

UCCC & SPBCBA & SDHG College of BCA & IT

S.Y. B.Com. Semester 3 — Business Administration

Unit 1: Human Resource Management & e-HRM

Q1. What is the primary focus of Human Resource Management (HRM)?

- (A) Managing physical machinery
- (B) Maximizing sales revenue
- (C) Managing people at work and optimizing human potential
- (D) Auditing financial statements

Correct Answer: (C) Managing people at work and optimizing human potential

Q2. Which of the following distinguishes Human Resource Management from traditional Personnel Management?

- (A) HRM is reactive, whereas Personnel Management is proactive
- (B) HRM views employees as strategic assets, whereas Personnel Management views them as a cost center
- (C) Personnel Management is strategic, while HRM is purely administrative
- (D) HRM focuses only on blue-collar workers

Correct Answer: (B) HRM views employees as strategic assets, whereas Personnel Management views them as a cost center

Q3. Which function of HRM involves activities like recruitment, selection, and placement?

- (A) Managerial Function
- (B) Procurement Function
- (C) Integration Function
- (D) Maintenance Function

Correct Answer: (B) Procurement Function

Q4. The scope of HRM includes which of the following areas?

- (A) Personnel aspect
- (B) Welfare aspect
- (C) Industrial Relations aspect
- (D) All of the above

Correct Answer: (D) All of the above

Q5. Which principle of HRM emphasizes treating every employee as a unique individual with distinct needs and aspirations?

- (A) Principle of Individual Development
- (B) Principle of High Productivity
- (C) Principle of Teamwork
- (D) Principle of Wage Uniformity

Correct Answer: (A) Principle of Individual Development

Q6. What does 'e-HRM' stand for?

- (A) Executive Human Resource Management
- (B) Electronic Human Resource Management
- (C) Economic Human Resource Management
- (D) Essential Human Resource Management

Correct Answer: (B) Electronic Human Resource Management

Q7. Which of the following is a primary objective of implementing e-HRM in a modern organization?

- (A) To eliminate all human managers
- (B) To automate administrative HR processes and improve strategic decision-making
- (C) To reduce employee salaries
- (D) To prevent unionization

Correct Answer: (B) To automate administrative HR processes and improve strategic decision-making

Q8. The process of using internet technology and computer systems to recruit potential candidates is called:

- (A) e-Selection
- (B) e-Recruitment / Cyber Recruiting
- (C) e-Training
- (D) e-Compensation

Correct Answer: (B) e-Recruitment / Cyber Recruiting

Q9. Which tool is commonly used in e-Selection to screen candidates online before an interview?

- (A) Online Psychometric Tests
- (B) Automated Resume Scanning Software
- (C) Video Interviews
- (D) All of the above

Correct Answer: (D) All of the above

Q10. What is a major advantage of e-Training (LMS - Learning Management Systems)?

- (A) It requires zero internet access
- (B) Employees can learn at their own pace anytime, anywhere
- (C) It removes the need for learning evaluations
- (D) It is only suitable for manual workers

Correct Answer: (B) Employees can learn at their own pace anytime, anywhere

Q11. Which quality is MOST essential for a successful Human Resource Manager?

- (A) Technical expertise in mechanical engineering
- (B) Strong interpersonal and communication skills
- (C) Autocratic leadership style
- (D) Strict financial accounting knowledge

Correct Answer: (B) Strong interpersonal and communication skills

Q12. In an advisory capacity, the HR Manager acts as a staff officer who:

- (A) Issues direct command orders to production line staff
- (B) Advises line management on personnel policies and labor laws
- (C) Has final operational authority over sales departments
- (D) Signs financial audit statements

Correct Answer: (B) Advises line management on personnel policies and labor laws

Q13. Which of the following is a operative function of HRM?

- (A) Planning
- (B) Organizing
- (C) Performance Appraisal
- (D) Controlling

Correct Answer: (C) Performance Appraisal

Q14. Which module of e-HRM allows employees to view pay stubs, apply for leaves, and update personal details directly?

