

Multiple Choice Questions & Answer Key

S.Y. B.A. — Semester III | English Medium

Course / Subject: Human Resource Management / Business Administration

Total Questions: 152

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 traditional approach.
- ☐ D Its objective is the overall development of employees.

CORRECT ANSWER: (C) It is a traditional 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: (A) Performance Appraisal

Q3. Providing medical treatment facilities to employees is called _____.

- ☐ A Culture Management
- ☒ B Health Management
- ☐ C Compensation Management
- ☐ D Training Management

CORRECT ANSWER: (B) Health Management

Q4. The scientific method of obtaining employees is called _____.

- ☐ A Information Management
- ☒ B Recruitment Management
- ☐ C Career Management
- ☐ D Quality Management

CORRECT ANSWER: (B) Recruitment Management

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

A Promotion

B Transfer

C Demotion

D Retirement

CORRECT ANSWER: (A) Promotion

Q6. Which of the following statements indicates a benefit of online recruitment?

A Higher cost

B Increase in administrative procedures

C Convenience of applying online

D Convenience of applying by Speed Post

CORRECT ANSWER: (C) Convenience of applying online

Q7. The full form of HRIS is _____.

A Human Resource Information System

B Human Resource Installation System

C Human Resource Identification System

D Human Resource Individual System

CORRECT ANSWER: (A) Human Resource Information System

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

A Online Recruitment

B Online Selection

C Online Training

D Online Layoff

CORRECT ANSWER: (D) Online Layoff

Q9. Arrange the following stages of online selection in the correct order: [1] Online Test, [2] Online Screening, [3] Online Offer Letter, [4] Planning of Online Selection

A [3], [4], [2], [1]

B [4], [2], [1], [3]

C [2], [4], [3], [1]

D [4], [1], [2], [3]

CORRECT ANSWER: (B) [4], [2], [1], [3]

Q10. The activity of increasing an employee's knowledge and skills for performing a particular job through web-based programmes is called _____.

A Online Recruitment

B Online Selection

C Online Training

D Online Performance Appraisal

CORRECT ANSWER: (C) Online Training

Q11. Which of the following is a feature of Personnel Management?

A It is a modern approach.

B It considers employees valuable assets.

C It is a traditional approach.

D Its objective is the overall development of employees.

CORRECT ANSWER: (C) It is a traditional approach.

Q12. Following the values, rituals and behaviour of the company by every employee is called _____.

A Culture Management

B Discipline Management

C Training Management

D Quality Management

CORRECT ANSWER: (A) Culture Management

Q13. Which of the following Human Resource Management activities is a service activity for employees?

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

CORRECT ANSWER: (B) Providing accommodation facilities to employees

Q14. Placing employees in positions that provide less authority and benefits than their present positions is called _____.

- ☐ A Promotion
- ☐ B Transfer
- ☒ C Demotion
- ☐ D Retirement

CORRECT ANSWER: (C) Demotion

Q15. Which of the following HRM activities falls under 'development of quality of work life' for employees?

- ☐ A Preparing a training programme
- ☐ B Providing accommodation facilities to employees
- ☐ C Increasing cooperation between managers and employees
- ☒ D Taking steps to reduce work stress

CORRECT ANSWER: (D) Taking steps to reduce work stress

Q16. The online process of searching for potential employees is called _____.

- ☐ A Online Development
- ☐ B Online Selection
- ☐ C Online Training
- ☒ D Online Recruitment

CORRECT ANSWER: (D) Online Recruitment

Q17. Arrange the following stages of online selection in the correct order: (1) Online Interview, (2) Online Screening, (3) Online Appointment Letter, (4) Planning of Online Selection

☐ A (3), (4), (2), (1)

☐ B (4), (2), (3), (1)

☒ C (4), (2), (1), (3)

☐ D (4), (1), (2), (3)

CORRECT ANSWER: (C) (4), (2), (1), (3)

Q18. Which of the following statements is a limitation of online training?

☐ A It is economical.

☐ B It is more flexible.

☐ C The trainee can learn at his/her own time.

☒ D It tends to create anxiety in the trainee.

CORRECT ANSWER: (D) It tends to create anxiety in the trainee.

Q19. Which of the following indicates the correct meaning of 'Job Evaluation'?

☐ A Knowing the qualifications of employees for a job.

☐ B Obtaining complete information about a job.

☒ C Determining the worth of a job, on the basis of which wage rates can be fixed.

☐ D Obtaining brief information about each job.

CORRECT ANSWER: (C) Determining the worth of a job, on the basis of which wage rates can be fixed.

Q20. 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: (A) Career Management

Q21. Selecting the best candidate from a pool of e-applications is called _____.

