

HRM

Question:- Name the technique which determines the relevant worth of a job with respect to other jobs.

Answer:- Job Evaluation

Question:- Analysis of which factors is involved human resource planning, example of which can be skills needed. No. of vacancies etc.

Answer:- Internal and external

Question:- leadership styles, human relations skills of senior managers are examined by _____

Answer:- consultant

Question:- What is the general principle (as per P.A.S policy of premier) of Assessment Routes?

Answer:- 2nd Assessor-superior of first assessor, 2nd Assessor- superior of the 1st assessor

Question:- Name the two factors which lead people to work:

Answer:- Economic, Motivation

Question:- The evident outcome of a supervisory skill level survey is training costs are reduced considerably quite frequently

Answer:- by 30% to 50%

Question:- Enlist the components of the success formula

Answer:- Leadership Qualities, Relationships, Job Responsibilities

Question:- There are several ways in which human resource management can strengthen relationships to accomplish organizational goals. What was one of the findings from the survey of 1996 from some Indian Experiences?

Answer:- An increasing number of human resources professionals have been included in the top management.

Question:- HRD audit can give significant inputs about existing state of accountability of employees

Answer:- TRUE

Question:- Which management is committed adequately to competency building through multi-rater feedback?

Answer:- Top

Question:- One of the key advantages of a multi-rater appraisal system is that -

Answer:- It adds objectivity and supplements the traditional appraisal system

Question:- The _____ are mostly for the employees of the marketing department .

Answer:- Commissions

Question:- Under orientation programmers, some very important issues discussed and clarified are

Answer:- Who are going to provide feedback? , Purpose of 360 Degree Feedback , Who analyzes the data?

Question:- What are the essential features for self development activity?

Answer:- Liberal facilities for attending conferences, seminars etc, A well stocked Library, Reimbursement of fees in passing any examination relevant to the job held

Question:- Future manpower requirements

Answer:- overstaffing & under staffing

Question:- Adjusting to change

Answer:- Importance of HRP

Question:- Protection of weaker sections

Answer:- equal employment and promotional

Question:- Execution of personnel functions

Answer:- promotions & layoffs

Question:- Permanent transfer is to rectify a wrong placement

Answer:- TRUE

Question:- TQM

Answer:- Dr. W. Edwards Deming

Question:- focus on quality

Answer:- element of TQM

Question:- Quality

Answer:- the totality of features and characteristics of a product

Question:- Quality circles

Answer:- problem solving

Question:- What is an essential ingredient for a successful benchmarking programme?

Answer:- Focus on critical success factors.

Question:- The 360 Degree feedback systems can be a very sensitive issue

Answer:- TRUE

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Answer:- TRUE

Question:- Proper implementation and support of all management levels are not very crucial for the success of HRD audit

Answer:- FALSE

Question:- the Appraisal System should Be seen as instrument for improving current performance and the development of the full potential in each human resource.

Answer:- TRUE

Question:- Training of appraisee can primarily address issues like -

Answer:- How to process the data,How to identify the areas for personal developmnt,How to chart out action

Question:- The data obtained through job analysis are recorded on what is known as job analysis sheet.

Answer:- TRUE

Question:- HRM is concerned with dimension of the organisation

Answer:- people

Question:- Which out of the following is a dimention of quality as given by David Garvin's eight principal quality dimension

Answer:- Reliability, Aesthetics, Perceived Quality

Question:- A normal criticism isa that trainer conduct training programme on the basis of what they know rather than what the trainees need. To battle such allegations, the trainers need to also play the role of a

Answer:- Training need identifier

Question:- should be provided to the appraiser as to how to rate employee performance

Answer:- Promotion

Question:- In seniority promotion there would be space for favouritism

Answer:- TRUE

Question:-requires an estimation of the cost of replacing the existing personnel under existing organisational conditions

Answer:- Replacement Cost

Question:- When the upward mobility of an employee stop at a stage, what are the sggested measures deal with such employees

Answer:- Additional career ladders could be established, Mentors could be assigned to the alter expectations, Assisting them to choose a new career

Question:- What does the performance appraisal system for identification of training needs essentially help identify

Answer:- between the organization's expectations and the individual's performance

Question:- Which of the following function can be consider in execution of personal functions?

Answer:- Performance appraisal, trafer, training and development

Question:- The new Appraisal Form cast a serious responsibility on the part of the Assessor for achieving Objectivity, explain the rules for the period of appraisal:-

Answer:- It coincides with the financial year of the organisation, 1st september to 31st aug, If the assessee is transferred out of the job after February, the immediate superior from where he/she is transferred will complete the appraisal, If the assessee is transferred before feb, immediate superior will complete the appraisal as at 31st aug

Question:- Name some of the strategic roles of HR :

Answer:- The focus of the HR function will be human capital development and organizational productivity

Question:- Is a method of politicking where Employees elevate their leaders/colleagues to the level above their ability?

