- A) Lack of Incentive
 - B) Lack of Promotion Opportunity
 - C) Unsuitable Job
 - D) Lack of job security**
67. The change in name does not affect any rights or ____ of the trade union
- A) Obligation**
 - B) Discipline
 - C) Registration
 - D) Mannerism
68. ____ Age Limit Can Be the Member Of Trade Union
- A) 20years
 - B) 15years**
 - C) 19years
 - D) 18years
69. ____ age limit can be the official barrier of trade union
- A) 20years
 - B) 15years
 - C) 19years
 - D) 18years**
70. Which one follows the principle of national justice?
- A) The Enquiry Should Be Fair and Conducted In a Impartial Manner**
 - B) Irrational Transfer Policy of the Employee
 - C) Gross Negligence of Duty
 - D) All the above
71. ____ is also known as 'constructive discipline' or ' self discipline'?

- (A) **Positive Discipline**
 - (B) Negative Discipline
 - (C) Both A and B
 - (D) None of the above.
72. ____ develops a spirit of tolerance among the employees?
- (A) Job Security
 - (B) **Discipline**
 - (C) Promotion
 - (D) Incentive
73. Favoritism is important in the matter of ____
- (A) Employee Evaluation
 - (B) Enforcing Rules
 - (C) **Both (A) And (B)**
 - (D) None of the above
74. ____ attitude of the management promotes dissatisfaction among employees?
- (A) Democratic
 - (B) Favoritism
 - (C) Independent
 - (D) **Autocratic**
75. ____ develops misunderstandings among supervisors and subordinates?
- (A) Bad Working Conditions
 - (B) **Distrust**
 - (C) Flout Rules
 - (D) Lack of machinery.
76. Which force to follow the indisciplinary activity?
- (A) To Have a Good Relationship In Work Place.
 - (B) To Ensure Cooperation Of Employees
 - (C) To Entrust Responsibility
 - (D) **Lack of proper code of conduct of the employees**
77. Who said "it simply means cooperating and behaving in normal and orderly way as any responsible person person would expect an employee to do"
- A) **Earl .R. Baramablatt**
 - B) Richard cartoon
 - C) Ordwery tead
 - D) Michael j. Jucies

78. ____ is the punishment measure where by the employees
- A) Discharge
 - B) Demotion**
 - C) Oral Warning
 - D) Fines
79. Oral warning fails to create desire impact the employee may issue ____
- A) Discharge
 - B) Dismissal
 - C) Written Warning**
 - D) Loss of privileges
80. An act of indisciplinatory is called ____
- A) Misconducts**
 - B) Misbehave
 - C) Irrespective
 - D) All the above

UNIT-V

81. Factories Act was passed in the Year ____
- A) 1994
 - B) 1948**
 - C) 1946
 - D) 1930
82. Employees state insurance act was passed in the year ____
- A) 1991
 - B) 1992
 - C) 1993
 - D) 1948**
83. Industrial disputes act was passed in the year ____
- A) 1911

B) 1946

C) 1947

D) 1991

84. Factories Act deals with ____

A) Safety

B) Commerce

C) Person

D) Respect

85. The industrial peace is secured through voluntary __ and compulsory ____.

A) Compromise And Arbitration

B) Adjudication And Arbitration

C) Work Committee And Industrial Tribunal

D) Negotiation and adjudication

86. Factories act is administration by ____.

A) Ministry Of Labour and Employment

B) Ministry Of Company Act

C) Ministry Of Affairs

D) Ministry of labour

87. According to factories act 1948, working hours should not be less than ____.

A) 24hours

B) 42hours

C) 48hours

D) 52hours

88. Factories act promotes ____

A) Disability

B) Welfare

C) Ability

D) Performance

89. Employees state insurance act, 1948 help for ____

A) Medical Benefits

B) Tax Benefits

C) Compensation

D) Subsidiary

90. The Main Ultimate Objective of Industrial Disputes Act ____

A) Maintenance of Peaceful Work

- B) Maintenance of Lethargic Work
 - C) Enforceability
 - D) Forcibility
91. Section 2(g) under the act defines ____
- A) Factory
 - B) Manufacturing Process**
 - C) Worker
 - D) Occupants
92. Employee state insurance act scheme is financed by contribution from ____
- A) Employees and employer**
 - B) Manager and director
 - C) CEO
 - D) Board members
93. According to factories act,1948"week"starts at midnight on ____ night.
- A) Monday
 - B) Sunday
 - C) Saturday**
 - D) None of above
94. "Power" is defined in which section of the factories act,1948?
- A) Section 2(p)
 - B) Section 2(h)
 - C) Section 2(g)**
 - D) Section 2(i)
95. Dependant benefit (DB) is paid at the rate of ____
- A) 90%**
 - B) 91%
 - C) 88%
 - D) 76%
96. Employees state insurance Scheme covers the people ____
- A) More than 5 core works
 - B) More than 4 core workers
 - C) More than 2 crore workers**
 - D) More than 1 core workers
97. Industrial disputes act aim is to protect ____
- A) Workmen**

- B) Manager
- C) CEO
- D) Employer

98. Industrial disputes act helps to promote ____

- A) Harmony
- B) Collective bargaining**
- C) Peace
- D) war of economy

99. Employees state insurance act provides ____

- A) Dependent benefit**
- B) Undependent benefit
- C) Payments
- D) Compensation

100. Employees state insurance act 1948,promotes ____

- A) Employment allowance
- B) unemployment allowance**
- C) Daily allowance
- D) Leave encashment

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K2 QUESTIONS

UNIT-I

1. Define Personnel Management.
2. What are the objectives of Personnel Management.
3. What are the functions of Personnel Management
4. What do you mean by procurement function
5. What are the roles of personnel manager
6. What do you mean by human relations?
7. What are the qualities of Personnel manager?
8. What are the skills of Personnel manager?
9. What do you mean by HR policies?
10. What are the types of policies?