- A E-Selection**
- B E-Training
- C E-Promotion
- D E-Recruitment

CORRECT ANSWER: (A) E-Selection

Q22. Which of the following HRM activities comes under 'collective bargaining and workers' representation' for employees?

- A Helping formulate promotion rules
- B Providing accommodation facilities
- C Settling employee grievances**
- D Preparing a training programme

CORRECT ANSWER: (C) Settling employee grievances

Q23. Which of the following HRM activities comes under 'training' for employees?

- A Helping formulate promotion rules
- B Providing accommodation facilities
- C Settling employee grievances
- D Preparing a training programme**

CORRECT ANSWER: (D) Preparing a training programme

Q24. Placing employees in positions similar to their present positions is called _____.

- A Promotion
- B Transfer**
- C Demotion
- D Retirement

CORRECT ANSWER: (B) Transfer

Q25. Which of the following is a benefit of e-training?

- ☐ A Lack of proper Internet connectivity
- ☐ B It tends to create anxiety in the trainee
- ☐ C It requires large investment
- ☒ D Suitable for an idealistic workforce

CORRECT ANSWER: (D) Suitable for an idealistic workforce

Q26. The total knowledge, skills, creativity, abilities and interests of people working in management are called _____.

- ☐ A Career
- ☒ B Human Resources
- ☐ C Planning
- ☐ D Direction

CORRECT ANSWER: (B) Human Resources

Q27. Which of the following concepts does NOT integrate an employee's personal objectives with organizational objectives?

- ☐ A Human Resource Management
- ☐ B Career Management
- ☒ C Personnel Management
- ☐ D Career

CORRECT ANSWER: (C) Personnel Management

Q28. Obtaining complete information about a job is called _____.

- ☐ A Job Requirement
- ☒ B Job Description
- ☐ C Job Evaluation
- ☐ D Job Analysis

CORRECT ANSWER: (B) Job Description

Q29. 'Increasing cooperation between employees and managers' is included in which HRM activity?

- ☐ A Promotion, Transfer and Dismissal
- ☐ B Training
- ☐ C Service Activities

☒ D Collective Bargaining and Workers' Representation

CORRECT ANSWER: (D) Collective Bargaining and Workers' Representation

Q30. Which of the following HRM activities comes under 'Promotion, Transfer and Dismissal'?

☒ A Helping formulate promotion rules

- ☐ B Providing accommodation facilities
- ☐ C Settling employee grievances
- ☐ D Preparing a training programme

CORRECT ANSWER: (A) Helping formulate promotion rules

Q31. Which of the following HRM activities comes under 'Development of Quality of Work Life'?

- ☐ A Helping formulate promotion rules
- ☐ B Providing accommodation facilities

☒ C Making the workplace conducive

- ☐ D Preparing a training programme

CORRECT ANSWER: (C) Making the workplace conducive

Q32. The system by which all persons comply with the company's rules and regulations is called _____.

☐ A Culture Management

☒ B Discipline Management

- ☐ C Welfare Management
- ☐ D Quality Management

CORRECT ANSWER: (B) Discipline Management

Q33. Providing sports facilities for employees is called _____.

- ☐ A Culture Management
- ☐ B Discipline Management
- ☒ C Welfare Management
- ☐ D Quality Management

CORRECT ANSWER: (C) Welfare Management

Q34. Online checking of an application with the help of software is called _____.

- ☐ A Online Testing
- ☒ B Online Screening
- ☐ C Online Interview
- ☐ D Online Training

CORRECT ANSWER: (B) Online Screening

Q35. The process of e-selection begins through whose efforts?

- ☒ A HR Manager and IT Manager
- ☐ B Only HR Manager
- ☐ C Only IT Manager
- ☐ D Supervisor

CORRECT ANSWER: (A) HR Manager and IT Manager

Q36. Searching for key words is a useful method for _____.

- ☐ A Online Testing
- ☒ B Online Screening
- ☐ C Online Interview
- ☐ D Online Training

CORRECT ANSWER: (B) Online Screening

Q37. An interview through video conferencing is an example of _____.

- ☐ A Online Testing
- ☐ B Online Screening
- ☒ C Online Interview
- ☐ D Online Training

CORRECT ANSWER: (C) Online Interview

Q38. Statement 1: E-HRM is more scientific than traditional HRM. Statement 2: E-HRM is not flexible. Choose the correct code:

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

CORRECT ANSWER: (C) Statement 1 is true, Statement 2 is false

Q39. Which technique is used for the human resource inventory?

