

ATKT

TYBA

SEM-V

PAPER VII- SOCIOLOGY OF HUMAN RESOURCE DEVELOPMENT

Unit 1

1. The total knowledge, skills, creative abilities, talents and aptitudes of an organization's work force is _____

- a) Human resources
- b) Technical resources
- c) Financial resources
- d) Natural resources

ANSWER A: HUMAN RESOURCES

2. Human resources are the _____ asset of an organization and not the money or physical equipment.

- a) Most negligible
- b) Most ignorable
- c) Most insignificant
- d) Most crucial

ANSWER D: MOST CRUCIAL

3. Experiential and empirical evidences point out that the human system is

- a) Static
- b) Not reliable
- c) Unfriendly
- d) Not static

ANSWER D: NOT STATIC

4. Human Resource Development means continuous _____

- a) Training
- b) Movement
- c) Discussion
- d) Learning

ANSWER D: LEARNING

5. Directing comes under which of the following functions?

- a) Managerial
- b) Operative
- c) Technical
- d) Behavioral function

ANSWER A: MANAGERIAL

6. Rewarding employee performance and behavior can result in _____

- a) Loss of job
- b) Job motivation

- c) Loss of income
- d) Lose of interest in job

ANSWER B: JOB MOTIVATION

7. The Scientific management theory neglected the _____ aspects of work
- a) Legal
 - b) Social
 - c) Technological
 - d) Environmental

ANSWER B: SOCIAL

8. People perform better when they feel trusted and see meaning in what they are doing is _____
- a) Greek philosophy
 - b) HRD philosophy
 - c) Chinese philosophy
 - d) Ancient philosophy

ANSWER B: HRD PHILOSOPHY

9. To calculate the need for manpower on the basis of the average loss of manpower due to leave, retirement, death, transfer, discharge, etc. is known as _____.
- a) Accounting
 - b) Work force analysis
 - c) Culture analysis
 - d) Individual analysis

ANSWER B: WORK FORCE ANALYSIS

10. What does Human relation approach refer to?
- a) Worker, who should be given humanly treatment at work.
 - b) Mutual cooperation between employer and employee in solving the common problems.
 - c) Integration of people into a work situation that motivates them to work together to achieve productivity and also economic, psychological and social satisfaction.
 - d) Conflict between employer and employee

ANSWER C: INTEGRATION OF PEOPLE INTO A WORK SITUATION THAT MOTIVATES THEM TO WORK TOGETHER TO ACHIEVE PRODUCTIVITY AND ALSO ECONOMIC, PSYCHOLOGICAL AND SOCIAL SATISFACTION.

11. The Scope of HRD is very _____.
- a) Wide
 - b) Narrow
 - c) Medium
 - d) Useless

ANSWER A: WIDE

12. The Human Relations Theory is associated with _____.
- a) Frederick W Taylor

- b) Elton Mayo
- c) Maslow
- d) Vroom

ANSWER B: ELTON MAYO

UNIT II

1. _____ is of primary importance in recruiting for most non-managerial, supervisory and middle-management positions.

- a) Labour-market conditions
- b) Environment
- c) Education
- d) Income

ANSWER A: LABOUR-MARKET CONDITIONS

2. _____ involves the translation of likely job vacancies and information about the nature of these jobs into a set of objectives or targets that specify the number, and type of applicants to be contacted.

- a) Planning
- b) Execution
- c) Analysis
- d) Implementation

ANSWER A: PLANNING

3. The process of finding and attracting capable applicants for employment.

- a) Selection
- b) Planning
- c) Screening
- d) Recruitment

ANSWER D: RECRUITMENT

4. External source of recruitment in an organization :-

- a) Exchange programme
- b) Transfer
- c) Promotion
- d) Placement services

ANSWER D: PLACEMENT SERVICES

5. In an ideal personnel situation, _____ involves choosing the best applicant to fill a position

- a) Advertising
- b) Selection
- c) Appraisal
- d) Rejection

ANSWER B: SELECTION

6. When one competitor hires multiple employees from a competitor's company. It is called

- a) Nesting
- b) Netting
- c) Fishing
- d) Poaching

ANSWER D: POACHING

7. What is the first step in the selection process?
- a) Interviewing
 - b) Phoning
 - c) Scanning
 - d) Screening

ANSWER D: SCREENING

8. What is the purpose of the Aptitude test conducted during the selection round?
- a) To find out how loyal the employee is to his work
 - b) To measure employee's motivation to function in the working environment
 - c) To find the ability to perform task in a given job
 - d) To find out the candidate's potential to learn in a given area

