

Human Resource Management — MCQ Bank

S.Y. B.A. • Semester III • Multiple Choice Questions & Answers

Q1. Which of the following is NOT a feature of Human Resource Management?

- (A) It is a modern approach
- (B) It considers employees valuable assets
- (C) It is a manual approach
- (D) It is employee-oriented

Correct Answer: It is a manual approach

Q2. The technique of measuring the performance of all employees is called:

- (A) Performance Appraisal
- (B) Information Management
- (C) Culture Management
- (D) Training Management

Correct Answer: Performance Appraisal

Q3. Following the values, norms and behaviour of the company by every employee is called:

- (A) Culture Management
- (B) Discipline Management
- (C) Health Management
- (D) Compensation Management

Correct Answer: Culture Management

Q4. The systematic method of obtaining details about employees is called:

- (A) Information Management
- (B) Recruitment Management
- (C) Career Management
- (D) Quality Management

Correct Answer: Information Management

Q5. Placing employees in positions that provide greater authority and benefits than their present position is called:

- (A) Promotion
- (B) Transfer
- (C) Demotion
- (D) Retirement

Correct Answer: Promotion

Q6. Which of the following statements indicates a limitation of E-HRM?

- (A) Higher cost
- (B) Increase in administrative procedures
- (C) Convenience of applying online
- (D) Convenience of applying by Registered Post

Correct Answer: Higher cost

Q7. The full form of HRIS is:

- (A) Human Resource Information System
- (B) Human Resource Institution System
- (C) Human Resource Identification System
- (D) Human Resource Individual System

Correct Answer: Human Resource Information System

Q8. Which of the following is NOT an E-HR activity?

- (A) Online Layout
- (B) Online Recruitment
- (C) Online Selection
- (D) Online Training

Correct Answer: Online Layout

Q9. The activity of increasing an employee's knowledge and skills for performing a specific job is called:

- (A) Training
- (B) Online Recruitment
- (C) Online Selection
- (D) Online Performance Appraisal

Correct Answer: Training

Q10. Which of the following is a feature of Personnel Management?

- (A) It is a traditional approach
- (B) It is a modern approach
- (C) It considers employees valuable assets
- (D) Objective is overall development of employees

Correct Answer: It is a traditional approach

Q11. Which of the following Human Resource Management activities is a service activity?

- (A) Providing accommodation facilities to employees
- (B) Formulating a policy for employee promotion
- (C) Settling employee grievances
- (D) Preparing a training programme for employees

Correct Answer: Providing accommodation facilities to employees

Q12. Placing employees in positions that provide less authority and benefits than their present position is called:

- (A) Demotion
- (B) Promotion
- (C) Transfer
- (D) Retirement

Correct Answer: Demotion

Q13. Which of the following HR activities falls under development of quality of work life?

- (A) Taking steps to reduce work stress
- (B) Preparing a training programme
- (C) Providing accommodation facilities
- (D) Increasing cooperation between managers and workers

Correct Answer: Taking steps to reduce work stress

Q14. The online process of searching for potential employees is called:

- (A) Online Recruitment
- (B) Development
- (C) Online Selection
- (D) Online Training

Correct Answer: Online Recruitment

Q15. Which of the following statements is a limitation of online training?

- (A) Lack of proper internet connectivity
- (B) It is economical
- (C) It is flexible
- (D) The trainee can learn at his/her own pace

Correct Answer: Lack of proper internet connectivity

Q16. Which of the following indicates the correct meaning of Job Evaluation?

- (A) Determining the worth of a job on the basis of job description
- (B) Knowing the qualifications of employees for a job
- (C) Obtaining complete information about a job
- (D) Obtaining brief information about each job

Correct Answer: Determining the worth of a job on the basis of job description

Q17. The method of providing employees with information about their career is called:

- (A) Career Management
- (B) Welfare Management
- (C) Health Management
- (D) Quality Management

Correct Answer: Career Management

Q18. Selecting the best candidate from a pool of applications online is called:

- (A) E-Selection
- (B) E-Training
- (C) E-Promotion
- (D) E-Recruitment

Correct Answer: E-Selection

Q19. Which of the following HR activities comes under Training for employees?