Answer:- Push up

Question:- is a method of politicking where employees undervalue their sub-ordinates in the process of organizational politics

Answer:- Pushing down

Question:- In the management of human resources it is important to understand that employees have needs which must be taken care of by the management

Answer:- TRUE

Question:- _____ are those who provide competitive advantage to corporations.

Answer:- people

Question:- The _____ can be made using a checklist of questions

Answer:- Observation

Question:- Individual interviews are conducted normally for groups of four to eight individuals

Answer:- FALSE

Question:- It is said that HRD function is beneficial to both organization and the_____.

Answer:- Employees

Question:- Generally, training need identification forms a part of _____.

Answer:- Management Appraisal System

Question:- According to Lahiry what is the simple act of comparison & learning for organizational improvement?

Answer:- Benchmarking

Question:- Pitfalls in Implementing TQM

Answer:- Difficulties experienced in bringing about change, Rising expectations

Question:- What are the factors in the 'Best practice' within companies includes

Answer:- adopting a more integrated approach to organizational and technical change; developing a strategic approach to change; ensuring appropriate objectives are set

Question:- In the interview method of training-need identification interviews must clearly distinguish between immediate training needs to improve present performance & _____.

Answer:- Development needs for growth

Question:- The birth of the quality control movement in Japan took place in the early -

Answer:- 1960's

Question:- HRD process variable include -

Answer:- Role clarity, Work planning, Better communication

Question:- Performance development plan is set for the employee by his immediate boss.

Answer:- TRUE

Question:- What is it that include several grades with each grade containing a minimum salary

Answer:- Pay Structures

Question:- The whole process of conducting a 360 - Degree Feedback process in any Organisation could last about _____.

Answer:- One & half to about 3 months

Question:- When effort to earn additional income through a second job does not bear fruit, such type of efforts & the consequent results may be called as -

Answer:- Blue Moon lighting

Question:- The job evaluation programmer once installed must be continued on a _____ basis.

Answer:- permanent

Question:- Employment function deals with hiring decision

Answer:- FALSE

Question:- Taking up another part-time job or business simultaneously with that of the original job is known as Moon-Lighting by Employees

Answer:- TRUE

Question:- Indian industrial units employ more numbers of workers compare to that of the foreign organization with similar nature and level of technology. Aditya Birla group, for example, employs two workers in Indonesia, three workers in Philippines and Thailand, and _____ workers in India to do the same work i.e., processing 100 kilograms of turn

Answer:- seven (7)

Question:- What forms the last phase of the 360-Degree Feedback exercise

Answer:- Individual Counseling

Question:- Name the factors because of which HRD programmers fail?

Answer:- Low quality education, poverty, illiteracy

Question:- What can influence the organization's business goals?

Answer:- HRD outcomes

Question:- The HRD outcomes can influence the organization's business goals which may be in terms of

Answer:- Satisfied customers, Satisfied stockholders, Higher productivity

Question:- "The attitude of a learner"

Answer:- Successful Benchmarking

Question:- Analysis of various systems or functions common across different types of industry.

Answer:- Generic Benchmarking

Question:- A (POS) system

Answer:- An organizational Benchmarking Technique

Question:- Effective leadership, organizational readiness & style of implementation.

Answer:- Re-engineering requisites for success.

Question:- What are the disadvantages or problem inherent to the flextime system?

Answer:- Difficult in time keeping, Calculation of over time, Problem of supervision

Question:- Basically a two day workshop is conducted under phase 5 which stretches to three or more days depending on the number of participants

Answer:- TRUE

Question:- In some cases, individual and group interviews are substituted by _____

Answer:- LSIP

Question:- When individual job description and grade description do not match well, the evaluators classify the job using their subjective judgment.

Answer:- TRUE

Question:- One of the important clarity of HRD is

Answer:- Role

Question:- Some problems are inherent in the performance Appraisal System, they are

Answer:- Discrimination , First impression , Central tendency

Question:- Job vacancies are arise due to which of the following

Answer:- promotions, retirements, termination

Question:- _____ are issued to the employees to be a shareholders in the company.

Answer:- ESOP

Question:- What is Business Process Re-engineering?

Answer:- The ability of an organization to step back & rethink the way it does business , Focus on all form business components: strategy, business process, people and technology, Encouraging enter renewal adaptation on capabilities with stress on innovative skills & collaborative decision-making

Question:- Name of the various HRD score card:

Answer:- HRD systems maturity score , Competency score , HRD competencies systems maturity score

Question:- Temporary transfer

Answer:- ill health of employee

Question:- Permanent transfer

Answer:- To avoid conflicts with supervisor.

Question:- Replacement transfer

Answer:- due to initiation of long sanding employee in the same job

Question:- Shift transfer

Answer:- transfer of an employee from one shift to another

Question:- promotion boots morale and loyalty

Answer:- TRUE

Question:- What are the evident advantages of a flextime system?