ANSWER D: TO FIND OUT THE CANDIDATE'S POTENTIAL TO LEARN IN A GIVEN AREA

9. What is the contribution of an effective appraisal system?
- a) Helps to increase production
 - b) Helps for monitoring the market
 - c) Helps for recruiting
 - d) Helps to monitor the performance of the employee

ANSWER D: HELPS TO MONITOR THE PERFORMANCE OF THE EMPLOYEE

10. When does employee performance feedback through formal appraisal occur?
- a) After five years
 - b) After three years
 - c) After two years
 - d) Once or twice a year

ANSWER D: ONCE OR TWICE A YEAR

11. _____ enables the HR specialists to eliminate unqualified job seekers based on the information supplied in their application forms.

- a) Scrutiny
- b) Interview
- c) Questionnaire
- d) Preliminary interview

ANSWER A: SCRUTINY

12. It involves two-way exchange of information

- a) Interview
- b) Recruitment

- c) Appraisal
- d) Promotion

ANSWER A: INTERVIEW

13. The basic purpose of merit rating is to determine an employee's eligibility for
- a) Promotion
 - b) Transfer
 - c) Dismissal
 - d) Discussion

ANSWER A: PROMOTION

UNIT III

1. Human characteristics in Ergonomics include:
- a) Controls, displays, communicators and automation.
 - b) Potential for fatigue and stress
 - c) Stamina, strength, and body dimensions
 - d) Temperature, humidity, lighting, noise, vibration

ANSWER C: STAMINA, STRENGTH AND BODY DIMENSIONS

2. _____ involves adding more motivators to a job to make it more rewarding.
- a) Performance feedback
 - b) Meaningful work modules
 - c) Ability utilisation
 - d) Job enrichment

ANSWER D: JOB ENRINCHMENT

3. Which is a science concerned with the 'fit' between people and their work.
- a) Ergonomics
 - b) Psychology
 - c) Economics
 - d) Operational research

ANSWER A: ERGONOMICS

4. Practicing good ergonomics helps to:
- a) Solve the workplace problems
 - b) Solve the employee employer conflict
 - c) Solve the health issues
 - d) Solve the technical issues

ANSWER A: SOLVE THE WORKPLACE PROBLEMS

5. Ergonomics is related to _____
- a) Physiology
 - b) Physics
 - c) Biology
 - d) Anthropology

ANSWER A: PHYSIOLOGY

6. CSR is defined as:
- a) Business firms contribute to economy
 - b) Business firms contribute to profit
 - c) Continuing commitment by business firms to behave ethically and contribute to economy.
 - d) Commitment by business firms to customer

ANSWER C: CONTINUING COMMITMENT BY BUSINESS FIRMS TO BEHAVE ETHICALLY AND CONTRIBUTE TO ECONOMY.

7. CSR relates to:
- a) Ethical conduct
 - b) Unethical conduct
 - c) Harm to environment
 - d) Earning profit

ANSWER A: ETHICAL CONDUCT

8. The term corporate social responsibility can be referred as:
- a) Corporate's social responsibility for economic concerns
 - b) Corporate initiative to assess and take responsibility for company's effects on the environment and impact on social welfare
 - c) Corporate economic and social responsibility
 - d) Corporate environmental concern

ANSWER B: CORPORATE INITIATIVE TO ASSESS AND TAKE RESPONSIBILITY FOR COMPANY'S EFFECTS ON THE ENVIRONMENT AND IMPACT ON SOCIAL WELFARE

9. TQM's major emphasis is on _____ .
- a) Product quality
 - b) leave
 - c) Profit
 - d) loss

ANSWER A: PRODUCT QUALITY

10. TQM emphasis on:
- a) Consumer expectations
 - b) Total commitment to profit
 - c) Industrial growth
 - d) Consumer complaints

ANSWER A: CONSUMER EXPECTATIONS

11. What is the aim of TQM?
- a) To specify time schedules
 - b) To specify targets
 - c) To specify profit
 - d) To achieve zero defects

ANSWER D: TO ACHIEVE ZERO DEFECTS

12. In TQM the employee should be involved in:
- a) Decision making
 - b) Union
 - c) Settling disputes
 - d) Planning

ANSWER A: DECISION MAKING

13. The objective of TQM is:
- a) To do inspection
 - b) Quality Control
 - c) To do the right things, right the first time, every time.
 - d) Increase customer pool.