- ☐ A Human Resource Audit
- ☐ B Skill Inventory
- ☒ C Human Resource Exploration
- ☐ D Labour Turnover

CORRECT ANSWER: (C) Human Resource Exploration

Q40. Which of the following statements indicates an objective of Human Resource Planning?

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

CORRECT ANSWER: (C) Estimating future human resource requirements

Q41. Whose responsibility is Human Resource Planning?

- ☒ **A Top-level management**
- ☐ B Middle-level management
- ☐ C Lower-level management
- ☐ D Middle- and lower-level management

CORRECT ANSWER: (A) Top-level management

Q42. Which of the following is an internal factor affecting Human Resource Planning?

- ☐ A Technological factor
- ☐ B Political factor
- ☒ **C Financial resources**
- ☐ D Social factors

CORRECT ANSWER: (C) Financial resources

Q43. Which of the following is an external factor affecting Human Resource Planning?

- ☐ A Policy of top managers
- ☐ B Size of business
- ☒ **C Social factors**
- ☐ D Production method

CORRECT ANSWER: (C) Social factors

Q44. _____ is the method of obtaining information about an individual's skills or abilities.

- ☐ A Human Resource Inventory
- ☒ **B Skill Inventory**
- ☐ C Human Resource Audit
- ☐ D Replacement Charts

CORRECT ANSWER: (B) Skill Inventory

Q45. Which of the following is a limitation of Human Resource Management?

- 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 of human resources

CORRECT ANSWER: (A) Lack of cooperation from top management

Q46. Which of the following is NOT an external factor affecting Human Resource Planning?

- A Technological factor
- B Political factor
- C Financial resources**
- D Social factors

CORRECT ANSWER: (C) Financial resources

Q47. Which of the following is NOT an internal factor affecting Human Resource Planning?

- A Policy of top managers
- B Size of business
- C Social factors**
- D Production method

CORRECT ANSWER: (C) Social factors

Q48. Which of the following factors is a technological factor affecting Human Resource Planning?

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

CORRECT ANSWER: (B) Use of automated machines

Q49. Which of the following statements indicates a feature of Human Resource Planning?

- ☐ A It considers the quality of employees' work life
- ☐ B It considers employees valuable assets of the company
- ☐ C It is employee-oriented
- ☒ D It involves long-term and short-term planning of human resources

CORRECT ANSWER: (D) It involves long-term and short-term planning of human resources

Q50. Analyzing the information collected through Human Resource Inventory and Skill Inventory is called

- ☒ A Human Resource Audit
- ☐ B Skill Inventory
- ☐ C Manpower Requirement Tables
- ☐ D Labour Turnover

CORRECT ANSWER: (A) Human Resource Audit

Q51. Which of the following statements does NOT indicate a feature of Human Resource Planning?

- ☐ A It is a function of top management
- ☐ B It is carried out for all types of employees
- ☐ C It involves long-term and short-term planning of human resources
- ☒ D It is only for lower-level workers

CORRECT ANSWER: (D) It is only for lower-level workers

Q52. Which of the following factors is a political factor affecting Human Resource Planning?

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

CORRECT ANSWER: (D) Economic growth

Q53. Which factors are considered while conducting workforce analysis?

- A Absenteeism**
- B Rate of internal movement
- C Likelihood of employee retention
- D Replacement requirement

CORRECT ANSWER: (A) Absenteeism

Q54. Which of the following statements is correct?

- A Labour-intensive production requires fewer workers
- B Capital-intensive production requires more workers
- C Labour-intensive production requires more workers**
- D Labour-intensive production does not require workers

CORRECT ANSWER: (C) Labour-intensive production requires more workers

Q55. In which of the following methods are trends and ratios calculated from information?

- A Human Resource Inventory
- B Skill Inventory
- C Human Resource Audit**
- D Workload Analysis

CORRECT ANSWER: (C) Human Resource Audit

Q56. Which of the following statements is NOT correct?

- A Human Resource Planning is a managerial function
- B Human Resource Planning is done only for the long term**
- C Human Resource Planning is carried out at different levels
- D Human Resource Planning is a modern concept

CORRECT ANSWER: (B) Human Resource Planning is done only for the long term

Q57. Which of the following is NOT an external source of human resource acquisition?

- ☐ A Educational institutions
- ☐ B Job websites
- ☐ C Waiting list

☒ D Internal promotion

CORRECT ANSWER: (D) Internal promotion

Q58. _____ helps in estimating human resource requirements per unit.

- ☐ A Workload Analysis
- ☒ B Workforce Analysis
- ☐ C Absenteeism Analysis
- ☐ D None of the above

CORRECT ANSWER: (B) Workforce Analysis

Q59. Which factor is considered while estimating future demand for human resources?