- (A) Executive Support System
- (B) Employee Self-Service (ESS) Portal
- (C) Customer Relationship Management
- (D) Enterprise Resource Planning

Correct Answer: (B) Employee Self-Service (ESS) Portal

Q15. Which challenge is specifically associated with the implementation of e-HRM?

- (A) High initial technological investment and data security concerns
- (B) Reduction in data accuracy
- (C) Elimination of computer usage
- (D) Over-reliance on paper files

Correct Answer: (A) High initial technological investment and data security concerns

Q16. Human Resource Management is considered a continuous process because:

- (A) It stops after employee recruitment
- (B) Human resources are dynamically managed as long as the organization exists
- (C) It occurs only once per financial year
- (D) It applies only to new hires

Correct Answer: (B) Human resources are dynamically managed as long as the organization exists

Q17. The role of an HR Manager as a 'Change Agent' implies:

- (A) Resisting new technological upgrades
- (B) Facilitating organizational transformation and cultural adaptation
- (C) Transferring employees frequently between branches
- (D) Changing wage structures monthly

Correct Answer: (B) Facilitating organizational transformation and cultural adaptation

Q18. Which principle of HRM states that organizational objectives and individual employee goals should be aligned?

- (A) Principle of Harmony of Objectives
- (B) Principle of Division of Work
- (C) Principle of Scalar Chain
- (D) Principle of Centralization

Correct Answer: (A) Principle of Harmony of Objectives

Q19. e-Performance Appraisal systems allow organizations to:

- (A) Track employee goals continuously and offer real-time feedback
- (B) Eliminate performance standards completely
- (C) Avoid giving feedback to low performers
- (D) Calculate taxes automatically

Correct Answer: (A) Track employee goals continuously and offer real-time feedback

Q20. Which of the following represents a key administrative benefit of e-HRM?

- (A) Increased paperwork and physical filing
- (B) Reduced processing time for administrative transactions
- (C) Increased manual data entry errors
- (D) Reduced transparency in HR policies

Correct Answer: (B) Reduced processing time for administrative transactions

Unit 2: Human Resource Planning (HRP)

Q21. What is Human Resource Planning (HRP)?

- (A) A process of predicting future financial profits
- (B) The process of forecasting an organization's future demand for and supply of manpower
- (C) A strategy for machinery maintenance
- (D) The method of conducting annual audits

Correct Answer: (B) The process of forecasting an organization's future demand for and supply of manpower

Q22. Which of the following is an internal factor influencing Human Resource Planning?

- (A) Government labor policies
- (B) Technological advancements in the industry
- (C) Organizational strategy and expansion plans
- (D) Demographic trends in the labor market

Correct Answer: (C) Organizational strategy and expansion plans

Q23. Which external factor directly impacts Human Resource Planning?

- (A) Company's financial budget
- (B) Economic conditions and labor market supply
- (C) Organizational culture
- (D) Production volume targets

Correct Answer: (B) Economic conditions and labor market supply

Q24. What is the primary objective of Work-Load Analysis in HRP?

- (A) To calculate total labor turnover rate
- (B) To determine the total number of human resources required based on expected work volume
- (C) To measure the psychological stress of workers
- (D) To audit union participation

Correct Answer: (B) To determine the total number of human resources required based on expected work volume

Q25. Work-Force Analysis in HRP helps determine:

- (A) The future demand for products
- (B) The actual number and quality of existing employees available to do the work
- (C) The marketing budget needed
- (D) The price of final goods

Correct Answer: (B) The actual number and quality of existing employees available to do the work

Q26. A Skills Inventory contains detailed records of:

- (A) Machine specifications and capacities
- (B) Employees' skills, qualifications, experiences, and potential
- (C) Raw material stock levels
- (D) Customer preferences

Correct Answer: (B) Employees' skills, qualifications, experiences, and potential

Q27. Manning Tables (or Personnel Charts) display:

- (A) A list of company assets
- (B) The number of workers occupying each job position along with future staffing allocations
- (C) Daily attendance logs
- (D) Competitor wage rates

Correct Answer: (B) The number of workers occupying each job position along with future staffing allocations

Q28. What is the first step in the Human Resource Planning process?