- (A) Preparing a training programme
- (B) Providing accommodation facilities
- (C) Settling employee grievances
- (D) Formulating promotion rules

Correct Answer: Preparing a training programme

Q20. Placing employees in positions similar to their present positions in status and pay is called:

- (A) Transfer
- (B) Promotion
- (C) Demotion
- (D) Retirement

Correct Answer: Transfer

Q21. Which of the following is a benefit of e-learning?

- (A) Flexible learning schedule
- (B) Lack of proper internal connectivity
- (C) It requires large investment
- (D) Suitable only for an idealistic workforce

Correct Answer: Flexible learning schedule

Q22. The total knowledge, skills, creativity, abilities and interests of people working in an organization is called:

- (A) Human Resources
- (B) Career Planning
- (C) Direction
- (D) Human Resource Management

Correct Answer: Human Resources

Q23. Obtaining complete information about a job (duties, tasks, responsibilities) is called:

- (A) Job Analysis
- (B) Procurement
- (C) Job Description
- (D) Job Evaluation

Correct Answer: Job Analysis

Q24. Increasing cooperation between employees and managers is included in which HR activity?

- (A) Collective Bargaining and Workers Representation
- (B) Promotion, Transfer and Demotion
- (C) Training
- (D) Service Activities

Correct Answer: Collective Bargaining and Workers Representation

Q25. Which of the following HRM activities comes under Development of Quality of Work Life?

- (A) Making the workplace conducive and safe
- (B) Helping formulate promotion rules
- (C) Providing accommodation facilities
- (D) Settling employee grievances

Correct Answer: Making the workplace conducive and safe

Q26. The system by which all personnel comply with the company's rules and regulations is called:

- (A) Discipline Management
- (B) Culture Management
- (C) Welfare Management
- (D) Quality Management

Correct Answer: Discipline Management

Q27. Providing sports and recreational facilities for employees is called:

- (A) Welfare Management
- (B) Culture Management
- (C) Discipline Management
- (D) Quality Management

Correct Answer: Welfare Management

Q28. Online checking of an applicant's background and credentials with the help of software is called:

- (A) Online Screening
- (B) Online Interview
- (C) Online Training
- (D) Online Selection

Correct Answer: Online Screening

Q29. The process of online selection begins through whose joint efforts?

- (A) HR Manager and IT Manager
- (B) Only HR Manager
- (C) Only IT Manager
- (D) Supervisor

Correct Answer: HR Manager and IT Manager

Q30. Searching for key words in resumes using software is a useful method for:

- (A) Online Screening
- (B) Online Testing
- (C) Online Interview
- (D) Online Training

Correct Answer: Online Screening

Q31. An interview conducted through video conferencing is an example of:

- (A) Online Interview
- (B) Online Screening
- (C) Online Training
- (D) Online Testing

Correct Answer: Online Interview

Q32. Which technique is used for taking stock of existing skills in human resource inventory?

- (A) Human Resource Audit
- (B) Skills Inventory
- (C) Human Resource Exploration
- (D) Labour Turnover

Correct Answer: Skills Inventory

Q33. Which of the following statements indicates an objective of Human Resource Planning?

- (A) Estimating future human resource requirements
- (B) Selecting employees online
- (C) Providing adequate wages to employees
- (D) Providing training to employees

Correct Answer: Estimating future human resource requirements

Q34. Whose primary responsibility is Human Resource Planning in an organization?

- (A) Top level management
- (B) Middle level management
- (C) Lower-level management
- (D) Middle and lower-level management

Correct Answer: Top level management

Q35. Which of the following is an internal factor affecting Human Resource Planning?

