

Multiple Choice Questions - M.C.Q.

Unit-01

Chapter - 1 Human Resource Management

Point out correct answer from the options given under each question.

- 1) When human is accepted as a live tool of production ?
(a) Ancient time (b) After agricultural revolution
(c) After industrial revolution (d) After second world war
- 2) The concept of an employee is an asset is a event of which century ?
(a) 17th century (b) 20th century (c) 21st century (d) 18th century
- 3) What is called an activity connected with acquisition and maintenance of employee in modern time ?
(a) Labour Management (b) Personnel Management
(c) Human Capital Management (d) Human Resource Management
- 4) Which matter increased with the help of efficient H.R.M. from the following ?
(a) Job satisfaction (b) Efficiency (c) Productivity (d) Suggested all
- 5) Which matter is not decreased because of efficient Human Resource Management ?
(a) Labour Turnover rate (b) Industrial Accident
(c) Waste rate (d) Wastage of material
- 6) Which of the following matter of a personnel is not considered in the activity of Human Resource Management ?
(a) Trends of personnel (b) Age of personnel
(c) Value of personnel (d) Specialities of personnel
- 7) Which of the following characteristics is not consistent with the activity of Human Resource Management ?
(a) Universal Activity (b) Flexible concept
(c) Narrow concept (d) Objective of growth development
- 8) For which of the following law, the H.R.M. is not required ?
(a) Sale of goods Act (b) Trade Union Act
(c) Worker compensation Act (d) Apprenticeship Act
- 9) Human Resource Management considered an employee as _____.
(a) Tool of production (b) Human Asset
(c) Weak tool (d) Speedy instrument
- 10) Which of the following activity of Human Resource Management is not appropriate to give job satisfaction to employees ?
(a) Distribution of simple functions (b) Financial incentives
(c) Proper physical environment (d) Promotion
- 11) The success of various branches of management is depends on whom ?
(a) Financial Management (b) Human Resource Management
(c) Marketing Management (d) Modern Technology

- (12) **Industrial Discipline** means _____.
(a) Timely working (b) Keep silence
(c) Implimentation of orders (d) To stand in queue.
- (13) Which of the following matter not indicating the importance of Human Resource Management ?
(a) Maintanence of Quality (b) Decrease in wastage
(c) Job satisfaction (d) Growth in wage rate
- (14) H.R.M. develop good public relations with which of the following party ?
(a) Shareholders (b) Customers (c) Creditors (d) Suggested all
- (15) Which of the following is not included in the operative functions of Human Resource Management ?
(a) Employment oriented functions (b) H. R. D. oriented function
(c) Managerial functions (d) Compensation oriented function
- (16) Which of the following analysis is not included in job analysis ?
(a) Human labour (b) Job-design (c) Technical skill (d) Specialisation
- (17) Which of the main objective to determine job-requirement ?
(a) Selection of proper condidate (b) Location of industry
(c) Lay-out of industry (d) Promotion of an employee
- (18) Which of the following matter is not included in scientific recruitment of an employee ?
(a) Selection of right person (b) Selection of right scientist
(c) Selection of right place (d) Selection of right time
- (19) Which of the following is included in the last stage of recruitment ?
(a) Oral interview (b) Physical test
(c) Appointment letter (d) Selection decision
- (20) What will happen if right employee is not placed on right place ?
(a) Demand of more wages (b) Transfer or Turnover
(c) Theft-misappropriation (d) Conflict with co-workers
- (21) Which is not included in the induction given to the selected candidate placed on right job ?
(a) Objective of company (b) Policies of company (c) Establishment expense
(d) Future development of an opportunity
- (22) What is the main aim of employee rating ?
(a) To give promotion (b) To give transfer
(c) To demote person (d) To give return
- (23) Which matter is explained to employee during training work ?
(a) How much salary will be given (b) Job method
(c) Work load (d) Work place
- (24) Which matter is not included in career planning and development ?
(a) Education (b) Job requirement (c) Group activity (d) Experience

