

**BBA-IV**  
**HUMAN RESOURCE MANAGEMENT (BBA-202)**

**MCQs**

**UNIT 1**

1. HRM aims to maximize employees' as well as organizations'
  - A. Effectiveness
  - B. Economy
  - C. Efficiency
  - D. Performativity
  
2. The difference between HRM and Personnel Management is: -
  - A. Insignificant
  - B. Marginal
  - C. Narrow
  - D. Wide
  
3. Who takes an active role on HRM?
  - A. CEOs
  - B. Employees
  - C. HR Staff
  - D. Senior Manager
  
4. 1970s represent the evolution of new discipline under the name of \_\_\_\_\_.
  - A. Personnel management
  - B. HRM
  - C. Industrial sociology
  - D. Organizational sociology
  
5. HRM function does not involve: -
  - A. Recruitment
  - B. Selection
  - C. Cost Control
  - D. Training

6. A statement about the values of employees to the firm that in turn shapes HR policy contents is called: -
- A. HR programs
  - B. HR strategy
  - C. HR philosophy
  - D. HR function
7. Which one is the first step in any human resource program?
- A. Selection
  - B. Planning
  - C. Training
  - D. Appraising
8. The \_\_\_\_\_ approach is based on the belief that employees have certain inalienable rights as human beings and it's the duty of the employer to protect these rights.
- A. Paternalistic
  - B. Behavioral
  - C. Humanitarian
  - D. None of the above
9. \_\_\_\_\_ employees make companies more competitive.
- A. Motivated
  - B. Empowered
  - C. Qualified
  - D. Skilled
10. Which of the following is/are the development function of HRM? -
- A. Training and Executive Development
  - B. Career Planning & Development
  - C. Performance and Potential Appraisal
  - D. All of the above
11. \_\_\_\_\_ is any process that provides greater authority the sharing of relevant information and the provision of control over factors affecting job performance.
- A. Collective Bargaining

- B. Empowerment
- C. Participation
- D. None of the above

12. Which of the following Procurement function of HRM?

- A. Job analysis
- B. HRP
- C. Placement
- D. All of the above

13. Several ways in which HR activities can be done or practiced may be termed as: -

- A. HR Practices
- B. HR Planning
- C. HR Department
- D. HR Roles

14. Employees given authority to make decisions and take actions become

- A. Satisfied
- B. Empowered
- C. Managers
- D. Committed

15. HR managers are generally the \_\_\_\_\_ managers:

- A. Line
- B. Middle
- C. Staff
- D. Top

Key for Unit 1

1	A	9	B
2	A	10	D
3	B	11	B
4	B	12	D
5	C	13	A
6	C	14	B
7	B	15	C
8	C		

**UNIT 2**

1. How often HR planning process is implemented within an organization?
  - A. Continuously
  - B. Annually
  - C. Bi-annually
  - D. Quarterly
2. Which activities are not associated with human resource planning?
  - A. Forward planning
  - B. Scenario planning
  - C. Time keeping
  - D. Succession planning
3. Job Analysis process is: -
  - A. Mostly informal
  - B. Specialized
  - C. Highly formal
  - D. Mostly technical
4. Why is job analysis so infused with organizational politics? Is it:
  - A. The process which could lead to contraction of employees in a department and therefore diminishing its power base.
  - B. A result of interdepartmental rivalry.
  - C. Because it is not an objective activity.
  - D. The process through which companies try to shed labour.
5. Reasonable balance between demand and supply of labor is necessary in: -

- A. Manpower planning
  - B. Job Description
  - C. Recruitment
  - D. Job Analysis
6. Which of the following is not involved in manpower planning?
- A. Analysis of requirements
  - B. Intuitive judgement
  - C. Forecast
  - D. Course of action
7. Forecast requirements, besides demand, essentially take into account
- A. Processes
  - B. Consumers
  - C. Supply of labor
  - D. Products
8. Statement describing the values, objectives and goal of HR department is called \_\_\_\_
- A. HR vision
  - B. HR strategy
  - C. HR mission
  - D. HR design
9. Method of data collection to back up a forecast of personnel needs \_\_\_\_
- A. Intrusion Prevention System (IPS)
  - B. intrusion detection prevention system (IDPS)
  - C. Patent Electronic *System* Verification (PAIR)
  - D. Human Resource Information System (HRIS)
10. \_\_\_\_\_ is the application form to be filled by the candidate when he goes for recruitment process in the organisation.
- A. Job application
  - B. Formal application
  - C. Application blank
  - D. None of the above
11. \_\_\_\_\_ is a selection test which judges the emotional ability which will help to judge work in group
- A. Personality test
  - B. Intelligence Test
  - C. Mental Ability Test

D. None of the above

12. That which adds more of the same type of duties requiring same skills is: -

- A. Job progression
- B. Job enrichment
- C. Job enlargement
- D. Job relatedness

13. Intelligence and memory of a person constitute \_\_\_\_\_ characteristics: -

- A. Psychological
- B. Physical
- C. Mental
- D. Personal

14. The use of process criteria in job selection means that the individual is being assessed on \_\_\_\_\_.

- A. The number of tasks they can process simultaneously.
- B. A methodological approach to task completion.
- C. How many tasks can be processed in a set amount of time.
- D. The right way to complete a task successfully.