Answer:- Decline in absenteeism, Increase in productivity, Increase in morale due to individualistic approach to work schedule

Question:- Fair and just policies is one of the principles of HRM

Answer:- TRUE

Question:- Why is it that in dual career groups there is restricted freedom from the side of the human resource manager?

Answer:- because of restriction & reservations in adhering to organisational rules & regulations

Question:- An employee sponsor, the HR manager plays an integral role in organisational success.

Answer:- TRUE

Question:- Human resource personnel now need to imbibe addition to this specialization in this emerging scenario (Walker 1990).

Answer:- general business capabilities

Question:- Interview are those where the respond to a hypothetical situation

Answer:- Situational

Question:- Overtime has drawback like absenteeism and

Answer:- reduced productivity

Question:- What should be the form of feedback which is communicated in a manner that produces a constructive response in the subordinate

Answer:- descriptive

Question:- Write the long form of ESOP

Answer:- Employee stock options

Question:- the officers are prepared for higher responsibilities progressively and the experience they gain becomes rather than respective

Answer:- cumulative

Question:- _____ is the pay which the employee gets based on his performance in the company as per his set role and responsibilities.

Answer:- Merit Pay

Question:- The process of 360 Degree appraisal is broken into two stages - planning, implementation.

Answer:- FALSE

Question:- Some Companies have experimented with an Apex body like Corporate Training Committee or Corporate Management Development Committee. State the role of such a committee

Answer:- Identify and get acceptance of corporate training needs, Review of the corporate management development activities, Identify other management development tools appropriate to the organization

Question:- What are the general characteristics of Freedom or Independence competence?

Answer:- They will like to work at their own place, They will like to choose their working hours , Free-lance writer & consultants come under this category

Question:- Hrp process is which of the following

Answer:- Easy, cheap

Question:- Name the process of 360 degree appraisal which can be broken into three stages or levels

Answer:- Planning , Implementation , Result

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Question:- Katter (1996) in his book Leading Change suggests that creating crisis when times are good can effectively trigger people off on the right track

Answer:- TRUE

Question:- Delery and Doty (1996) in a study of nearly found how many numbers of banks, the differences in HR practices accounted for large differences in financial performance

Answer:- 200

Question:- What is the concept of groups of employees working towards different goals with little knowledge of other functions or understanding of overall goals of the organisation?

Answer:- Compartmentalization

Question:- Unstructured interviews

Answer:- originality

Question:- Name the various HRD values like

Answer:- Openness , Trust , Autonomy

Question:- Organizations should pay for the value of the job but not for the value of the person.

Answer:- FALSE

Question:- HRP is beneficial where Manpower is available

Answer:- adequate skilled

Question:- One of the organizational measures to overcome The expenditure on HRD should be treated as

Answer:- investment

Question:- Recently the Govt. took new steps towards the consumer movement by the establishment of

Answer:- Nationwide consumer councils

Question:- Prof. Len Nadier: HRD is an organized learning experience within a with the objective of performance change

Answer:- given period of time

Question:- Which are the activities covered in the scope of human resource management?

Answer:- HRP, Training and Development, Labour Relations

Question:- It goes without saying that the HRP differs according to which of the following

Answer:- nature of the organization.

Question:- The _____ provide resources to approved employment schemes in the organised & jargonized sectors

Answer:- Employment Generation Fund

Question:- performance management is nothing but managing performance of the employees such as

Answer:- setting standards of performance of the employee, measuring actual performance of the employee, finding out reasons for deviations from standards

Question:- performance management is nothing but managing performance of the employees

Answer:- true

Question:- Women are becoming more acclimatized to the working climate

Answer:- TRUE

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Question:- welbourne and Andrews used a scale to measure the value the firm placed on human resources, this scale used following items

Answer:- The company's self rating on office employee relations, Whether the company's strategy and mission statement cited employees as constituting a competitive advantage, Whether the company's initial publicity materials mentioned employee training Programmes

Question:- Mention the role of HRD audit in business improvement

Answer:- Changes in the styles of top management, Better recruitment policies, Increased focus on human resource

Question:- the organization can no longer move its employees anywhere and anytime because it is a known fact that the employees resist which of the following?