- ☒ A Employment trends
- ☐ B Human Resource Inventory
- ☐ C Skill Inventory
- ☐ D Human Resource Audit

CORRECT ANSWER: (A) Employment trends

Q60. What is the Human Resource Requirement Table used for?

- ☒ A Human Resource Inventory
- ☐ B Skill Inventory
- ☐ C Human Resource Audit
- ☐ D Workload Analysis

CORRECT ANSWER: (A) Human Resource Inventory

Q61. Which factor is NOT considered while estimating future demand for human resources?

- ☐ A Employment trends
- ☐ B Growth and expansion
- ☐ C Replacement requirements

☒ D Skill Inventory

CORRECT ANSWER: (D) Skill Inventory

Q62. The supply of human resources from internal sources depends on which factor?

- ☐ A Employee absenteeism rate
- ☒ B Rate of internal movement of employees
- ☐ C Productivity
- ☐ D Growth and expansion

CORRECT ANSWER: (B) Rate of internal movement of employees

Q63. Which of the following is NOT an objective of career planning?

- ☐ A Preparing employees for promotion
- ☐ B Determining employees' roles
- ☒ C Estimating future human resource requirements
- ☐ D Using managerial reserves

CORRECT ANSWER: (C) Estimating future human resource requirements

Q64. _____ means the process of identifying employees for important present and future positions.

- ☐ A Career Planning
- ☐ B Human Resource Planning
- ☐ C Career Management
- ☒ D Succession Planning

CORRECT ANSWER: (D) Succession Planning

Q65. Who gave the model showing the stages of career planning from the employee's point of view?

☐ A Peter Drucker

☒ B Douglas Hall

☐ C Henry Fayol

☐ D Philip Kotler

CORRECT ANSWER: (B) Douglas Hall

Q66. At which stage of career planning does an employee obtain the greatest productive benefit?

☐ A Exploration

☐ B Establishment

☒ C Maintenance

☐ D Decline

CORRECT ANSWER: (C) Maintenance

Q67. Which of the following is NOT a benefit of career planning?

☐ A Information about career opportunities

☐ B Satisfaction of the feeling of pride

☒ C Increase in employee turnover rate

☐ D Preparing employees for promotion

CORRECT ANSWER: (C) Increase in employee turnover rate

Q68. Which of the following statements correctly explains the meaning of a 'dual-career family'?

☐ A A family in which only the husband is employed

☒ B A family in which both husband and wife are employed

☐ C A family in which only the wife is employed

☐ D A family in which neither husband nor wife is employed

CORRECT ANSWER: (B) A family in which both husband and wife are employed

Q69. 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: (A) Declining career opportunities

Q70. 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: (A) Scientific Recruitment

Q71. What type of employees can work appropriately in the position of a salesman?

A Older employees

B Middle-aged employees

C Young employees

D Child employees

CORRECT ANSWER: (C) Young employees

Q72. _____ means a sequence of separate but interrelated work activities that provides continuity, order and meaning in an individual's life.

A Human Resources

B Career

C Planning

D Human Resource Management

CORRECT ANSWER: (B) Career

Q73. Which of the following statements is correct for the exploration stage of career planning?

- ☐ A It is a period of career development
- ☐ B The individual receives promotions
- ☒ C It is an unproductive period of the career
- ☐ D It is the most productive period

CORRECT ANSWER: (C) It is an unproductive period of the career

Q74. Which of the following is an on-the-job method of executive development?

- ☐ A Role Playing Method
- ☐ B Conference Method
- ☒ C On-the-Job Development
- ☐ D Syndicate Method

CORRECT ANSWER: (C) On-the-Job Development

Q75. Which of the following is an off-the-job method of executive development?

- ☐ A On-the-Job Development
- ☐ B Job Rotation
- ☒ C Business Games
- ☐ D Selected Reading

CORRECT ANSWER: (C) Business Games

Q76. In which method of executive development are executives transferred from one job to another?

- ☐ A On-the-Job Development
- ☐ B Project Method
- ☐ C Selected Reading
- ☒ D Job Rotation

CORRECT ANSWER: (D) Job Rotation

Q77. In which method of executive development do executives present a problem in the form of a drama?

A Role Playing Method

B Project Method

C Case Method

D Conference Method

CORRECT ANSWER: (A) Role Playing Method

Q78. In which method of executive development are the analytical abilities of executives developed?

A Selected Reading

B Special Courses

C Case Method

D Sensitivity Training

CORRECT ANSWER: (C) Case Method

Q79. In which method of executive development is the objective to develop executives' ability to work with other people?

