

PG DEPARTMENT Of COMMERCE (CA)

QUESTION BANK

COURSE: M.Com (CA)

SEMESTER : IV

SUBJECT CODE: 17PCC415

SUBJECT: HUMAN RESOURCE MANAGEMENT

K1 LEVEL

1. Workers, supervisors, managers & other employees directly involved in the organization from _____.
 - a. Human ware**
 - b. Orgo ware
 - c. Info ware
 - d. None of these
2. Knowledge, skill, technology are covered under _____ in human resource management.
 - a. HW
 - b. OW
 - c. IW**
 - d. None of these
3. Personnel department was called as ____ & ____ department in the olden days.
 - a. Health & Wealth
 - b. Health & Happiness**
 - c. Wealth & Happiness
 - d. Human & Happiness
4. _____ is an intellectual process of assessing manpower requirement of present and future to meet the organizational objective and tasks.
 - a. Planning**
 - b. Organizing
 - c. Control
 - d. Directing

5. Staffing function are also referred as _____ function.

- a. Managerial
- b. Motivational
- c. Development
- d. Operating**

6. The primary roles of a manager is leader , supervisor and _____.

- a. Administrator
- b. Negotiator
- c. Director**
- d. Advisor

7. A manager act as a ____ in settlement of conflicts and disputes, redress of grievances, etc.,

- a. Welfare officer
- b. Facilitator**
- c. Administrator
- d. Public Relations Manager

8. _____ is the process of assistive one's own strength and weakness.

- a. Managerial ability
- b. Forecasting
- c. Self appraisal**
- d. None of these

9. Rewards and benefit programme are the _____ plan in human resource planning.

- a. Development
- b. Absorption
- c. Utilization
- d. Retention**

10. Maintenance plan involves _____ programme in HR planning.

- a. Recruitment
- b. Managerial Development
- c. Promotion

d. Wages and Salaries

11. Human Resource planning is a subset of ____ plan.

- a. Corporate
- b. Business
- c. Both a & b**
- d. None of these

12. Career development programme is a _____ plan in HR plans.

- a. Absorption
- b. Development
- c. Utilization**
- d. Maintenance

13. ____ HR plans remain in the form of suggestions, ideas or opinions that resulted through discussions but are not documented.

- a. Formal
- b. Adaptive
- c. Real time
- d. Informal**

14. Long term and medium term plan is HR plans are also termed as _____.

- a. Strategic**
- b. Tactic
- c. Triggers
- d. Contingency

15. Short term plans in HR plans is termed as _____.

- a. Strategic

b. Tactic

c. Triggers

d. Contingency

16. The aspects of matching the compensation with the responsibilities of an employee is ____.

a. Job specification

b. Job description

c. Job evaluation

d. Job analysis

17. _____ is a set of duties performed by an employee.

a. Duty

b. Element

c. Position

d. Task

18. The jobs requiring similar skills by the employees are called as _____.

a. Occupation

b. Job family

c. Work

d. Employment

19. _____ is a written document indicating the appropriate characteristics of a suitable person who can take up a job.

a. Job desk

b. Job evaluation

c. Job specification

d. Job analysis

20. Arranging job in their hierarchical order of importance is _____.

a. Job desk

b. Job evaluation

c. Job specification

d. Job analysis

21. Which of the following is not true about training?

a. It is a short duration exercise

b. It is technical in nature

c. It is primarily for managers and executives

d. It is concerned with specific job skills

22. In which type of analysis are corporate goal and plans compared with existing man powers inventory to determine the training needs?

a. Organization analysis

b. Operation analysis

c. Individual analysis

d. None of these

23. Training concentrates on _____.

a. Coaching the members of a organization how to perform effectively in their current jobs

b. Expansion of the knowledge and skills of the members of an organization

c. Preparing the employees to take on new responsibilities

d. None of these

24. The process of exchanging the technical skills of workers in short period is called _____.

a. Training

b. Development

c. Education

d. None of the above

25. Which one of the following is a source of assessing training needs?

a. Performance evaluation

b. Attitude survey

c. Advisory panel

d. All of the above

26. Laboratory training is also known by the name _____.

a. Sensitivity training

b. Job instruction training

c. Apprenticeship training

d. None of the above

27. _____ method creates a situation that is as far as possible a replica of the real situation.