- (A) Recruitment of candidates
- (B) Analyzing organizational plans and objectives
- (C) Conducting exit interviews
- (D) Designing compensation packages

Correct Answer: (B) Analyzing organizational plans and objectives

Q29. When HR Demand exceeds HR Supply in an organization, it indicates a situation of:

- (A) Manpower Surplus
- (B) Manpower Deficit / Shortage
- (C) Perfect Balance
- (D) High Labor Turnover

Correct Answer: (B) Manpower Deficit / Shortage

Q30. How can an organization handle a situation of Manpower Surplus?

- (A) Hiring new external talent
- (B) Voluntary Retirement Schemes (VRS) or retrenchment
- (C) Increasing overtime hours
- (D) Outsourcing work

Correct Answer: (B) Voluntary Retirement Schemes (VRS) or retrenchment

Q31. What is an HR Audit?

- (A) A financial review of tax statements
- (B) A systematic and formal examination of an organization's HR policies, procedures, and practices
- (C) A safety inspection of factories
- (D) A quality control process for manufactured products

Correct Answer: (B) A systematic and formal examination of an organization's HR policies, procedures, and practices

Q32. Which of the following is an objective of conducting an HR Audit?

- (A) To evaluate the effectiveness of HR practices and ensure legal compliance
- (B) To reduce worker wages
- (C) To eliminate HR managers
- (D) To replace all employees with software

Correct Answer: (A) To evaluate the effectiveness of HR practices and ensure legal compliance

Q33. Which quantitative forecasting method uses historical data ratios to project future staffing requirements?

- (A) Delphi Technique
- (B) Trend / Ratio Analysis
- (C) Nominal Group Technique
- (D) Management Judgment

Correct Answer: (B) Trend / Ratio Analysis

Q34. The Delphi Technique in demand forecasting involves:

- (A) Mathematical algorithms run on supercomputers
- (B) Obtaining expert opinions independently through questionnaires in multiple rounds
- (C) Direct negotiation with trade unions
- (D) On-site observation of factory workers

Correct Answer: (B) Obtaining expert opinions independently through questionnaires in multiple rounds

Q35. Human Resource Accounting (HRA) refers to:

- (A) Counting physical heads in a factory daily
- (B) Measuring and reporting the financial cost and value of human assets in an organization
- (C) Auditing bank accounts of HR executives
- (D) Tracking annual leave records

Correct Answer: (B) Measuring and reporting the financial cost and value of human assets in an organization

Q36. High Labor Turnover rate indicates that:

- (A) Employees are highly satisfied and staying long-term
- (B) A large percentage of employees are leaving the organization, requiring continuous replacement
- (C) The company is expanding rapidly without hiring
- (D) Wages are the highest in the industry

Correct Answer: (B) A large percentage of employees are leaving the organization, requiring continuous replacement

Q37. Which of the following is a barrier / limitation to effective Human Resource Planning?

- (A) Unreliable organizational forecasting data and environmental uncertainty
- (B) Strong union support
- (C) Availability of advanced software
- (D) High employee retention

Correct Answer: (A) Unreliable organizational forecasting data and environmental uncertainty

Q38. In HRP, 'Replacement Charts' are specifically used to:

- (A) Replace broken machinery
- (B) Identify potential internal successors for key managerial roles in case of vacancy
- (C) Track external job applicants
- (D) Calculate monthly payroll deductions

Correct Answer: (B) Identify potential internal successors for key managerial roles in case of vacancy

Q39. The scope of an HR Audit covers:

- (A) Recruitment and selection policies
- (B) Industrial relations and safety standard compliance
- (C) Training programs and performance appraisal efficiency
- (D) All of the above

Correct Answer: (D) All of the above

Q40. Effective Human Resource Planning ensures:

- (A) Right number of people at the right place at the right time doing the right jobs
- (B) Maximum overtime for existing staff without new hires
- (C) Minimum investment in employee training
- (D) Unlimited hiring regardless of budget

Correct Answer: (A) Right number of people at the right place at the right time doing the right jobs

Unit 3: Career Planning, Career Development, Training & Executive Development

Q41. What is 'Career Planning'?