Answer:- change

Question:- The techniques used to address problems at the root cause level include problem solving approach and

Answer:- systems failure analysis approach

Question:- Medical exam is conducted to ensure that candidate does not have a disability

Answer:- Selected

Question:- In HRP An HR manager has to ensure that sufficient representation is given to candidates from the which of the following

Answer:- weaker sections, physically handicapped, socially and politically oppressed

Question:- this era of fierce competition & ever changing global markets has resulted in according to Casio (1995)

Answer:- Service orientation with a sharper focus on customers, Performance linked pay rather than seniority based pay, Smaller companies employing fewer people

Question:- Quarter Moon Lighting

Answer:- Part time job during off hours

Question:- Increasing concern of employees for better social status

Answer:- has led to DUAL CAREER GROUPS

Question:- Self disciplined & committed employees essential

Answer:- FLEXI TIME AND FLEXI WORK

Question:- Difficult in time keeping

Answer:- problem of flexitime

Question:- HRP is a dynamic and on-going process because organization operates in ENVIRONMENT

Answer:- unstable and unpredictable

Question:- is a systematic approach to provide monetary value to employees in exchange for work performed

Answer:- Compensation

Question:- vertical promotion includes greater responsibility, high pay and high status

Answer:- TRUE

Question:- Name some of the strategic role of HR :

Answer:- Successful HR department will focus on organizational performance. , HR's value will be to have the right people ready at right time. , The focus of the HR function will be human, capital development & organizational productivity.

Question:- A key HR role in the firm will be multidisciplinary consulting around

Answer:- Individual, Team, Business unit

Question:- Which function of hrm deals with recruitment and selection of human resource?

Answer:- Inception

Question:- The application forms should meet the requirements like age, qualification and

Answer:- Experience

Question:- Which principle of HRM is necessary to avoid resentment and frustrations

Answer:- Judge the strength

Question:- Under the above mentioned modality of career planning importance is laid on the mutuality of interests and the importance of team work to other managers developing them as

Answer:- "businessmen" rather than professionals

Question:- If employee federations & unions are mismanaged they-

Answer:- Disturb the smooth functioning & growth of organizations , affect industrial peace , affect effective management of personnel

Question:- Employee and supervisor should be never involved while finalizing job description

Answer:- FALSE

Question:- A corollary of this Job evaluation principal is that for equal work there should be unequal wage rates.

Answer:- FALSE

Question:- organizations which have adopted effective HRD procedure in India include which of the following?

Answer:- TELCO, L&T and HLL

Question:- The high population growth adversely affects which two dimensions of HRD

Answer:- qualitative, quantitative

Question:- Goal of HRM

Answer:- HRP

Question:- Recruitment & Selection

Answer:- Pool of candidates

Question:- Organizational development

Answer:- initiating & managing change

Question:- Labour relations

Answer:- Union organization

Question:- The jobs falling under the same grade get the same wage scale.

Answer:- FALSE

Question:- The ranking system is also known as..... system.

Answer:- Non Quantitative

Question:- Benchmarking serves as a valuable tool to remain competitive. It is often used / initiated in conjunction with

Answer:- total quality management, restructuring and re-engineering programmes

Question:- HRM stands for

Answer:- Human Resource Management

Question:- traditional methods linked with religious philosophies also generates a strong resistance to change and impairs the HRD process.

Answer:- TRUE

Question:- The relationship between good HR practices and organizational effectiveness is very simple.

Answer:- FALSE

Question:- Head hunters recruit

Answer:- Higher level management positions

Question:- name the tool used by management for a variety of purposes to further the existence of the Company

Answer:- Compensation

Question:- While evaluating _____ jobs, where nature of work is difficult to be expressed in quantifiable numbers.

Answer:- managerial

Question:- Every employee also has a succession plan to him, which is also known as -

Answer:- Shadow planning

Question:- It is not necessary that the subordinate should feel free to participate without fear in the process of review & feedback.

Answer:- FALSE

Question:- The present value of a portion of the firm's future earning attributable to human resources is the value of human resources. Which method

Answer:- Economic Value Method

Question:- Besides business process re-engineering & benchmarking ; then are some other useful tools to bring about continuous improvement in an organization.

Answer:- Human Resource Audit , Human Resource Accounting , Urgency Motivation

Question:- It is very easy to write grade description, as the number of jobs increases.

Answer:- FALSE

Question:- At a certain stage the upward mobility stops for many employees. This phenomenon ideally takes place around the age of

Answer:- 40

Question:- Companies can offer the option only to employees who are above _____ years of age or have served with the company for 10 years

Answer:- 40

Question:- Competent employees are motivated to contribute to the organizational efficiency

Answer:- TRUE

Question:- Is a process by which an organization chooses from a list of applicants the person who meets the best requirements

Answer:- Selection

Question:- What are the features of dual career groups?

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Answer:- continuing employment even after their marriage , Comprises of both married female employees and working mother, They are ready to take up all types of jobs in different organizations

Question:- TQM is the conformance to the requirements which Expect

Answer:- customers

Question:- Relationships and Management Style deals with the style of management which will manifest itself from a descriptive analysis of relationships with

Answer:- Subordinates, Peers, Superior

Question:- HRD audit is a comprehensive evaluation of the current HRD strategies, structures etc.

Answer:- TRUE

Question:- Name one of the processes of job evaluation

Answer:- Select the method

Question:- What are the objectives of a quality control programmer?