a. The programmed learning

b. The simulation

c. The case study

d. The lecture

28. Position held by an individual throughout his work life are normally referred to as _____.

a. Job

b. Task

c. Career

d. None of the above

29. The systematic and deliberate advancement made by an individual in his career is the entire work life is known as _____.

a. Career path

b. Career anchoring

c. Career goals

d. Career guidance

30. The factors that influence the selection of individual's career choices are usually referred to as _____.

a. Career path

b. Career anchoring

c. Career goals

d. Career guidance

31. Which of the following is used as self assessment technique by the employee?
- a. The strength and weakness balance sheet
 - b. The likes and dislikes survey
 - c. The types focus assessment
 - d. All of the above**
32. The career development programme which enables the employees to gain multi skills and diverse experience before being considered for any promotion in the future is called ____
- a. Dual skill path
 - b. Conventional career path
 - c. Lateral career path
 - d. Network career path**
33. A process in which the manager, supervisor or an external expert acts as the advisor, philosopher and guide is called ____.
- a. Career anchoring
 - b. Career development
 - c. Mentoring**
 - d. None of the above
34. Which of the following is not usually a characteristic of employee promotion?
- a. Upward movement
 - b. Decreased in authority & responsibility**
 - c. Permanency
 - d. Merit or seniority as the basis
35. Find the odd man out on the basis of information about kinds of promotion.
- a. Horizontal promotion
 - b. Vertical promotion
 - c. Open systems of promotion
 - d. None of these**

36. Which of the following is not a reason for demotion?

- a. Inefficiency
- b. Indiscipline
- c. Absence of promotional opportunity**
- d. Administrative inconvenience

37. Which of the following is not an example of transfer?

- a. Displacement transfer**
- b. Versatility transfer
- c. Shift transfer
- d. Remedial transfer

38. The transfer which facilitate the employees in acquiring a wide variety of skills is known as _____.

- a. Displacement transfer
- b. Versatility transfer**
- c. Shift transfer
- d. Remedial transfer

39. Which of the following is not a reason for the involuntary separation of employees?

- a. Employee health problems
- b. Employee indiscipline problems
- c. Organizational problems
- d. None of the above**

40. Which of the following statement is not true about an audit?

- a. It establishes a benchmark for measuring the performance of the HR department
- b. It is done by internal employees or external consultants
- c. It gathers data about people, processes, structures and policies
- d. It is a statutory requirement for an organization**

41. The HR audit needs to be done at ____ levels of the organization.
- a. Two
 - b. Three**
 - c. Four
 - d. Five
42. The efficiency of the HR activity measured in terms of the organizational productivity and cost is called as ____ approach.
- a. Internal**
 - b. External
 - c. Self-directed team
 - d. Task force
43. Which of the following conditions is essential for an effective HR audit?
- a. Top management, commitment
 - b. Clarity in HR audit objective
 - c. Regularity and continuity
 - d. All of the above**

K2 LEVEL

1. Define HRM:

It is an art of procuring, developing and maintaining the competent workforce in order to achieve the goals of the organization in an effective and efficient manner.

2. What are the objectives of HRM?

- To help the org. To reach its goal.
- To employ the skills and abilities of workforce efficiently.
- To develop and maintain a quality of work life.
- To provide the org. With well trained and well motivated employees.
- To be ethically and socially responsive to the needs of the society.

3. What are the functions of HRM?

- Managerial functions
- Planning
- Organizing
- Directing
- Controlling
- Operative functions
- Procurement
- Human resource development
- Motivation & Compensation
- Maintenance
- Integration

4. What do you meant by procurement function?

It is concerned with procuring and employing the people possessing necessary skill, knowledge, aptitude, etc., to achieve the organizational objectives. It covers, the functions such as job analysis, manpower planning, recruitment, selection, placement, induction and internal mobility.

5. What do you mean by HRD?

It is the process of improving moulding, changing and developing the skills, knowledge, creative ability, aptitude, attitude, values commitment, etc., based on present and future job and organizational requirements.