- (A) The employer's plan to reduce operational costs
- (B) A lifelong process by which an individual sets career goals and identifies paths to achieve them
- (C) Preparing daily task schedules for factory workers
- (D) Arranging retirement parties for senior staff

Correct Answer: (B) A lifelong process by which an individual sets career goals and identifies paths to achieve them

Q42. Which sequence correctly reflects the typical stages of a Career Life Cycle?

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

Correct Answer: (B) Exploration -> Establishment -> Maintenance -> Decline

Q43. Career Planning benefits the organization by:

- (A) Increasing labor turnover
- (B) Enhancing employee loyalty and preparing internal candidates for future roles
- (C) Reducing training expenditures to zero
- (D) Eliminating promotion opportunities

Correct Answer: (B) Enhancing employee loyalty and preparing internal candidates for future roles

Q44. Succession Planning is specifically designed to ensure:

- (A) Continuous leadership and key managerial vacancy coverage without disruption
- (B) Immediate dismissal of low performers
- (C) Equal pay for all employee cadres
- (D) Automatic promotion based solely on age

Correct Answer: (A) Continuous leadership and key managerial vacancy coverage without disruption

Q45. What is the primary difference between Training and Development?

- (A) Training is long-term; Development is short-term
- (B) Training focuses on specific job skills (short-term); Development focuses on overall individual growth (long-term)
- (C) Training is only for top managers; Development is for operative staff
- (D) There is no functional difference

Correct Answer: (B) Training focuses on specific job skills (short-term); Development focuses on overall individual growth (long-term)

Q46. Which of the following is an On-the-Job Training (OJT) method?

- (A) Job Rotation
- (B) Lecture / Classroom Method
- (C) Vestibule Training
- (D) Case Study Method

Correct Answer: (A) Job Rotation

Q47. Under 'Apprenticeship Training', a trainee learns by:

- (A) Attending academic university lectures only
- (B) Working under the direct guidance of a master worker/expert over an extended period
- (C) Playing management games on computers
- (D) Reading operating manuals at home

Correct Answer: (B) Working under the direct guidance of a master worker/expert over an extended period

Q48. What is 'Vestibule Training'?

- (A) Training given in a actual production plant while operating active lines
- (B) Off-the-job training conducted in a duplicated workplace environment using identical tools
- (C) Training delivered via podcasts
- (D) Self-study correspondence courses

Correct Answer: (B) Off-the-job training conducted in a duplicated workplace environment using identical tools

Q49. Which method is considered an Off-the-Job Training technique?

- (A) Coaching and Mentoring
- (B) Understudy Assignment
- (C) Role Playing and Case Study Method
- (D) Job Enrichment

Correct Answer: (C) Role Playing and Case Study Method

Q50. Executive Development focuses primarily on enhancing which skills in managers?

- (A) Manual dexterity and speed
- (B) Conceptual, decision-making, and strategic leadership skills
- (C) Typing speed
- (D) Physical strength

Correct Answer: (B) Conceptual, decision-making, and strategic leadership skills

Q51. In the 'Case Study Method' of executive development, participants are required to:

- (A) Memorize corporate laws
- (B) Analyze a written real/hypothetical organizational problem and suggest solutions
- (C) Execute physical repetitive tasks
- (D) Shadow their superior for six months

Correct Answer: (B) Analyze a written real/hypothetical organizational problem and suggest solutions

Q52. What occurs during 'Role Playing' exercises?