A Selected Reading

B Special Courses

C Job Rotation

D Sensitivity Training

CORRECT ANSWER: (D) Sensitivity Training

Q80. In which method of executive development does an executive learn from his/her own experience?

A Selected Reading

B On-the-Job Development

C Case Method

D Sensitivity Training

CORRECT ANSWER: (B) On-the-Job Development

Q81. Which method of executive development provides a good combination of training and entertainment?

A Role Playing Method

B Conference Method

C Special Courses

D Syndicate Method

CORRECT ANSWER: (A) Role Playing Method

Q82. In the _____ method of executive development, emphasis is placed on reading business magazines and books.

A Selected Reading

B On-the-Job Development

C Case Method

D Sensitivity Training

CORRECT ANSWER: (A) Selected Reading

Q83. In which method of executive development is a Junior Board of Directors formed?

A Selected Reading

B On-the-Job Development

C Multiple Management

D Sensitivity Training

CORRECT ANSWER: (C) Multiple Management

Q84. Which of the following is NOT a stage of career planning given by Douglas Hall?

A Exploration

B Introduction

C Establishment

D Decline

CORRECT ANSWER: (B) Introduction

Q85. Statement 1: Support from top management is necessary for the success of career planning. Statement 2: Scientific recruitment is not necessary for the success of career planning. Choose the correct code:

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

CORRECT ANSWER: (C) Statement 1 is true, Statement 2 is false

Q86. Statement 1: Employees are prepared for promotion through career planning. Statement 2: Career planning reduces the labour turnover rate. Choose the correct code:

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

CORRECT ANSWER: (A) Both Statements 1 and 2 are true

Q87. _____ is concerned with identifying individuals today and training them to fill predetermined future vacancies.

- ☐ A Human Resources
- ☐ B Career
- ☒ C Career Planning
- ☐ D Human Resource Planning

CORRECT ANSWER: (C) Career Planning

Q88. According to the definition given by _____, 'Career means a sequence of separate but interrelated work activities that provides continuity, order and meaning in an individual's life.'

- ☒ A Edwin Flippo
- ☐ B Douglas Hall
- ☐ C Peter Drucker
- ☐ D R.F.A. Hobbs

CORRECT ANSWER: (A) Edwin Flippo

Q89. In which method of executive development does a junior executive receive training under a superior executive?

☐ A On-the-Job Development

☒ B Coaching

☐ C Job Rotation

☐ D Conference Method

CORRECT ANSWER: (B) Coaching

Q90. Which of the following statements is correct for the Multiple Management method?

☐ A Executives are moved from one job to another.

☐ B Executive development is arranged through special courses.

☒ C An advisory committee of administrative executives is formed.

☐ D The objective of training is to develop the ability to work with other people.

CORRECT ANSWER: (C) An advisory committee of administrative executives is formed.

Q91. The set of efforts made to develop the mental abilities and inner qualities of executives is called

_____.

☐ A Career

☒ B Executive Development

☐ C Human Resource Management

☐ D Human Resource Planning

CORRECT ANSWER: (B) Executive Development

Q92. Statement 1: Work is central in training. Statement 2: Work is central in development. Choose the correct code:

☐ A Both Statements 1 and 2 are true

☐ B Both Statements 1 and 2 are false

☒ C Statement 1 is true, Statement 2 is false

☐ D Statement 2 is true, Statement 1 is false

CORRECT ANSWER: (C) Statement 1 is true, Statement 2 is false

Q93. Which of the following statements is correct for special courses and the classroom method?

- ☐ A Executives are moved from one job to another
- ☒ B Executive development is arranged through special courses
- ☐ C An advisory committee of administrative executives is formed
- ☐ D The objective of training is to develop the ability to work with other people

CORRECT ANSWER: (B) Executive development is arranged through special courses

Q94. Statement 1: Low-level career is a limitation of career planning. Statement 2: Career planning is not useful to society. Choose the correct code:

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

CORRECT ANSWER: (C) Statement 1 is true, Statement 2 is false

Q95. Which of the following statements is NOT correct for development?

- ☐ A Career is central in development
- ☐ B The scope of development is wide
- ☐ C The objective of development is to develop the mental abilities of executives
- ☒ D The role of the supervisor is important in development

CORRECT ANSWER: (D) The role of the supervisor is important in development

Q96. Which of the following statements is correct for sensitivity training?

- ☐ A Executives are moved from one job to another
- ☐ B Executive development is arranged through special courses
- ☐ C An advisory committee of administrative executives is formed
- ☒ D The objective of training is to develop the ability to work with other people

CORRECT ANSWER: (D) The objective of training is to develop the ability to work with other people

Q97. Which of the following statements is correct for training?