6. What do you mean by compensation?

It is the process of providing equitable and fair remuneration to the employees. It includes job evaluation, wage and salary administration, incentives, bonus, fringe benefits, social security measures, etc.

7. What do you meant by maintenance function?

Health & Safety

Employee Welfare

8. What do you meant by Integration function?

- Grievance Redressal
- Discipline
- Team work
- Collective Bargaining
- Employee Participation & Empowerment
- Trade Unions
- Industrial Relations

9. What do you mean by human relations?

It is the process of interaction among human beings. Human relations is an area of management practice in integrating people into work situation in a way that motivates them to work together productively, co-operatively and with economic, psychological and social satisfaction.

10. What are the roles of personnel manager?

The roles of personnel manager are as follows:

- HR planner
- Recruitment specialist
- Training and development specialist
- Negotiator
- Personnel administrator
- Employee relations manager
- Counselor
- Health and safety officer

11. What are the qualities of HR manager?

The qualities of HR manager are as follows:

- Good communication skills
- Leadership
- Integrity
- Dedication
- Patient
- Focused
- Hard working
- Concern for employees
- Empathy
- Initiative

12. What are the skills of HR manager?

The skills of HR manager are as follows:

- Behavioral skills
- Negotiation skills
- Planning
- Leadership skills
- Assertiveness
- Influencing

- Persuasion skills
- Communication skills
- Interview skills
- Stress management

13. Differentiate Personnel Management and Human Resource Management

Personnel Management	Human Resource Management
1. Employee is viewed as a commodity or tool or equipment which can be purchased and used.	Employee is treated as a resource
2. Employees are treated as cost center and therefore management controls the cost of labour.	Employees are treated as a profit center and therefore, invests capital for human resource development and future utility.
3. Employees are used mostly for organization benefit	Employees are used for the multiple mutual benefit of the organization, employees and their family members
4. Personnel function is treated as only auxiliary.	HRM is a strategic management function
5. Short-term perspective	Long-term perspective

14. What do you mean by HR policies?

HR policies are systems of codified decisions, established by an organization, to support administrative personnel functions, performance management, employee relations and Human Resource planning.

15. What is the need for HR policy?

HR policies allow an org. To be clear with employee about:

- The nature of the org.
- What they should expect from the company
- What the company expects of them
- How policies and procedures work at your company
- What is acceptable and unacceptable behaviour
- The consequences of unacceptable behaviour

16. What are the features of HR policy?

Some of the features of HR policy are as:

- Stable
- Flexibility
- Derived from personnel objectives of company
- Guidelines for decision making
- Standing plan that can be put to use repeatedly while solving problems
- Ensures uniformity in behaviour

17. Mention some HR policies.

- Recruitment Policy
- Selection Policy
- Compensation Policy
- Training & Development Policy
- Transfer Policy
- Leave Policy
- Permission Policy
- Overtime Policy
- Exit policy
- Dress code Policy
- Appraisal Policy
- Resignation Policy

18. What are the types of policies?

- Originated policies
- Appealed policies
- Externally imposed policy
- General policies
- Specific policies
- Written policy
- Implied policy

19. What are the essentials of sound personnel policy?

- Appropriate numbers
- Employee friendly
- Understandable
- Reasonable
- Written
- Stability
- Precise

20. Define HR planning

HR planning is the process by which an org. Ensured that it has right number and right kind of people at the right place and at the right time, capable of effectively and efficiently helps the org. To achieve the overall objectives.

21. What are the objectives of HR planning?

The objectives of HR planning are as follows:

- Forecast personnel requirements
- Cope with changes
- Use existing man power productively
- Promote employees in a systematic manner

22. State the importance of HR planning

HR planning is a highly important and useful activity. If used properly, it offers a number of benefits:

- Reservoir of talent
- Prepare people for future
- Expand or contract
- Cut costs
- Succession planning

23. What do you mean by succession planning?

-Identification of likely vacancies for higher level executives and locating likely successors to fill up the vacancies.