- (A) Trainees watch an educational documentary film
- (B) Trainees assume specific organizational roles and act out situations in a simulated scenario
- (C) Trainees take written academic exams
- (D) Trainees perform actual customer sales calls

Correct Answer: (B) Trainees assume specific organizational roles and act out situations in a simulated scenario

Q53. What is a 'Career Plateau'?

- (A) A stage where an employee experiences rapid vertical promotions
- (B) A point in a career where the likelihood of further hierarchical promotion is low or stagnant
- (C) The first day of joining an organization
- (D) Mandatory retirement age

Correct Answer: (B) A point in a career where the likelihood of further hierarchical promotion is low or stagnant

Q54. Which technique involves moving an employee systematically from one department/job to another to broaden experience?

- (A) Job Enlargement
- (B) Job Rotation
- (C) Job Simplification
- (D) Job Evaluation

Correct Answer: (B) Job Rotation

Q55. Sensitivity Training (T-Group Training) aims to improve:

- (A) Machine operating efficiency
- (B) Self-awareness, interpersonal sensitivity, and group dynamics
- (C) Accounting accuracy
- (D) Safety equipment compliance

Correct Answer: (B) Self-awareness, interpersonal sensitivity, and group dynamics

Q56. An 'Understudy' method of development involves:

- (A) A trainee being prepared to take over the full duties of a superior in the future
- (B) A group of workers solving mechanical issues
- (C) Hiring external consultants to inspect managers
- (D) Sending managers to university full-time

Correct Answer: (A) A trainee being prepared to take over the full duties of a superior in the future

Q57. Which step is the FIRST in designing an effective training program?

- (A) Selecting training methods
- (B) Conducting Training Needs Assessment (TNA)
- (C) Evaluating training results
- (D) Preparing training budget

Correct Answer: (B) Conducting Training Needs Assessment (TNA)

Q58. Management Games as a technique of executive development involve:

- (A) Physical sports tournaments among executives
- (B) Computerized/simulated competitive business environments where executives make strategic decisions
- (C) Board games like chess during office hours
- (D) Gambling activities

Correct Answer: (B) Computerized/simulated competitive business environments where executives make strategic decisions

Q59. Evaluation of a training program is done to:

- (A) Punish low-scoring trainees
- (B) Determine the effectiveness and Return on Investment (ROI) of the training
- (C) Reduce HR staff salaries
- (D) Satisfy statutory minimum hours only

Correct Answer: (B) Determine the effectiveness and Return on Investment (ROI) of the training

Q60. Mentoring differs from Coaching primarily because Mentoring is usually:

- (A) Short-term and focused strictly on operational tasks
- (B) Long-term, holistic, and focused on overall career growth and wisdom sharing
- (C) Conducted by external hired trainers only
- (D) Strictly evaluated via written tests

Correct Answer: (B) Long-term, holistic, and focused on overall career growth and wisdom sharing

Unit 4: Trade Unions & Industrial Unrest

Q61. What is a 'Trade Union'?

- (A) An association of consumers seeking lower prices
- (B) A continuous association of wage-earners formed for maintaining or improving their working conditions
- (C) A committee of board directors
- (D) A government agency regulating stock markets

Correct Answer: (B) A continuous association of wage-earners formed for maintaining or improving their working conditions

Q62. In India, registration of trade unions is governed by which Act?

- (A) The Factories Act, 1948
- (B) The Trade Unions Act, 1926
- (C) The Industrial Disputes Act, 1947
- (D) The Minimum Wages Act, 1948

Correct Answer: (B) The Trade Unions Act, 1926

Q63. Which of the following is a primary objective of a Trade Union?