- ☐ A Career is central in training
- ☐ B The scope of training is wide
- ☐ C The objective of training is to develop the mental abilities of executives
- ☒ D The role of the supervisor is important in training

CORRECT ANSWER: (D) The role of the supervisor is important in training

Q98. Which of the following statements is NOT correct for training?

- ☐ A Work is central in training.
- ☐ B The scope of training is limited.
- ☒ C The objective of training is to develop the mental abilities of executives
- ☐ D The role of the supervisor is important in training

CORRECT ANSWER: (C) The objective of training is to develop the mental abilities of executives

Q99. Which of the following statements is correct for job rotation?

- ☒ A Executives are moved from one job to another
- ☐ B Executive development is arranged through special courses
- ☐ C An advisory committee of administrative executives is formed
- ☐ D The objective of training is to develop the ability to work with other people

CORRECT ANSWER: (A) Executives are moved from one job to another

Q100. Statement 1: Training is necessary for the overall growth of executives. Statement 2: Development is necessary for acquiring new knowledge. Choose the correct code:

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

CORRECT ANSWER: (B) Both Statements 1 and 2 are false

Q101. Which of the following statements is correct for development?

- ☐ A Work is central in development.
- ☐ B The scope of development is limited.
- ☒ C The objective of development is to develop the mental abilities of executives
- ☐ D The role of the supervisor is important in development

CORRECT ANSWER: (C) The objective of development is to develop the mental abilities of executives

Q102. Which of the following statements does NOT indicate a right of a trade union?

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

CORRECT ANSWER: (C) Right to exploit workers

Q103. Which of the following statements does NOT indicate a responsibility of a trade union?

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

CORRECT ANSWER: (B) To encourage violent activities during a strike

Q104. Which of the following statements is NOT true for a Trade Union?

- ☐ A To solve workers' problems through collective bargaining
- ☐ B To provide workers with medical treatment, insurance and other facilities
- ☐ C To represent workers at the international level
- ☒ D To maintain non-cooperation with management

CORRECT ANSWER: (D) To maintain non-cooperation with management

Q105. Which organization represents workers at the international level?

☐ A L.L.O.

☐ B I.P.O.

☒ C I.L.O.

☐ D O.O.L.

CORRECT ANSWER: (C) I.L.O.

Q106. The full form of I.L.O. is _____.

☐ A Indian Labour Organization

☒ B International Labour Organization

☐ C Inter Labour Operations

☐ D Indian Labour Operations

CORRECT ANSWER: (B) International Labour Organization

Q107. In which year did the Indian Trade Unions Act come into force?

☒ A 1926

☐ B 1925

☐ C 1924

☐ D 1927

CORRECT ANSWER: (A) 1926

Q108. Which of the following statements does NOT indicate a right of a trade union?

☐ A Right to enter into contracts

☐ B Right to obtain recognition

☒ C Right to compel members to pay contributions

☐ D Right to own property

CORRECT ANSWER: (C) Right to compel members to pay contributions

Q109. Which of the following statements does NOT indicate a function of a trade union?

☐ A Collective bargaining

☒ B Promoting industrial disputes

☐ C Cooperation with managers

☐ D Representing workers

CORRECT ANSWER: (B) Promoting industrial disputes

Q110. A Trade Union is an organization of workers established through collective efforts to protect the economic, social and political interests of its members. Who gave this definition?

☐ A Karl Marx

☒ B Edwin Flippo

☐ C Dr. Memoria

☐ D Douglas Hall

CORRECT ANSWER: (B) Edwin Flippo

Q111. When workers come to work but do not work at all, it is called _____.

☐ A Token Strike

☒ B Tools-down Strike

☐ C Bandh

☐ D Sit-down Strike

CORRECT ANSWER: (B) Tools-down Strike

Q112. In which form of industrial dispute is the slogan 'go-slow' implemented?

☐ A Strike

☐ B Lockout

☐ C Gherao

☒ D Non-cooperation

CORRECT ANSWER: (D) Non-cooperation

Q113. An association of employees formed to protect the interests of their group against the employing employer class is called _____ .

☐ A Industrial Dispute

☒ B Trade Union

☐ C Employers' Association

☐ D Career Planning

CORRECT ANSWER: (B) Trade Union

Q114. For which of the following purposes can Trade Union funds NOT be used?