- (25) Which matter is studied for organisational development ?
 (a) Group behaviour (b) Individual behaviour
 (c) Nature of work (d) Quality of work
- (26) Which of the following result is not obtained if proper and fair wage is not given to employee ?
 (a) Dissatisfaction to worker (b) Decrease in labour turnover
 (c) Decrease in morale (d) Decrease in work speed.
- (27) Which of the following matter is not considered during job evaluation ?
 (a) Machines-tools (b) Difficulties in works
 (c) Qualifications of employee (d) Time consumed
- (28) Which of the following matter is included in wage and salary administration ?
 (a) Salary survey (b) Calculation-verification of wages
 (c) Payment of wages (d) Suggested all.
- (29) What is given to an employee who can finish the standard task in less than standard time ?
 (a) Meal (b) Bonus or premium (c) Promotion
 (d) Leave
- (30) Beyond salary amount on which other base the bonus is paid to workers ?
 (a) Attendance (b) Age (c) Experience (d) Knowledge
- (31) Beside salary, some financial and non financial advantages are given to an employees are called _____.
 (a) Reward of loyalty (b) Attraction (c) Fringe benefits
 (d) Incentive
- (32) Which of the following is not included in fringe benefits ?
 (a) House facility (b) Overtime salary facility
 (c) Canteen facility (d) Vehical facility
- (33) Which of the following is not included in safety measures of Human Resource Management ?
 (a) Pragnancy benefits to women (b) Provident fund-Penson to retired
 (c) Fire safety arrangement in industry (d) Medical benefits
- (34) Which matter H. R. Management recognise to develop, human relation with group of employees ?
 (a) Standard of group (b) Beliefs of group
 (c) Values of group (d) Suggested all
- (35) What H.R.M. is doing to increase the morale of an employee ?
 (a) Performance appreciating (b) Transfer at proper place
 (c) To give training (d) Change in working hourse
- (36) Which matter H.R.M. consider for the effectiveness of communication ?
 (a) Proper media (b) Formation of messages
 (c) Transmission of messages (d) Suggested all

- (37) Which of the following matter is not considered by H.R.M. for the development of leadership in employees ?
 (a) Joint assignment of work (b) Participation in decision making
 (c) Specific responsibility (d) Representation in other institution
- (38) To improve the quality of work life, what H.R.M. is doing at work place ?
 (a) Entertainment arrangement (b) Provide necessary facility
 (c) Provide incentive for work (d) Quality control
- (39) Which of the following benefit is not obtained by business unit from the H.R.Manager having proper qualities and qualifications ?
 (a) Industrial discipline-peace (b) Industrial safety
 (c) Employee can get bank loan (d) Satisfaction to employee
- (40) Which benefit business unit can obtained because of proper qualified H.R.M. ?
 (a) Maximum utilisation of resources (b) Effective leadership
 (c) Effective communication (d) Suggested all
- (41) Which role of H.R.M. increase the social prestige of business unit ?
 (a) Decisional role (b) Morale motivational role
 (c) Role as a spokesman (d) Role as a mediator

Answers

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|--------|--------|--------|--------|--------|--------|--------|
| (1) c | (2) b | (3) d | (d) d | (5) c | (6) b | (7) c |
| (8) a | (9) b | (10) a | (11) b | (12) c | (13) d | (14) d |
| (15) c | (16) b | (17) a | (18) b | (19) c | (20) b | (21) c |
| (22) a | (23) b | (24) c | (25) a | (26) b | (27) c | (28) d |
| (29) b | (30) a | (31) c | (32) b | (33) c | (35) d | (35) a |
| (36) d | (37) a | (38) b | (39) c | (40) d | (41) c | |