24. What is the different HR plans?

- Recruitment plan
- Redeployment plan-program for transferring and retraining existing employees.
- Training plan
- Productivity plan – work simplification
 - Mechanization
 - Productivity Bargaining
 - Job redesign
- Retention plan

25. What is job analysis?

A systematic exploration of the activities surrounding and within a job is known as job analysis.

Investigation of tasks, duties & responsibilities to do a job is known as job analysis.

26. What are the advantages of job analysis?

- HR Planning
- Recruitment & selection
- Placement & Induction
- Training
- Performance Appraisal
- Job Evaluation
- Counseling
- Safety

27. Define job description.

A written statement of what the jobholder does (duties and responsibilities), how the job is done, under what conditions and why is known as job description.

28. What are the components of job description?

- Job identification
- Job summary
- Responsibilities and duties
- Authority of incumbent
- Standard of performance
- Working conditions

29. Define job specification.

A profile of the human characteristics (knowledge, skills and abilities) needed by a person doing a job is known as job specification.

30. Define Performance Appraisal?

Performance appraisal is a systematic and objective way of evaluating both work related behavior and potential of employees.

31. Define Job evaluation.

-Process of valuing or pricing the worth of the job in comparison with other jobs in the organisation.

32. What are the methods of job evaluation?

- Ranking method
- Classification method
- Factor Comparison method
- Point method

33. What are the features of performance appraisal?

- Systematic process
- Tries to establish plan for further improvement
- Not one shot deal. Carried out periodically
- Future oriented activity
- May be formal or informal

34. What do you mean by 360 Appraisal?

Systematic collection of performance on individual or group from number of stakeholders-customers, employees (immediate superior, subordinates, peers and self)

35. What do you mean by MBO?

-Process whereby the superiors and subordinates in an organization jointly identifies its common goal, define each individuals responsibilities and use these measuers as guide for operating the unit and assessing the contribution of each of its members.

36. What is critical incident method?

The approach focuses on certain behaviour of an employee that make all the difference between effective and non-effective performance of a job.

37. Differentiate Wage and salary?

- Wage: Amount paid by employer for the service of blue-collar employees.
 - It could be hourly, daily, weekly or fortnightly.
- Salary: Remuneration paid to the clerical and management personnel.
 - It depends on monthly or yearly basis.

38. What do you mean by D.A.?

Dearness Allowance is paid to employees in order to enable them to face the increasing dearness of essential commodities.

39. What do you mean by perquisites?

Perquisites are special benefits given to executives, often referred to as perks to retain them in the organization.

40. What do you mean by incentives?

Motivational devices used such as bonuses or commission to encourage special work effort.

41. What is Recruitment?

The process of searching for prospective employees and stimulating them to apply for jobs in the organization.

42. What are the sources of recruitment?

- Internal sources
- Employee reference
- Previous employee
- Promotion, transfer
- External sources
- Campus recruitment employment exchange
- Walk in interview

43. Merits of internal recruitment

- Employees are motivated to improve their performance
- Morale of the employees is increased
- Industrial peace prevails in the enterprise because of promotional avenues

44. Merits of external recruitment

- Qualified personnel is picked up
- Fresh talent is encouraged
- Creates competitive spirit

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

- Government policies
- Personnel policies of the competing organization
- Recruitment sources
- Recruitment needs
- Recruitment cost
- Selection criteria

46. Define selection

Selection is a process which involves series of steps or hurdles by which the candidates are screened and most suitable candidates is are chosen for the vacancy in the organization

47. Difference between recruitment and selection?

Recruitment	Selection
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The process of searching for prospective employees and stimulating them to apply for jobs in the organization.	Picking up the suitable candidate from unsuitable.
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48. What are the steps involved in selection methods in general

- Receiving of application forms
- Preliminary interview
- Application blanks
- Selection test
- Final interview
- Medical checkup
- Placement
- Induction

49. What are the types of selection interview?

- Directive interview
- Non-directive interview
- Stress interview
- Situational interview
- Panel interview

50. What are the kinds of selection tests?

- Achievement tests
- Aptitude test
- Interest test
- Personality tests
- Intelligence tests
- Situational test

51. Errors in interviewing

- Halo effect
- Leniency
- Projection
- Stereotyping

52. What is Stress interview?

Stress interviews are deliberate attempts to create pressure to observe how an applicant perform under stress

53. What is the purpose of selection test?

To assess the individual difference scientifically

54. What is aptitude test?

To test the clerical, mechanical, mathematical ability of candidates

55. What is placement?

Matching job requirements with qualifications of candidate.