- (A) Financial resources
- (B) Technological factors
- (C) Political factors
- (D) Social factors

Correct Answer: Financial resources

Q36. Which of the following is an external factor affecting Human Resource Planning?

- (A) Social factors
- (B) Policy of top managers
- (C) Production method
- (D) Financial policy

Correct Answer: Social factors

Q37. _____ is the method of obtaining information about an individual's skills and potential.

- (A) Human Resource Inventory
- (B) Human Resource Audit
- (C) Replacement Chart
- (D) Workload Analysis

Correct Answer: Human Resource Inventory

Q38. Which of the following is a limitation of Human Resource Management / Planning?

- (A) Lack of cooperation from top management
- (B) Control over labour cost
- (C) Estimating future human resource requirements
- (D) Maintaining balance between demand and supply

Correct Answer: Lack of cooperation from top management

Q39. Which of the following factors is a technological factor affecting Human Resource Planning?

- (A) Use of automated machines
- (B) Education and training
- (C) Financial policy
- (D) Economic growth

Correct Answer: Use of automated machines

Q40. Analysing the information collected through Human Resource Inventory and Audit helps prepare:

- (A) Manpower Requirement Tables
- (B) Skills Inventory
- (C) Labour Turnover Chart
- (D) Replacement Chart

Correct Answer: Manpower Requirement Tables

Q41. Which factor is considered while conducting workload analysis?

- (A) Planned volume of operations and sales
- (B) Rate of internal movement
- (C) Likelihood of employee turnover
- (D) Replacement availability

Correct Answer: Planned volume of operations and sales

Q42. In which method are skills and capabilities calculated from information on existing workforce?

- (A) Human Resource Inventory
- (B) Human Resource Audit
- (C) Workload Analysis
- (D) Workforce Analysis

Correct Answer: Human Resource Inventory

Q43. Which of the following is NOT an external source of human resource acquisition?

- (A) Internal promotion
- (B) Educational institutions
- (C) Job websites
- (D) Waiting lists

Correct Answer: Internal promotion

Q44. Which factor is considered while estimating future demand for human resources?

- (A) Employment trends and business expansion
- (B) Rate of internal movement of employees
- (C) Employee satisfaction rate
- (D) Workplace environment

Correct Answer: Employment trends and business expansion

Q45. What is the Human Resource Requirements Table used for?

- (A) Determining net future workforce surplus or deficit
- (B) Calculating exact salary budgets
- (C) Auditing past financial performance
- (D) Evaluating candidate interviews

Correct Answer: Determining net future workforce surplus or deficit

Q46. Preparing employees for promotion is an objective of:

- (A) Career Planning
- (B) Determining employee duties
- (C) Estimating future human resource requirements
- (D) Using managerial reserves

Correct Answer: Career Planning

Q47. _____ means the process of identifying employees for critical key positions in the future.

- (A) Succession Planning
- (B) Career Planning
- (C) Human Resource Planning
- (D) Career Management

Correct Answer: Succession Planning

Q48. Who gave the model showing the stages of career planning from the employee's perspective?

- (A) Douglas Hall
- (B) Peter Drucker
- (C) Henry Fayol
- (D) Edwin Flippo

Correct Answer: Douglas Hall

Q49. At which stage of career planning does an employee attain the greatest productivity?

- (A) Maintenance
- (B) Exploration
- (C) Establishment
- (D) Decline

Correct Answer: Maintenance

Q50. Which of the following statements correctly explains the meaning of a 'dual-career family'?

- (A) A family in which both husband and wife are employed
- (B) A family in which only the husband is employed
- (C) A family in which only the wife is employed
- (D) A family in which neither husband nor wife is employed

Correct Answer: A family in which both husband and wife are employed

Q51. Which of the following indicates a limitation of career planning?