ANSWER C: TO DO THE RIGHT THINGS, RIGHT THE FIRST TIME, EVERY TIME

UNIT IV

1. _____ refers to creating a great place to work where people are encouraged to perform, are recognized and are rewarded.
- a) Talent Relationship Management
 - b) Attraction Policies
 - c) Retention Policies
 - d) Promotion

ANSWER A: TALENT RELATIONSHIP MANAGEMENT

2. _____ refers to formulating contingency plans for the loss of employees holding key positions in the company.
- a) Resourcing Strategy
 - b) Succession planning
 - c) Performance Management
 - d) Placement planning

ANSWER B: SUCCESSION PLANNING

3. Why is it important to provide training and regular refreshments programs to employees ?
- a) To make sure that no conflicts in the company
 - b) Because the employees tend to forget the instructions
 - c) To match the emerging requirements of the organization
 - d) To enable the employees to work efficiently

ANSWER C: TO MATCH THE EMERGING REQUIREMENTS OF THE ORGANISATION

4. Which are the two types of talent found in the organisation?
- a) Uni-dimensional and multi-dimensional
 - b) Multi-sport and uni-sport
 - c) Uni-dimensional and uni-sport
 - d) Multi-dimensional and multi-sport

ANSWER A: UNIDIMENSIONAL AND MULTIDIMENSIONAL

5. Which among the following is not the function of human capital management?
- a) Managing and defining competitive salaries
 - b) Sourcing, attracting, recruiting qualified and skilled people.
 - c) Availing the compensation to the employees
 - d) Performance management processes

ANSWER C: AVAILAING THE COMPENSATION TO THE EMPLOYEES

6. Your boss shows up late to a meeting that is about to conclude. You should:
- a) Slightly nod when she enters but continue with the meeting without bringing her up to speak
 - b) Thank her for stopping by; politely interrupt the person speaking at the meeting and debrief your boss on the agenda
 - c) Once the session is over, tell her that it is bad practice to show up late for meetings
 - d) Openly criticize your boss about being tardy upon her arrival

ANSWER B: THANK HER FOR STOPPING BY; POLITELY INTERRUPT THE PERSON SPEAKING AT THE MEETING AND DEBRIEF YOUR BOSS ON THE AGENDA

7. Which among the following is not the principle that describes the business etiquette?
- a) Respect
 - b) non- aggression
 - c) collaboration
 - d) conflict

ANSWER D: CONFLICT

8. The rules of good workplace manners for example: Listening without interrupting the speaker.
- a) Etiquette
 - b) Business Etiquette
 - c) Netiquette
 - d) Ethics

ANSWER C: NETIQUETTE

9. Determining the method and the timing of releasing team members should be included in the—
- a) Staff acquisition plan
 - b) Human resources plan
 - c) Staff management plan
 - d) Project training plan

ANSWER C: STAFF MANAGEMENT PLAN

10. The project team directory is an output from which of the following processes?
- a) Develop project team
 - b) Acquire project team
 - c) Develop human resource management plan

d) Manage project team

ANSWER B: ACQUIRE PROJECT TEAM

11. Which of the following is a ground rule for project team building?

a) Perform frequent performance appraisals

b) Ensure that each team member reports to his or her functional manager in addition to the project manager

c) Start early

d) Try to solve team political problems

ANSWER C: START EARLY

12. The primary result of effective team development is—

a) An effective, smoothly running team

b) Improved project performance

c) An understanding by project team members that the project manager is ultimately responsible for project performance

d) Enhancement of the ability of stakeholders to contribute as individuals and team members

ANSWER B: IMPROVED PROJECT PERFORMANCE