- (A) Securing fair wages and better working conditions for members
- (B) Protecting workers against unjust retrenchment
- (C) Promoting worker participation in management
- (D) All of the above

Correct Answer: (D) All of the above

Q64. A major problem faced by Trade Unions in India is:

- (A) Over-funding and excess cash reserves
- (B) Multiplicity of unions and inter-union rivalry
- (C) Lack of legal recognition options
- (D) 100% worker participation

Correct Answer: (B) Multiplicity of unions and inter-union rivalry

Q65. What constitutes 'Industrial Dispute' under the Industrial Disputes Act, 1947?

- (A) Any dispute between employers and employers
- (B) Any dispute between employers and workmen
- (C) Any dispute between workmen and workmen
- (D) All of the above

Correct Answer: (D) All of the above

Q66. A temporary cessation of work by a body of employees to enforce demands is called a:

- (A) Lockout
- (B) Strike
- (C) Layoff
- (D) Retrenchment

Correct Answer: (B) Strike

Q67. A 'Lockout' is declared by:

- (A) The Trade Union
- (B) The Employer / Management
- (C) The Labor Court
- (D) The District Magistrate

Correct Answer: (B) The Employer / Management

Q68. What is a 'Gherao' as a form of industrial protest?

- (A) Peaceful negotiation across a table
- (B) Physical encirclement and confinement of management personnel until demands are met
- (C) Work-to-rule protest
- (D) Slowing down production voluntarily

Correct Answer: (B) Physical encirclement and confinement of management personnel until demands are met

Q69. Which type of strike involves workers reporting to duty but working at an intentionally reduced pace?

- (A) Sympathetic Strike
- (B) Sit-down Strike
- (C) Go-Slow Strike
- (D) General Strike

Correct Answer: (C) Go-Slow Strike

Q70. What is the key objective of the Conciliation process in industrial dispute resolution?

- (A) To impose a binding court verdict on both parties
- (B) To assist opposing parties in reaching a mutually acceptable settlement through mediation
- (C) To penalize union leaders
- (D) To declare strikes illegal

Correct Answer: (B) To assist opposing parties in reaching a mutually acceptable settlement through mediation

Q71. An independent third party chosen voluntarily by disputed parties to settle a dispute is an:

- (A) Adjudicator
- (B) Arbitrator
- (C) Inspector
- (D) Liquidator

Correct Answer: (B) Arbitrator

Q72. Compulsory settlement of industrial disputes through government-appointed labor courts/tribunals is known as:

- (A) Collective Bargaining
- (B) Voluntary Arbitration
- (C) Adjudication
- (D) Conciliation

Correct Answer: (C) Adjudication

Q73. Which authority is set up under the Industrial Disputes Act, 1947 for investigating and settling disputes?

- (A) Works Committee
- (B) Conciliation Officer
- (C) Labor Court and Industrial Tribunal
- (D) All of the above

Correct Answer: (D) All of the above

Q74. What is 'Collective Bargaining'?

- (A) Government fixing prices of commodities
- (B) Process of negotiation between union representatives and employers regarding terms of employment
- (C) Individual wage negotiation between a worker and manager
- (D) Court ruling enforcement

Correct Answer: (B) Process of negotiation between union representatives and employers regarding terms of employment

Q75. Which cause of industrial dispute falls under the 'Economic Factors' category?

- (A) Demand for higher wages, dearness allowance (DA), and bonus
- (B) Political interference in unions
- (C) Indiscipline and behavioral friction
- (D) Lack of communication channels

Correct Answer: (A) Demand for higher wages, dearness allowance (DA), and bonus

Q76. Under Indian law, how many minimum members are required to apply for registration of a Trade Union?

- (A) 5 members
- (B) 7 members
- (C) 100 members
- (D) 50 members

Correct Answer: (B) 7 members

Q77. A 'Pen-down' or 'Tool-down' strike is one where workers:

- (A) Stay away from the factory premises completely
- (B) Report to workplace and enter premises but refuse to touch tools or pens to perform work
- (C) Go on hunger strike at home
- (D) Block transport trucks

Correct Answer: (B) Report to workplace and enter premises but refuse to touch tools or pens to perform work

Q78. Which machinery operates as a bi-partite internal body to prevent industrial disputes at factory level?