Answer:- Improvement in standard of goods with very little increase in cost of production, Improvement in minimizing wastages, Conformance with desired standards.

Question:- People who are more attached to an organization or a location than to work, are anchored with a search for security

Answer:- TRUE

Question:- The Main contribution of HRD audit is to focus on which of the following

Answer:- Value-adding HRD

Question:- Period of Appraisal

Answer:- It coincides with the financial year of the organization 1st Sept. to 31st Aug.

Question:- Winning instinct

Answer:- "Determinating to Make Things Happen"

Question:- Ethics of Appraisal

Answer:- "Don't appraise without knowing why the appraisal is required"

Question:- Performance Appraisal Process

Answer:- Measure actual performance of appraisee through personal observation or oral & written reports.

Question:- The stage where employees face a mid career crisis is called as the stage of decline in the career development cycle

Answer:- FALSE

Question:- for benchmarking to be really successful it should be continuous process with a spirit of give and take between the initiator and the target organization was suggested by whom?

Answer:- Ohinata (1994),

Question:- Company is a pioneer in this direction of HRM

Answer:- Bharat Heavy Electricals Ltd

Question:- Objective of performance appraisal system is to identify the developmental needs of each employee.

Answer:- TRUE

Question:- There are companies where the HR department lists out the raters by choosing randomly from the participant's list of work related employees. Each rater receives an envelope having the following :-

Answer:- Letter from the administrator , Letter from the participant soliciting feedback , Self addressed envelope from the administrator

Question:- means providing the employees with necessary tools and authority to overcome obstacles to achieving goals.

Answer:- employee empowerment

Question:- The problem and challenges of continuous improvement can be effectively tackled by taking advantage of _____.

Answer:- Synergy of teams

Question:- Why do most companies prefer had audit?

Answer:- To take stock of things and to improve HRD for expanding, diversifying, and entering into a fast growth phases.

Question:- In the career path models, It is aimed that ten essentially years experience should be solid ten years experience and not one years experience repeated ten times

Answer:- FALSE

Question:- What does HRP need, to effectively meet the changing strategies and objectives?

Answer:- Constant updating

Question:- Questionnaire Distribution

Answer:- In this phase, Each rater receives an envelope having questionnaire

Question:- Monitoring and Follow-up

Answer:- In this phase, it follows the distribution of questionnaires to all assessors

Question:- Data Feeding Reports, and Analysis

Answer:- In this pohase data is put into the computers in its raw form

Question:- Workshop

Answer:- In this phase, two main issues are stressed throughout, Openness to feedback, Developmental Attitude

Question:- _____ is route to be followed in order to realize vision and overall purpose.

Answer:- Strategy

Question:- Analysis of secondary data can give a lot of insights into the HRD assets & liabilities of the company

Answer:- TRUE

Question:- The audit has forced which level of Management to share their plans across their organization resulting in increased involvement of employees

Answer:- top

Question:- Performance counseling refers to the help provided by a manager to his subordinates, it attempts to help the employee in.-

Answer:- Supportive atmosphere , Empathetic atmosphere , Setting goals

Question:- A comprehensive format of a performance appraisal should have the following components

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Answer:- Key Performance Areas (KPA's), Self appraisal by the employee, Identification of training needs

Question:- What are the essential characteristics of moonlighting activities? (why do employees resort to such activities)

Answer:- Decline in purchasing power, inadequate wages, allowances & benefits, Pursual of a part time job or business

Question:- Name the various HRD outcomes variables :

Answer:- Better organizational health , Better developed roles , Better utilization of human resources

Question:- needs identification exercise can do real harm if the needs are not met through suitable training programmers

Answer:- TRUE

Question:- In Valuation model the probability of expected stay with the firm at different stages of services of each employee is computed

Answer:- Eric Flameouts

Question:- Which form of benchmarking essentially reflects the Japanese penchant for imitating and launching cost-effective 'me-too' products.

Answer:- Product benchmarking

Question:- In which approach towards training and development stress is to be given on learning rather than on teaching?

Answer:- Agricultural approach

Question:- Name one of the important and valuable resource

Answer:- Human resources

Question:- What a is the outcome of a 360 degree assessment?

Answer:- Leadership Development, Career Planning & Development, Team Building

Question:- For each participant, a schedule is kept regarding the feedback he has been getting, for every questionnaire that is received , what is it that is included -

Answer:- The name of the participant to whom it is addressed , The working relationship of the rater is recorded throughout the exercise.

Question:- Questions are designed to evaluate by finding out how much a person knows

Answer:- open

Question:- Participants are given two questionnaires and 2. Others

Answer:- Self

Question:- One of the organizational measure to overcome HRD problems is that the expenditure on expenditure on HRD should be treated as

Answer:- investment

Question:- The following question leads to which kind of HRD score card : What is the current skill base of the employees in the company in relation to the various roles and role requirements

Answer:- competency score

Question:- Feedback

Answer:- It should be data-based and not impressionistic

Question:- Rapport building

Answer:- In this case there is a climate of acceptance & warmth

Question:- Exploration

Answer:- In this case, the employee should appreciate his strengths & weakness.