56. What is Induction?

Induction is a process of receiving and welcoming an employee when he first joins the company and giving him the basic information he needs to settle down quickly and happily.

57. Mention the objectives of induction

- Putting the new employee at his/her ease.
- Creating interest in his job and the company
- Providing basic information
- Indicating the standards of performance and behavior expected of him
- Creating the feeling of social security

58. Define Transfer

Shifting of person from one place to another with or without any change in hierarchy of positions.

59. What are the different types of transfer?

- Penal transfer
- Replacement transfer
- Production transfer
- Rotation transfer
- Personal transfer
- Remedial transfer
- Shift transfer

K3 LEVEL:

1. Explain the importance of Human Resource Management
2. Discuss the scope of Human Resource Management
3. Explain the objectives of Human Resource Management
4. List out the role of Human Resource Management
5. Explain the functions of Human Resource Management
6. Simplify the objectives of Human Resource Development
7. Examine about the objective of Human Resource Development
8. Simplify the needs of Human Resource Development
9. Explain the scope of Human Resource Development
10. Categorize the concept of Human Resource Development
11. Explain the nature of Human Resource Development
12. Discuss the HRD framework and techniques of Human Resource Development
13. List out the Functions of Human Resource Development Manager
14. Explain the need for human resource planning
15. List out the benefits of Human Resource Planning
16. Analyse the process of Human Resource planning
17. Explain the job analysis
18. Explain the purpose and uses of job analysis
19. List out the job analysis
20. Different between job description and job specification
21. State the techniques of job analysis
22. Explain the job description
23. Explain the content of job description
24. List out the factors affecting recruitment
25. Discuss the selection procedure
26. Explain the steps involved selection personnel
27. Problems of selection process

28. List out the needs and important of trainee
29. Explain general principles of trainee
30. Explain the role of selection procedure
31. Explain the problems of Human Resource Planning
32. List out the factors affecting Human Resource Planning
33. Explain the characteristics of job description
34. Explain the approaches for job design
35. Discuss recruitment policy
36. State the evaluation of control the recruitment
37. Discuss recruitment planning
38. List out the factors affecting recruitment policy and programs
39. List out the factors affecting job design
40. List out the needs and importance of trainee
41. Describe the objectives of trainee
42. Explain the general principles of trainee
43. Explain the role of selection process
44. Explain the steps in training programs
45. Summarise training needs
46. Determine the long range training needs
47. List out the importance and purpose of appraisal
48. Discuss the approaches to performance of appraisal
49. Summarise the evaluation process
50. List out the methods of performance appraisal

K4 AND K5 QUESTIONS:

1. Briefly explain the functions of Human Resource management
2. Explain the influences of scientific management of Human Resource Management
3. Discuss the problems involved in executive development
4. Discover the concept of executive development
5. HRD Organs and responsibilities of Human Resource Development
6. Explain the steps on recruitment process
7. Discuss the various sources of recruitment
8. Discuss the techniques of recruitment
9. Different between training and development, training and education
10. Explain the importance of training of employee and employers
11. Different between human resource planning and manpower planning
12. Classify the training process
13. Explain the methods performance appraisal
14. Discuss the Evaluation, origin and development of human resource development
15. Meaning of performance appraisal and Needs
16. List out the problems of performance appraisal.
17. Explain the steps on recruitment
18. Discuss the features of performance appraisal
19. List out the limitations of performance of appraisal
20. Briefly explain the merit rating
21. Describe the objectives and meaning of performance appraisal
22. Describe Characteristics of Human Resource planning
23. Explain the steps involved in implementation of trainee
24. Explain the advantages and disadvantages of trainee
25. Explain Methods and factors affecting recruitment