- (A) Works Committee
- (B) National Tribunal
- (C) Labor Court
- (D) Arbitrator

Correct Answer: (A) Works Committee

Q79. Voluntary Arbitration differs from Adjudication because:

- (A) Adjudication is voluntary while arbitration is illegal
- (B) Arbitration is agreed upon voluntarily by both parties, whereas Adjudication is court-imposed
- (C) Arbitration only applies to government employees
- (D) Adjudication does not yield legally binding awards

Correct Answer: (B) Arbitration is agreed upon voluntarily by both parties, whereas Adjudication is court-imposed

Q80. Which political factor adversely affects trade unionism in India?

- (A) External leadership and political party domination of trade unions
- (B) Absence of factory regulations
- (C) Excessive financial audits
- (D) Foreign direct investment

Correct Answer: (A) External leadership and political party domination of trade unions

Unit 5: Human Resource Morale & Modern HR Challenges

Q81. What is 'Morale' in the context of Human Resource Management?

- (A) Physical fitness level of employees
- (B) Mental attitude, enthusiasm, and willingness of employees to cooperate and accomplish goals
- (C) Total monthly salary earned
- (D) Strict compliance with authority

Correct Answer: (B) Mental attitude, enthusiasm, and willingness of employees to cooperate and accomplish goals

Q82. Which factor directly contributes to High Employee Morale?

- (A) Autocratic and coercive supervision
- (B) Good working conditions, fair compensation, and supportive leadership
- (C) Job insecurity and frequent layoffs
- (D) Lack of promotional avenues

Correct Answer: (B) Good working conditions, fair compensation, and supportive leadership

Q83. A major symptom/indicator of Low Employee Morale in an organization is:

- (A) Low absenteeism and high productivity
- (B) High labor turnover, frequent grievances, and absenteeism
- (C) High employee engagement
- (D) Active participation in suggestion schemes

Correct Answer: (B) High labor turnover, frequent grievances, and absenteeism

Q84. What is Business Process Outsourcing (BPO) in HR?

- (A) Selling corporate physical assets
- (B) Contracting specific HR functions (like payroll or recruitment) to third-party service providers
- (C) Terminating foreign employees
- (D) Closing down HR departments permanently

Correct Answer: (B) Contracting specific HR functions (like payroll or recruitment) to third-party service providers

Q85. A Call Center primarily manages:

- (A) Physical factory production processes
- (B) Inbound and outbound voice-based customer interactions, inquiries, and technical support
- (C) Financial accounting audits
- (D) Legal court cases for corporations

Correct Answer: (B) Inbound and outbound voice-based customer interactions, inquiries, and technical support

Q86. What does 'Work-Life Balance' mean?

- (A) Working 16 hours a day to achieve fast promotion
- (B) Achieving a comfortable equilibrium between professional career demands and personal/family life
- (C) Spending equal salary on life insurance and stocks
- (D) Taking leaves without informing management

Correct Answer: (B) Achieving a comfortable equilibrium between professional career demands and personal/family life

Q87. Which HR initiative directly supports Work-Life Balance?

- (A) Flexible work hours (Flextime) and Telecommuting / Remote Work
- (B) Mandatory unpaid overtime
- (C) Cancellation of annual leaves
- (D) Night shift rotations without rest breaks

Correct Answer: (A) Flexible work hours (Flextime) and Telecommuting / Remote Work

Q88. Workforce Diversity refers to an organizational workforce composed of people with different:

- (A) Ages, genders, cultural backgrounds, and ethnicities
- (B) Educational qualification levels only
- (C) Salaries and wage grades only
- (D) Computer skill levels

Correct Answer: (A) Ages, genders, cultural backgrounds, and ethnicities

Q89. A major advantage of managing a Diverse Workforce effectively is:

- (A) Increased groupthink and conformity
- (B) Enhanced creativity, diverse perspectives, and better problem-solving capability
- (C) Reduction in language options
- (D) Total elimination of workplace conflicts

Correct Answer: (B) Enhanced creativity, diverse perspectives, and better problem-solving capability

Q90. Ethics in Human Resource Management involves:

- (A) Maximizing profit by ignoring safety laws
- (B) Applying principles of fairness, justice, and moral standards in employee treatment and decision-making
- (C) Favoring personal relatives in recruitment
- (D) Cutting welfare budgets to zero

Correct Answer: (B) Applying principles of fairness, justice, and moral standards in employee treatment and decision-making

Q91. Which of the following represents an Ethical Dilemma in HR?

- (A) Ensuring equal pay for equal work
- (B) Deciding whether to report minor environmental compliance violations or keep quiet to save costs
- (C) Providing standard safety equipment
- (D) Conducting fair performance reviews

Correct Answer: (B) Deciding whether to report minor environmental compliance violations or keep quiet to save costs

Q92. Downsizing / Right-sizing in modern HR context refers to:

- (A) Reducing factory building size
- (B) Planned reduction in workforce headcount to increase organizational efficiency and competitiveness
- (C) Decreasing product dimensions
- (D) Reducing working hours without pay cuts

Correct Answer: (B) Planned reduction in workforce headcount to increase organizational efficiency and competitiveness

Q93. Dual-Career Couples face unique challenges primarily related to:

- (A) Coordinating career advancement and family responsibilities between two working spouses
- (B) Paying double income taxes
- (C) Lack of educational qualifications
- (D) Inability to use digital banking

Correct Answer: (A) Coordinating career advancement and family responsibilities between two working spouses

Q94. What is the concept of 'Moonlighting' in modern HR?

- (A) Working night shifts exclusively
- (B) Employees taking up a second job or side business outside their primary employment hours
- (C) Taking long vacations under moonlight
- (D) Working on lunar scientific projects

Correct Answer: (B) Employees taking up a second job or side business outside their primary employment hours

Q95. Stress Management programs in modern organizations are designed to:

- (A) Eliminate all job responsibilities
- (B) Help employees cope with physical and mental tension to preserve health and performance
- (C) Force employees to work faster
- (D) Reduce medical insurance allowances

Correct Answer: (B) Help employees cope with physical and mental tension to preserve health and performance

Q96. The 'Glass Ceiling' phenomenon refers to:

- (A) Modern glass architecture in modern office buildings
- (B) An invisible artificial barrier that prevents women and minorities from rising to top executive positions
- (C) Transparent promotion criteria
- (D) High bonus ceilings for sales teams

Correct Answer: (B) An invisible artificial barrier that prevents women and minorities from rising to top executive positions

Q97. Which technology is transforming modern HR analytics?

- (A) Artificial Intelligence (AI) and Big Data Analytics
- (B) Manual ledger books
- (C) Mechanical typewriters
- (D) Telegraph systems

Correct Answer: (A) Artificial Intelligence (AI) and Big Data Analytics

Q98. Human Resource Information System (HRIS) enables HR professionals to:

- (A) Store, track, analyze, and manage complex employee data efficiently
- (B) Direct factory production lines directly
- (C) Replace board directors
- (D) Conduct financial tax litigation

Correct Answer: (A) Store, track, analyze, and manage complex employee data efficiently

Q99. What is 'Employee Engagement'?

- (A) Signing a legal contract of employment
- (B) Emotional and intellectual commitment of an employee towards achieving organizational goals
- (C) Arranging marriage events for staff
- (D) Formal attendance tracking

Correct Answer: (B) Emotional and intellectual commitment of an employee towards achieving organizational goals

Q100. Which modern practice involves hiring temporary, freelance, or contract workers for specific projects?

- (A) Permanent Employment
- (B) Gig Economy / Contractual Employment
- (C) Life-long Employment
- (D) Feudal Employment

Correct Answer: (B) Gig Economy / Contractual Employment