Question:- Action Planning

Answer:- In this case, the interview should end with specific plans of action for the development of the employee.

Question:- In today's organizations HR managers need to think of themselves as strategic partners

Answer:- TRUE

Question:- Which of the following are the factors affecting HRP

Answer:- Type of Organization, Strategy of Organization, Time period

Question:- The main purpose of counseling is development

Answer:- employee

Question:- What are judgments of characteristics, traits of employees & impact of these characteristics & traits on their performance. Answer:- Appraisals

Question:- The SSL test helps in determining who should be trained in what. What are the performance area covered by the module? (out of the II)

Answer:- Personal development, work environment

Question:- When employees take up other occupations & spend more or less 75% of their time & resources for their business or industrial units Second job activity to this extent may be called

Answer:- three-quarter moon lighting

Question:- When employees spend half of the time and resources available to them on a second / occupation for luxuries / comforts it is known as

Answer:- Half Moon Lighting

Question:- The _____ management of the organization is committed to develop the competencies of employees on a continuous basis

Answer:- top

Question:- Organizational Development assures healthy Relationships

Answer:- inter and intra unit

Question:- Structured interview is more

Answer:- Reliable

Question:- What are the action steps for re-engineering?

Answer:- Carry out a Need Assessment, Forming a steering Team & Implementation Team

Question:- The new economic policy 1991 brought significant changes in industrial and business sector. One of the important aspects of the new economic policy is

Answer:- Exit Policy

Question:- Non-quantitative job evaluation category

Answer:- Simple ranking and grading are placed under such category.

Question:- Quantitative job evaluation

Answer:- Point system and factor comparison methods are placed under such category

Question:- The beneficiaries to business firms by job evaluation

Answer:- It enables Cos. to get data in local wage surveys to establish job classification.

Question:- Job analysis

Answer:- It is one of the job evaluation process which finds out relevant facts.

Question:- when efforts to earn additional income through second job will not bear any fruit. Such type of efforts and the consequent result may be called

Answer:- blue Moon Lighting

Question:- When employees spend half of the time and / or resources available to them on a second job / occupation for luxuries / comforts it is known as

Answer:- Half Moon lighting

Question:- Good practices also energize people

Answer:- HR

Question:- Under the rapport-building phase, a good counselor attempts to establish which kind of climate

Answer:- acceptance, openness, mutuality

Question:- What is one of the major reasons for a perceived rise in number of moon -lights in the coming future? Answer:- Change in values & expectations.

Question:- Eight members is considered to be the norm as to the no. of members constituting a QC

Answer:- TRUE

Question:- What should be the nature of feedback so that the subordinate develops an ability to accept and act upon feedback.

Answer:- continuous.

Question:- What is the act of taking up part time job or business or industrial unit simultaneously with that of the original job?

Answer:- Moon-lighting

Question:- Although flexi time is advantageous, Employees feel frustrated due to various reasons

Answer:- Lack of Challenging Work, Over Specialization in the work, Routine Nature of Work

Question:- In the HRA attempts at MMT a discount rate is adopted

Answer:- 12%

Question:- job evaluation precedes job analysis

Answer:- TRUE

Question:- _____ leads to conflict between various departments in a functional organisation

Answer:- The lack of appreciation for the constraints of other department

Question:- TQM believes that quality reduces cost through reduced wastage, greater productivity and

Answer:- increased turnover

Question:- A _____ having openness, trust, authenticity as its bed rock is highly suitable for 360 - degree appraisal.

Answer:- Culture

Question:- All _____ should be paid within limits which is given by the standards set through a wage structure

Answer:- wages

Question:- has the prime role of recording major appraisal details.

Answer:- FALSE

Question:- Huselied (1995) used two scales - one to measure employee skills and second to measure employee

Answer:- motivation

Question:- What should be suggestive and not prescriptive

Answer:- feedback

Question:- Job analysis describes variety of duties of the job, they are

Answer:- Condition of work, skills, authority relationship

Question:- How can the limitations/ misgivings of management participation in employees organizations be overcome ?

Answer:- by gaining the confidence of union leaders from the initial stages, managements should educate the members about the concept & value in strengthening union functioning, minimizing misunderstandings

Question:- Who said 'You cannot teach philosophy to a hungry man.

Answer:- Pandit Nehru

Question:- Individual Counseling forms the second phase of the 360-Degree Feedback exercise

Answer:- FALSE

Question:- The supervisory skill level survey (SSL technology) essentially developed by whom?