UNIT_II

11. Define Manpower planning
12. What is job analysis?
13. What are the advantages of job analysis?
14. Define job specification.
15. Define training.
16. Give an outline for development.
17. Define job description.
18. List the features of job description.
19. What are the essentials of sound personnel policy?
20. What do you mean by compensation

UNIT_III

21. Define Performance Appraisal?
22. Define Job evaluation.
23. Differentiate job evaluation and performance appraisal?
24. What are the features of performance appraisal?
25. What are the methods of performance appraisal?
26. What do you mean by 360 Appraisal?
27. Differentiate Wage and salary?
28. What do you mean by incentives?
29. Define Recruitment.
30. What are the sources of recruitment?
31. List out the modern techniques of recruitment

32. Define selection

UNIT-IV

33. Define Industrial Relations

34. Write down some important objectives of Industrial Relation?

35. Define Trade Union?

36. Define Trade Dispute?

37. List the types of Grievances

38. What do you mean by Collective Bargaining?

39. Define Arbitration?

40. What are the factors should be taken in to consideration in formulating recruitment policy?

41. Differentiate financial and non-financial incentives?

42. List out the barriers in industrial relations.

UNIT-V

43. Describe the meaning of factories act.

44. When was factories act amended?

45. Expand ESI.

46. Define industrial dispute.

47. Mention the purpose of ESI.

48. List the criteria for ESI.

49. List the various provisions that come under factories act.

50. Describe Labour Court?

51. Define Labour Welfare?

52. Write any two regulations in industrial disputes act 1947.

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Section-B

UNIT-I

1. Different between personnel management and human resource management?
2. What are the objectives of personnel management?
3. Write the role on personnel manager.
4. What is personnel management and write its function?
5. Describe personnel management both and science art.
6. What are the qualities of personnel management?
7. What are the objectives include in the integration of personnel management?
8. Write any two definition of personnel management?
9. Define the term management and application management concept?
10. What are the peculiar characteristics of human resource?

UNIT-II

11. List out Importance of man power.
12. Bring down Characteristics of man power.
13. Define of man power.
14. Explain the merits of internal source of recruitments.
15. What are external source of requirement?
16. What is Importance of training?
17. List out Essentials of a good training programme.
18. List out the needs of training.
19. What are the types of interview?
20. Methods of job evolution?

UNIT-III

21. Write the features of performance appraisal?
22. Explain positive and negative qualities of forced choice method.
23. Write the Objectives of job evaluation?

24. Discuss the advantage and disadvantages of promotion.
25. What are the financial and non-financial incentives?
26. What are the problems arise out of incentives?
27. Write down the methods of MBO.
28. What are the retirement benefits to employees?
29. Explain ranking method of performance appraisal.

30. Explain promotion in brief.

UNIT-IV

31. Illustrate positive discipline.
32. Explain negative discipline.
33. Demonstrate the cause of the indiscipline.
34. Explain the various kinds of punishments.
35. Elaborate the methods of knowing grievances.
36. Explain the characteristics of trade union.
37. Illustrate the need for trade union.
38. Explain the function of trade union.
39. Describe the problems of trade unions.
40. Elaborate the measures to strengthen the trade unions.

UNIT-V

41. Enumerate factory, approval licensing and registration of factory ?
42. Describe briefly about the inspecting staff and health in the view of factories act 1948?
43. Describe penalties procedure in factories act 1948?
44. Describe employment of young person's?
45. Write about employee state Insurance Corporation?
46. Describe administration of the scheme in employee's state insurance act 1948?
47. Write about finance and audit in ESI act 1948?
48. Write about applicability of the act ESI 1948?
49. Define industry and discuss about the industrial disputes act 1947?

50. Discuss about procedures of industrial disputes act 1947?

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SECTION-C

UNIT-I

1.
 - a. Henry Fayol's definition for management
 - b. Louis Allen's definition for management
 - c. FW.Taylor's definition for management
 - d. Define human resources
2.
 - a. Write prof. Julius & E.F.L.Brech's definition for personnel management
 - b. Write the function of personnel management
3.
 - a. Write the nature of personnel management
 - b. Write the importance of personnel management?
4. Write the role & qualities of personnel manager?
5. Discuss the function of personnel management in chat method?

UNIT-II

6. Write about definition importance characteristics of manpower planning?
7. Evolution of the on the job training methods of merits and demerits?
8. Discuss the various stages involved in the selection of candidates for jobs in a organization.
9. Explain in detail the various methods of training the employees of an organization.
10. Explain the detail the various external sources of recruitments?

UNIT-III

11. Describe objectives of wages and salary administrations?
12. What the factors influencing the wages of an organization?
13. Write the methods of performance appraisal?
14. Why there is transfer in the company?
15. Writes the merits of incentives?

UNIT-IV

16. Prepare a note on the causes of indiscipline.
17. Illustrate the various kinds of punishments'.
18. Demonstrate the characteristics of trade unions.

19. Explain the functions of Trade Unions.
20. Discuss the problems of Trade Unions.

UNIT-V

21. Write about the factories act 1948 and discuss the content - Holidays
22. Write about ESI act 1948 and discuss about the contribution regarding the act ?
23. Write about penalties applicable in the employee's state insurance act 1948?
24. Explain the industrial disputes act 1947 and procedure for settlement of industrial disputes and authority under this act?
25. Enumerate powers and duties of authorities in the industrial disputes act 1947?