☐ A For salaries of administrators

☐ B To compensate for losses caused by industrial disputes

☒ C For illegal activities

☐ D To provide social benefits to members

CORRECT ANSWER: (C) For illegal activities

Q115. Statement 1: A Trade Union has the right to appoint representatives to different committees. Statement 2: A Trade Union has the right to own property. Choose the correct code:

☒ A Both Statements 1 and 2 are true

☐ B Both Statements 1 and 2 are false

☐ C Statement 1 is true, Statement 2 is false

☐ D Statement 2 is true, Statement 1 is false

CORRECT ANSWER: (A) Both Statements 1 and 2 are true

Q116. A dispute arising between workers and employers on any issue can be called _____ .

☒ A Industrial Dispute

☐ B Industrial Peace

☐ C Industrial Harmony

☐ D Trade Union

CORRECT ANSWER: (A) Industrial Dispute

Q117. In which form of industrial dispute do workers surround the employers?

- ☐ A Strike
- ☐ B Lockout
- ☒ C Gherao
- ☐ D Non-cooperation

CORRECT ANSWER: (C) Gherao

Q118. Statement 1: It is the responsibility of a Trade Union to ensure that a strike does not become violent. Statement 2: It is the responsibility of a Trade Union to resolve only wage-related matters. Choose the correct code:

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

CORRECT ANSWER: (C) Statement 1 is true, Statement 2 is false

Q119. What is the different group of executives in sensitivity training called?

- ☒ A T-Group
- ☐ B X-Group
- ☐ C Y-Group
- ☐ D Z-Group

CORRECT ANSWER: (A) T-Group

Q120. The case method was originally used in the education of _____.

- ☐ A Law and Commerce
- ☒ B Law and Medicine
- ☐ C Arts and Commerce
- ☐ D Arts and Medicine

CORRECT ANSWER: (B) Law and Medicine

Q121. In which method of executive development does a supervisor get an opportunity to learn from another supervisor as well?

☐ A Business Games

☐ B Case Method

☒ C Conference Method

☐ D Sensitivity Training

CORRECT ANSWER: (C) Conference Method

Q122. Which of the following is NOT a need for executive development?

☐ A Developing leadership qualities

☐ B Shortage of skilled managers

☐ C Rapid changes

☒ D Workers' absenteeism

CORRECT ANSWER: (D) Workers' absenteeism

Q123. Statement 1: A Trade Union settles workers' grievances. Statement 2: A Trade Union resorts to a strike as a last resort. Choose the correct code:

☒ A Both Statements 1 and 2 are true

☐ B Both Statements 1 and 2 are false

☐ C Statement 1 is true, Statement 2 is false

☐ D Statement 2 is true, Statement 1 is false

CORRECT ANSWER: (A) Both Statements 1 and 2 are true

Q124. _____ is basically the management of web-based human resource programmes.

☐ A Human Resource Management

☒ B Online Human Resource Management

☐ C Career

☐ D Career Planning

CORRECT ANSWER: (B) Online Human Resource Management

Q125. _____ means collective refusal by employees to continue working.

- A Strike**
- B Lockout
- C Gherao
- D Non-cooperation

CORRECT ANSWER: (A) Strike

Q126. In _____, the public stops work in sympathy with workers.

- A Token Strike
- B Tools-down Strike
- C Bandh**
- D Sit-down Strike

CORRECT ANSWER: (C) Bandh

Q127. Which of the following is an economic cause of an industrial dispute?

- A Personal cause
- B Political factors
- C Trade union recognition
- D Dearness allowance**

CORRECT ANSWER: (D) Dearness allowance

Q128. Which of the following is a non-economic cause of an industrial dispute?

- A Wages
- B Political factors**
- C Dearness allowance
- D Bonus

CORRECT ANSWER: (B) Political factors

Q129. When the parties sit face-to-face and settle their differences themselves, it is called _____.

A Investigation

B Negotiation

C Conciliation

D Arbitration

CORRECT ANSWER: (B) Negotiation

Q130. In _____, the decision given remains binding on both parties.

A Investigation

B Negotiation

C Conciliation

D Arbitration

CORRECT ANSWER: (D) Arbitration

Q131. A 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: (A) Token Strike

Q132. When one group of workers goes on strike and another group goes on strike in sympathy with them, it is called _____.

A Token Strike

B Sympathy Strike

C Bandh

D Sit-down Strike

CORRECT ANSWER: (B) Sympathy Strike

Q133. When employees go on hunger strike to satisfy their demands, it is called _____.

- ☐ A Token Strike
- ☒ B Hunger Strike
- ☐ C Bandh
- ☐ D Tools-down Strike

CORRECT ANSWER: (B) Hunger Strike

Q134. Which of the following is NOT a form of industrial dispute?

- ☐ A Strike
- ☐ B Lockout
- ☐ C Bandh
- ☒ D Trade Union

CORRECT ANSWER: (D) Trade Union

Q135. Which of the following is NOT an effect of industrial disputes on producers?