Answer:- J. Chapiro

Question:- The capacity to take considerable responsibility, ability to influence and control others and skills in problem solving primarily show :

Answer:- Managerial competence

Question:- HR managers do not required to deal with issues such as career development, succession planning, etc.

Answer:- FALSE

Question:- The role of the organization in career planning is to introduce & strengthen systems to ensure _____ of employees

Answer:- Career Progression

Question:- One of the problems related to HRD practice is that The line managers do not show interest in developing the human resource

Answer:- TRUE

Question:- What is concerned with developing a pool of candidates in line with the human resources plan

Answer:- Recruitment

Question:- Point rating system consists of designing the wage structure

Answer:- TRUE

Question:- Name the type of questions hindering communication

Answer:- Testing

Question:- What are the major advantages of a Generic Benchmarking Technique?

Answer:- It is readily transferable, New practices, earlier implemented in an entire industry can be brought in, giving an organization an edge over its rivals, Proven systems can be implemented with minimal modification

Question:- Counseling involves a one to one discussion between the participant and administrator.

Answer:- TRUE

Question:- No development can take place in an apathetic or a hostile manager

Answer:- TRUE

Question:- Within the establishment stage of the career development cycle, what are very important occasions for a young employee?

Answer:- The first promotion , Successfully completed alignment , The first performance appraisal

Question:- In a re-engineering programmer, when a process changes so does the _____ of the concerned employee.

Answer:- job profile

Question:- Assigning a task to a subordinate when the boss goes on long leave, on long training etc. is good mechanism of career planning by periodically testing the individual on the higher job.

Answer:- Officiating Assignment

Question:- examination is conducted only after a conditional letter of offer is made

Answer:- Medical

Question:- forms the last phase of the 360-Degree Feedback exercise

Answer:- Counseling.

Question:- What does a Supervisory Skill Level Survey entail?

Answer:- Method of measuring training needs of a Co's supervisors through well designed psychometric tests

Question:- Organizations in future will establish their own educational institutes

Answer:- TRUE

Question:- What are the areas where the auditors should physically visit the workplace?

Answer:- Canteens , Living colony , Training rooms

Question:- Name the variable assures healthy union-organization relationship

Answer:- Labour Relations

Question:- Name four major HRM policy areas

Answer:- worker training, pay-for-performance compensation and employment security

Question:- who suggested the new concept which takes into account various key factors that will tell the overall performance of a job.

Answer:- Elliot Jacques

Question:- Performance counseling should not give a chance in discussion like -

Answer:- Rewards , Increments , Salaries

Question:- The HRD programmers fail due to poverty and social injustice.

Answer:- TRUE

Question:- Good HR practices are those that contribute to one or more of the three Cs

Answer:- Competencies, Commitment and Culture

Question:- M.M. Khan HRD is the process of increasing knowledge, capabilities and of all people working at all levels in a business undertaking

Answer:- positive work attitudes

Question:- It is said that rate the job, and not the

Answer:- man

Question:- The mechanism of price fixation

Answer:- a much neglected sphere of the market

Question:- These are not the days of individualism & unorganisation

Answer:- unionism

Question:- Knowledge of the subject hand work & a sincere approach

Answer:- requisites for consumerism

Question:- To divert manufacturing activities from urban to rural areas

Answer:- one of the roles of the consumer council

Question:- One organization in the private sector had executive turnover as its most serious problem, this was essentially because of their policy of recruiting a large number of

Answer:- high-fliers with professional qualifications,

Question:- In the Development Grade Method of career planning the selected staff for this grade would remain there only for _____ years

Answer:- two

Question:- TQM consists of two strands namely, quality of and quality of conformance to design

Answer:- Design

Question:- What includes in Salary Survey ?

Answer:- Inflation indicators , Salary budget averages , Average salaries

Question:- Financial difficulties, accumulation of stock, expiry of license or lease, and exhaustion of natural resources are not considered valid reasons for closure, as these are

Answer:- avoidable circumstances

Question:- Every organization makes heavy investment in its human

Answer:- TRUE

Question:- Which of The following points highlight HRD's importance

Answer:- Role clarity, Committed work force, Synergy effect

Question:- Companies have developed three directional changes originating from this criticism against human resources

Answer:- TRUE

Question:- Companies have developed how many directional changes originating from this criticism against human resources

Answer:- three

Question:- For closure , every worker is to be compensated with _____ average pay for every year of service completed

Answer:- 15 days

Question:- HRD is a function

Answer:- proactive

Question:- There has been a tremendous increase in the number of female employees in all types of organizations

Answer:- TRUE

Question:- Stock options

Answer:- It is issued to the employees to be a shareholder in the company

Question:- Commissions

Answer:- It is assigned on completion of targets set

Question:- dearness allowance

Answer:- It compensates with the price index

Question:- merit pay

Answer:- It is based on performance in the company as per his set roles

Question:- how would Human resource management be used as a business development tool