15. Which of the following is a stated outcome of 'Job Analysis'?

- A. Job description
- B. Job specification
- C. Job evaluation
- D. All of the given options

Key for Unit 2

1	A	9	D
2	C	10	C
3	C	11	A
4	A	12	C
5	A	13	C
6	B	14	D
7	C	15	D

8	C		
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### UNIT 3

1. Which of the following comprise the compensation function of HRM?
  - A. Job evaluation
  - B. Wage and salary Administration
  - C. Bonus
  - D. All of the above
  
2. \_\_\_\_\_ may be defined as sequence of separate, but related work activities providing for continuity, order and meaning in a person's life.
  - A. Occupation
  - B. Job
  - C. Career
  - D. Task
  
3. Career planning involves determination of path of movement of an individual over-time
  - A. Lateral
  - B. Upward
  - C. Downward
  - D. Stationary
  
4. Job Evaluation helps in assessing
  - A. Number of employees to be hired
  - B. Relative value of various jobs
  - C. Performance
  - D. Safety
  
5. Which of the following is a Quantitative method of Job Evaluation?
  - A. Job Comparison
  - B. Job Classification
  - C. Factor Comparison
  - D. None of the above
  
6. Which of the following is not a method of on-the-job training?
  - A. Supervision
  - B. Job instruction
  - C. Role play

- D. Job rotation
7. Intrinsic Rewards exclude:
- A. Stock Options
  - B. Participation in decision making
  - C. More Responsibility
  - D. Interesting work
8. Attracting, motivating and retaining are the functions of:
- A. Training
  - B. Performance Appraisal
  - C. T & D
  - D. Compensation
9. Remuneration includes:
- A. Gifts
  - B. Transfers
  - C. Training
  - D. Bonus
10. Which of the following is an OJT method?
- A. Apprenticeship training
  - B. Vestibule training
  - C. Committee assignments
  - D. Classroom training
11. The \_\_\_\_\_ programme once installed must be continued on a long-term basis.
- A. Job evaluation
  - B. Training & Development
  - C. Recruitment
  - D. All of the above
12. The following factor would be relatively low if supply of labour is higher than demand.
- A. production
  - B. labour cost
  - C. wage
  - D. all of the above



13. Compensation is a systematic approach to providing monetary value to employees in exchange for \_\_\_\_\_

- A. Skills
- B. Knowledge
- C. Work performed
- D. damages held

14. Performance development plan is set for the employee by:

- A. Employer
- B. Department Head
- C. Immediate boss
- D. Any of the above

15. The purpose of Job Evaluation is to determine

- A. Worth of a job in relation to other jobs
- B. Time duration of a job
- C. Expenses incurred to make a job
- D. None of the above

Key for Unit 3

1	D	9	D
2	C	10	C
3	B	11	A
4	B	12	C
5	C	13	C
6	C	14	C
7	A	15	A
8	D		

## UNIT 4

1. \_\_\_\_\_ is an entire exercise done under the trainer who observes the employee behavior and then discusses it with the rater who finally evaluates the employee's performance.
  - A. Comparison method
  - B. BARS
  - C. Assessment Center
  - D. 360 degrees
  
2. \_\_\_\_\_ method is used to have a detailed evaluation of an employee from all the perspectives.
  - A. BARS
  - B. Assessment Center
  - C. MBO
  - D. 360-degree Performance Appraisal
  
3. Which of the following is not a Performance Appraisal Biases?
  - A. Halo effect
  - B. Central Tendency
  - C. Personal Biases
  - D. Wrong survey
  
4. "If a worker has few absences, his supervisor might give him a high rating in all other areas of work" this is an example of \_\_\_\_\_ bias in Performance Appraisal:
  - A. Halo effect
  - B. Central Tendency
  - C. Personal Biases
  - D. Stereo Typing
  
5. "He is not formally dressed up in the office. He may be casual at work too!". This is an example of \_\_\_\_\_ bias in Performance Appraisal
  - A. Halo effect
  - B. Central Tendency
  - C. Horn effect
  - D. Stereo Typing
  
6. First Impression in a performance appraisal bias denotes \_\_\_\_\_
  - A. Halo effect
  - B. Primacy effect

- C. Horn effect
- D. Stereo Typing

7. “A professor, with a view to play it safe, might give a class grade near the equal to B, regardless of the differences in individual performances”. This is an example of \_\_\_\_\_ bias in Performance Appraisal

- (A) Halo effect
- (B) Central Tendency
- (C) Horn effect
- (D) Stereo Typing

8. “The person who was a good performer in distant past is assured to be okay at present also”. This is an example of \_\_\_\_\_ bias in Performance Appraisal

- A. Halo effect
- B. Central Tendency
- C. Horn effect
- D. Spillover effect

9. \_\_\_\_\_ evaluates whether human resource programs being implemented in the organization have been effective.

- A. Performance appraisal
- B. Feedback
- C. Survey
- D. Exit interviews

10. The actual performance of an individual is measured in terms of its \_\_\_\_\_

- A. Input and output
- B. Efficiency and effectiveness
- C. Returns to the organisation
- D. Business earned by him

11. This step of performance appraisal process finds out reasons of the deviation occurred in actual performance

- A. Fixing standards
- B. Measuring actual performance
- C. Communication of standards
- D. Discuss Appraisal with The Employee

12. The corrective actions in Performance include

- A. Correct Deviations
- B. Change Standards
- C. Neither a nor b

D. Both a & b

13. Administrative use of performance appraisal does not include

- A. Feedback to employees'
- B. supervision
- C. Training
- D. Transfer

14. The rater is forced to answer the ready-made statements as given in the blocks of two or more, about the employees in terms of true or false. This method of performance appraisal is known as:

- A. Forced distribution
- B. Rating scale
- C. Forced choice
- D. Checklist

15. Industrial relations cover the following area(s)

- A. Collective bargaining
- B. Labour legislation
- C. Industrial relations training
- D. All of the above

Key for Unit 4:

1	C	9	A
2	D	10	B
3	D	11	D
4	A	12	D
5	C	13	A
6	B	14	C
7	B	15	D
8	D		