- (A) Declining career opportunities
- (B) Satisfaction of the feeling of pride
- (C) Information about career opportunities
- (D) Beneficial to society

Correct Answer: Declining career opportunities

Q52. Selection based on an employee's appropriate qualifications, attitude and aptitude is called:

- (A) Scientific Recruitment
- (B) Non-scientific Recruitment
- (C) Proper Recruitment
- (D) None of the above

Correct Answer: Scientific Recruitment

Q53. What type of employees can work appropriately in the position of a salesman?

- (A) Young employees
- (B) Older employees
- (C) Middle-aged employees
- (D) Child employees

Correct Answer: Young employees

Q54. _____ means a sequence of separate but interrelated work activities throughout a person's life.

- (A) Career
- (B) Human Resources
- (C) Career Planning
- (D) Human Resource Management

Correct Answer: Career

Q55. Which of the following statements is correct for the exploration stage of career planning?

- (A) It is a period of self-exploration and trial
- (B) It is the most productive period
- (C) The individual receives frequent promotions
- (D) It is an unproductive period

Correct Answer: It is a period of self-exploration and trial

Q56. Which of the following is an on-the-job method of executive development?

- (A) On-the-Job Coaching / Job Rotation
- (B) Role Playing Method
- (C) Conference Method
- (D) Syndicate Method

Correct Answer: On-the-Job Coaching / Job Rotation

Q57. Which of the following is an off-the-job method of executive development?

- (A) Business Games / Case Method
- (B) On-the-Job Development
- (C) Job Rotation
- (D) Coaching

Correct Answer: Business Games / Case Method

Q58. In which method of executive development are executives transferred from one job to another?

- (A) Job Rotation
- (B) On-the-Job Development
- (C) Project Method
- (D) Selected Reading

Correct Answer: Job Rotation

Q59. In which method of executive development do executives enact roles to present a problem?

- (A) Role Playing Method
- (B) Project Method
- (C) Case Method
- (D) Conference Method

Correct Answer: Role Playing Method

Q60. In which method of executive development are the analytical abilities of executives sharpened through practical problems?

- (A) Case Method
- (B) Selected Reading
- (C) Special Courses
- (D) Sensitivity Training

Correct Answer: Case Method

Q61. In which method of executive development is the objective to develop executives' interpersonal sensitivity?

- (A) Sensitivity Training
- (B) Selected Reading
- (C) Special Courses
- (D) Job Rotation

Correct Answer: Sensitivity Training

Q62. In which method of executive development does an executive learn directly under a superior?

- (A) Coaching / On-the-Job Development
- (B) Selected Reading
- (C) Case Method
- (D) Sensitivity Training

Correct Answer: Coaching / On-the-Job Development

Q63. Which method of executive development provides a good combination of training and role enactment?

- (A) Role Playing Method
- (B) Conference Method
- (C) Special Courses
- (D) Syndicate Method

Correct Answer: Role Playing Method

Q64. In the _____ method of executive development, emphasis is placed on reading literature and management books.

- (A) Selected Reading
- (B) On-the-Job Development
- (C) Case Method
- (D) Sensitivity Training

Correct Answer: Selected Reading

Q65. In which method of executive development is a Junior Board of Directors formed?

- (A) Multiple Management
- (B) Selected Reading
- (C) On-the-Job Development
- (D) Sensitivity Training

Correct Answer: Multiple Management

Q66. Which of the following is NOT a stage of career planning given by Douglas Hall?

- (A) Introduction
- (B) Exploration
- (C) Establishment
- (D) Decline

Correct Answer: Introduction

Q67. Statement 1: Support from top management is necessary for career planning. Statement 2: Career planning guarantees immediate promotion.

- (A) Statement 1 is true, Statement 2 is false
- (B) Both Statements 1 and 2 are true
- (C) Both Statements 1 and 2 are false
- (D) Statement 2 is true, Statement 1 is false

Correct Answer: Statement 1 is true, Statement 2 is false

Q68. _____ is concerned with identifying individuals today and training them for future responsibilities.