Answer:- Infusing professionalism and dynamism

Question:- What are the main issues stressed out throughout the workshop

Answer:- Openness to feedback, Development attitude

Question:- What are the salient features of the performance appraisal system of premier egg. & Marketing

Answer:- It must be based on observed performance & behaviors on the job, Wherever applicable, staff will be appraised by two assessors, Attention is also focused on the potential & development of each individual

Question:- Reference checks are conducted to obtain About the employee

Answer:- Information

Question:- Specification of skills, knowledge and qualities to perform job is

Answer:- Job specification

Question:- The components of a compensation system includes

Answer:- Job Evaluation , Job Description , Job Analysis

Question:- Responsibility is much more than of worker

Answer:- supervisor

Question:- The common benefits of Co's

Answer:- Social development, potential leader, job satisfaction

Question:- What does hard audit attempt to evaluate

Answer:- Strategy, structure, skills

Question:- Which way of the communication should be made clear to the subordinate by the managers

Answer:- two way

Question:- Under the point method, key jobs are selected, each sub factor is then defined in the order of importance preferable along a scale, factors generally considered are:

Answer:- Skill , Efforts , Accountability

Question:- Federations may invite the management's representatives to participate in working committee meetings. Who would the unions at Plant level / Shop level essentially invite?

Answer:- Representatives from line & personnel department.

Question:- Federations may invite the management's representatives to participate in working committee meetings. Who would the unions at the department / divisional level invite to attend such meetings?

Answer:- Divisional / departmental manager & personnel manager.

Question:- TQM requires managers to

Answer:- Produce solutions

Question:- What are the published literature of the company which help in assessing the strengths and weakness of HRD

Answer:- Manual reports , Marked Handouts , Personal Manual

Question:- On the basis of job elements and organizational demand an appropriate _____ of job evaluation should be selected

Answer:- method

Question:- If the company wishes to recruit locally it is through

Answer:- Walk in interview

Question:- In walk in interview, the data and Is mentioned in the local news paper

Answer:- Time

Question:- HRD aims at developing the capabilities of all line managers handling functions like

Answer:- industrial relation, performance appraisal, rewards and punishment

Question:- Which of the following of benchmarking essentially aims at learning from the success, failure & outcomes of different initiatives relevant to the industry

Answer:- strategic benchmarking

Question:- Career planning is essentially the process of aligning the career needs of the employee with the organizational career opportunities

Answer:- TRUE

Question:- A major reason for resistance to re- engineering is a challenge to the exiting

Answer:- hierarchy

Question:- An evolution of where one stands on the basis of their job responsibility, leadership, qualities, will be a good starting point for marketing plans for success

Answer:- TRUE

Question:- Expenses relating to recruitment, training, familiarization & development of human resources are charged against

Answer:- differed revenue items

Question:- Which out of the under mentioned principles is the one established by DR. Deming on the road to total quality

Answer:- end the practices of awarding business on price tag alone, break down barriers between department, institute a vigorous programmed of education and trading

Question:- According to psychologists what are / is extremely difficult to define

Answer:- personality traits

Question:- Giving a business group exposure when the boss goes on long leave, or long training etc is a good mechanism of career planning

Answer:- FALSE

Question:- Participation of management' representatives in the trade unions meetings particularly at the time of industrial dispute help both the parties

Answer:- To exchange their contradictory views

Question:- Name the technique used by the point system and factor comparison system to list the job.

Answer:- Quantitative

Question:- Name one of the drawbacks that can take place while designing the form

Answer:- The rating scale are ambiguous

Question:- The benefit of job evaluation is that it lays down the foundation for a rational wage structure

Answer:- TRUE

Question:- Increased acceptance of feedback appraisal system is that as large no. of managers work with wide range of other people, it becomes difficult for a single manager to accurately assess their contribution.

Answer:- TRUE

Question:- Promotion discourages employees

Answer:- FALSE

Question:- The reliability of reference test is Because former employers are reluctant to give information

Answer:- questionable

Question:- Grading systems require which type of system, because grading of clerical job may be quite different from that of

Answer:- Multiple

Question:- Inception function facilitates fixation of performance standards, pay rates and invoking fair disciplinary action, if any

Answer:- TRUE

Question:- One of the features of HRD goals are, _____ & it is a perishable commodity

Answer:- Labour

Question:- What are the key components of a Business Process Re-engineering Programme?

Answer:- Customer Satisfaction , Service delivery , Product development

Question:- Attracting good candidate depends on the

Answer:- Past performance of the company

Question:- What are the prerequisites for the perfect functioning of management participation in trade unions

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Answer:- The union should be well organized with sound rules, the coverage of items for discussion & participation should be pre-set, both parties should have implicit faith in information supplied by the other

Question:- If standard of living is _____ it calls for higher wage

Answer:- high