- ☐ A Economic loss
- ☐ B Investment becomes burdensome
- ☐ C Loss of market
- ☒ D Higher prices

CORRECT ANSWER: (D) Higher prices

Q136. Which of the following is NOT a feature of compulsory arbitration?

- ☐ A The dispute is referred to an arbitrator appointed by the government
- ☐ B The decision given by the arbitrator remains binding on both parties
- ☒ C Strikes and lockouts are not prohibited
- ☐ D Strikes and lockouts are prohibited

CORRECT ANSWER: (C) Strikes and lockouts are not prohibited

Q137. Which of the following is an argument in favour of compulsory arbitration?

- ☐ A Dependence
- ☒ B Adverse attitude of employers
- ☐ C Obstacle to collective bargaining
- ☐ D Encroachment on freedom

CORRECT ANSWER: (B) Adverse attitude of employers

Q138. Which of the following is an effect of industrial disputes on workers?

- ☒ A Reduction in income
- ☐ B Irregular supply of goods
- ☐ C Loss of market
- ☐ D Sabotage and damage

CORRECT ANSWER: (A) Reduction in income

Q139. When workers oppose employers without getting caught in legal provisions, it is called _____.

- ☐ A Strike
- ☐ B Lockout
- ☐ C Gherao
- ☒ D Non-cooperation

CORRECT ANSWER: (D) Non-cooperation

Q140. _____ is when employers close their factory to protest against workers' attitude.

- ☐ A Strike
- ☒ B Lockout
- ☐ C Gherao
- ☐ D Non-cooperation

CORRECT ANSWER: (B) Lockout

Q141. Which of the following is NOT a non-economic cause of an industrial dispute?

- ☐ A Personal cause
- ☐ B Political factors
- ☐ C Trade union recognition

☒ D Dearness allowance

CORRECT ANSWER: (D) Dearness allowance

Q142. Which of the following is NOT an economic cause of an industrial dispute?

- ☐ A Wages
- ☒ B Political factors
- ☐ C Dearness allowance
- ☐ D Bonus

CORRECT ANSWER: (B) Political factors

Q143. When did the Industrial Disputes Act come into force in India?

- ☐ A 1946
- ☒ B 1947
- ☐ C 1948
- ☐ D 1949

CORRECT ANSWER: (B) 1947

Q144. In the conciliation method of resolving industrial disputes, what is the third party called?

- ☐ A Arbitrator
- ☒ B Conciliator
- ☐ C Advocate
- ☐ D Government

CORRECT ANSWER: (B) Conciliator

Q145. Which of the following is an argument against compulsory arbitration?

- ☐ A In the interest of economic progress
- ☐ B Weak trade unions
- ☐ C Adverse attitude of employers

☒ D Difficulty in obtaining an impartial arbitrator

CORRECT ANSWER: (D) Difficulty in obtaining an impartial arbitrator

Q146. Statement 1: A strike is a weapon used by employers to protest. Statement 2: A lockout is a weapon used by workers to protest. Choose the correct code:

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

CORRECT ANSWER: (B) Both Statements 1 and 2 are false

Q147. Statement 1: Implementation of an arbitration award is compulsory. Statement 2: A third party is involved in negotiation. Choose the correct code:

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

CORRECT ANSWER: (C) Statement 1 is true, Statement 2 is false

Q148. In which method of resolving industrial disputes can a decision be brought about through the pressure of public opinion?

- ☒ A Investigation
- ☐ B Negotiation
- ☐ C Conciliation
- ☐ D Arbitration

CORRECT ANSWER: (A) Investigation

Q149. Which of the following is NOT a form of strike?

- ☐ A Token Strike
- ☐ B Tools-down Strike
- ☐ C Sit-down Strike
- ☒ D Lockout Strike

CORRECT ANSWER: (D) Lockout Strike

Q150. Statement 1: The ultimate goal should be to achieve Industrial Peace. Statement 2: Industrial Peace is created through government decree. Choose the correct code:

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

CORRECT ANSWER: (D) Statement 2 is true, Statement 1 is false

Q151. Give the full form of BPO.

- ☒ A Business Process Outsourcing
- ☐ B Business Pending Outsourcing
- ☐ C Business Price Outsourcing
- ☐ D Business Profit Outsourcing

CORRECT ANSWER: (A) Business Process Outsourcing

Q152. Call Centre _____ is known as

- ☒ A Voice Centre
- ☐ B Game Centre
- ☐ C Help Centre
- ☐ D AI Centre

CORRECT ANSWER: (A) Voice Centre