- (A) Career Planning
- (B) Human Resources
- (C) Career
- (D) Human Resource Planning

Correct Answer: Career Planning

Q69. According to the definition given by _____, 'Career means a sequence of attitudes and behaviour associated with work-related experiences'.

- (A) Douglas Hall
- (B) Edwin Flippo
- (C) Peter Drucker
- (D) R.F.A. Hobbs

Correct Answer: Douglas Hall

Q70. In which method of executive development does a junior executive receive guidance directly from a senior manager?

- (A) Coaching
- (B) On-the-Job Development
- (C) Job Rotation
- (D) Conference Method

Correct Answer: Coaching

Q71. The set of efforts made to develop the mental abilities and inner qualities of executives is called:

- (A) Executive Development
- (B) Career
- (C) Human Resource Management
- (D) Human Resource Planning

Correct Answer: Executive Development

Q72. Which of the following statements is NOT correct for development?

- (A) The role of the supervisor is important in development
- (B) Career is central in development
- (C) The scope of development is wide
- (D) The objective is to develop future potential

Correct Answer: The role of the supervisor is important in development

Q73. Which of the following statements is correct for sensitivity training?

- (A) The objective of training is to develop the awareness and sensitivity of executives to human relationships
- (B) Executives are moved from one job to another
- (C) Executive development is arranged through lectures
- (D) An advisory committee of administrative executives is formed

Correct Answer: The objective of training is to develop the awareness and sensitivity of executives to human relationships

Q74. Which of the following statements does NOT indicate a right of a trade union?

- (A) Right to exploit workers
- (B) Right to enter into contracts
- (C) Right to negotiate with employers
- (D) Right to own property

Correct Answer: Right to exploit workers

Q75. Which of the following statements does NOT indicate a responsibility of a trade union?

- (A) To encourage violent activities during a strike
- (B) To compulsorily maintain accounting books
- (C) To maintain a peaceful business environment
- (D) To assist in matters of national importance

Correct Answer: To encourage violent activities during a strike

Q76. Which of the following statements is NOT true for a Trade Union?

- (A) To maintain non-cooperation with management at all times
- (B) To solve workers' problems through collective bargaining
- (C) To provide workers with welfare benefits
- (D) To represent workers at various levels

Correct Answer: To maintain non-cooperation with management at all times

Q77. Which organization represents workers at the international level?

- (A) I.L.O.
- (B) L.L.O.
- (C) I.P.O.
- (D) O.O.L.

Correct Answer: I.L.O.

Q78. The full form of I.L.O. is:

- (A) International Labour Organization
- (B) Indian Labour Organization
- (C) Inter Labour Operations
- (D) Indian Labour Operations

Correct Answer: International Labour Organization

Q79. In which year did the Indian Trade Unions Act come into force?

- (A) 1926
- (B) 1925
- (C) 1924
- (D) 1927

Correct Answer: 1926

Q80. When workers come to work but do not work at all, it is called:

- (A) Tools-down Strike / Sit-down Strike
- (B) Token Strike
- (C) Bandh
- (D) General Strike

Correct Answer: Tools-down Strike / Sit-down Strike

Q81. In which form of industrial dispute is the slogan 'go-slow' implemented?

- (A) Non-cooperation / Go-slow
- (B) Strike
- (C) Lockout
- (D) Gherao

Correct Answer: Non-cooperation / Go-slow

Q82. For which of the following purposes can Trade Union funds NOT be used?

- (A) For illegal activities
- (B) For salaries of administrators
- (C) To compensate for losses caused by industrial action
- (D) To provide social benefits to members

Correct Answer: For illegal activities

Q83. A dispute arising between workers and employers on any issue related to employment is called:

- (A) Industrial Dispute
- (B) Industrial Peace
- (C) Industrial Harmony
- (D) Trade Union

Correct Answer: Industrial Dispute

Q84. In which form of industrial dispute do workers surround the employers' premises to block entry/exit?

- (A) Gherao
- (B) Strike
- (C) Lockout
- (D) Non-cooperation

Correct Answer: Gherao

Q85. What is the specialized group in sensitivity training called?

- (A) T-Group
- (B) X-Group
- (C) Y-Group
- (D) Z-Group

Correct Answer: T-Group

Q86. The case method was originally used in the education of:

- (A) Law and Medicine
- (B) Law and Commerce
- (C) Arts and Commerce
- (D) Arts and Medicine

Correct Answer: Law and Medicine

Q87. Which of the following is NOT a need for executive development?

- (A) Workers' absenteeism
- (B) Developing leadership qualities
- (C) Shortage of skilled managers
- (D) Rapid technological changes

Correct Answer: Workers' absenteeism

Q88. _____ means collective refusal by employees to continue working.

- (A) Strike
- (B) Lockout
- (C) Gherao
- (D) Non-cooperation

Correct Answer: Strike

Q89. In _____, the general public or workers across all sectors stop work in sympathy.

- (A) Bandh
- (B) Token Strike
- (C) Tools-down Strike
- (D) Sit-down Strike

Correct Answer: Bandh

Q90. Which of the following is an economic cause of an industrial dispute?

- (A) Dearness allowance / Wages
- (B) Personal cause
- (C) Political factors
- (D) Trade union recognition

Correct Answer: Dearness allowance / Wages

Q91. Which of the following is a non-economic cause of an industrial dispute?

- (A) Political factors / Union recognition
- (B) Wages
- (C) Dearness allowance
- (D) Bonus

Correct Answer: Political factors / Union recognition

Q92. When the disputing parties sit face-to-face and settle their differences themselves, it is called:

- (A) Negotiation / Collective Bargaining
- (B) Investigation
- (C) Conciliation
- (D) Arbitration

Correct Answer: Negotiation / Collective Bargaining

Q93. In _____, the award given by the arbitrator is legally binding on both parties.

- (A) Arbitration
- (B) Investigation
- (C) Negotiation
- (D) Conciliation

Correct Answer: Arbitration

Q94. A short strike undertaken to draw the employers' attention to workers' demands is called:

- (A) Token Strike
- (B) Tools-down Strike
- (C) Bandh
- (D) Sit-down Strike

Correct Answer: Token Strike

Q95. When one group of workers goes on strike to support another striking group, it is called:

- (A) Sympathy Strike
- (B) Token Strike
- (C) Bandh
- (D) Sit-down Strike

Correct Answer: Sympathy Strike

Q96. When employees refrain from eating food to press their demands, it is called:

- (A) Hunger Strike
- (B) Token Strike
- (C) Bandh
- (D) Tools-down Strike

Correct Answer: Hunger Strike

Q97. Which of the following is NOT a form of industrial dispute?

- (A) Trade Union
- (B) Strike
- (C) Lockout
- (D) Bandh

Correct Answer: Trade Union

Q98. Closing down a place of employment by the employer to compel workers to accept terms is called:

- (A) Lockout
- (B) Strike
- (C) Gherao
- (D) Non-cooperation

Correct Answer: Lockout

Q99. When did the Industrial Disputes Act come into force in India?

- (A) 1947
- (B) 1948
- (C) 1945
- (D) 1950

Correct Answer: 1947

Q100. Give the full form of BPO:

- (A) Business Process Outsourcing
- (B) Pending Outsourcing
- (C) Business Product Operation
- (D) Business Profit Organization

Correct Answer: Business Process Outsourcing

Q101. Give the full form of KPO:

- (A) Knowledge Process Outsourcing
- (B) Key Process Outsourcing
- (C) Knowledge Product Operation
- (D) Known Process Optimization

Correct Answer: Knowledge Process Outsourcing