Unit-01

Chapter - 2

H. R. Planning in a Corporate Sector

- Pointout correct answer from the options given under each questions.
- (1) Which of the following matter is not connected with H. R. Planning ?
 (a) Acquisition of Human Resource (b) Training to Human Resource
 (c) Forecasting of Human Resource (d) Development of Human Resource
- (2) Which of the following is internal factor affecting H.R.Planning ?
 (a) Estimate of production (b) Labour turnover rate
 (c) Training programmes (d) Suggested all
- (3) Which of the following is not included in external factors affecting H.R.Planning ?
 (a) Trade union (b) Production process
 (c) Trend of fashion (d) Trade cycle

- (4) Which of the following stage is not included in the process of H.R.Planning ?
 (a) Clarity, of objectives (b) Forecasting of H.R.demand
 (c) Forecasting of H.R.development (d) Forecasting of H.R.supply
- (5) H.R.Planning is a process of _____.
 (a) Determining Human needs (b) Selection
 (c) Obtaining employees (d) Placing an employee
- (6) Which of the following matter is not included in H.R.Planning ?
 (a) Quantity (b) Quality (c) Age (d) Place
- (7) Who is doing H.R.Planning ?
 (a) Personnel manager (b) Top level management
 (c) Production manager (d) Government
- (8) What is the advantage of H.R.Planning to society ?
 (a) Polution decrease (b) Employment increase
 (c) Wastage decrease (d) Accident decrease
- (9) Which main matter is considered while doing H.R.Planning for sales activities ?
 (a) Sale quantity (b) Quality of goods
 (c) Sale method (d) Packing of product
- (10) Which of the following matter is considered while doing H.R.Planning for production activity ?
 (a) Production method (b) Nature of product
 (c) Packing of the product (d) Quality of product
- (11) Which of the following matter is collected for the calculation of Human skill ?
 (a) Technical qualification (b) Decision ability
 (c) Educational qualification (d) Suggested all
- (12) Which of the following matter is not considered in investigation of Human Resources ?
 (a) Rate of absentisim (b) Membership of trade union
 (c) Base of wage payment (d) Labour turnover rate
- (13) Which of the following factor is not considered while estimating demand of total Human resources ?
 (a) Production analysis (b) Productivity
 (c) Quality of goods (d) Technical matters
- (14) Which of the following factor is not considered at the time of estimating departmental Human Resource ?
 (a) Pice wage rate (b) Work-load analysis
 (c) Work force analysis (d) Labour turnover rate
- (15) Which of the following matter is not consistent at the time of considering internal supply of Human Resources ?
 (a) Number of present employees (b) Stability rate
 (c) Number of unemployment (d) Promotion-transfer

- (16) Which of the following factor is not consistent at the time of determining external supply of Human Resource ?
 (a) Government policy (b) Production method
 (c) Facility of transportation (d) Number of Technical Institution
- (17) Which is the main objective of H. R. Planning ?
 (a) To keep balance between demand and supply of H.R.
 (b) To maintain quality of material
 (c) To satisfy demand of employee (d) Research and Development
- (18) Which of the following matter indicate the importance of H.R.Planning ?
 (a) Job satisfaction to employee (b) Recruitment expense
 (c) Industrial peace (d) Suggested all

Answers

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|--------|--------|--------|--------|--------|--------|--------|
| (1) c | (2) d | (3) b | (4) c | (5) a | (6) c | (7) b |
| (8) b | (9) c | (10) a | (11) d | (12) b | (13) c | (14) a |
| (15) c | (16) b | (17) a | (18) d | | | |

Unit-02

Chapter - 1 Recruitment & Selection of an Employee

- Pointout correct answer from the options given under each questions.
- (1) Scientific recruitment means _____.
 (a) To attract the candidate (b) Selection of an employee
 (c) Interview of employee (d) Appointment of an employee
- (2) Which of the following is not included in external resources of recruitment ?
 (a) Trade union (b) Trade association
 (c) Waiting list (d) Contractors
- (3) What is the aim of variefying an applications for the selection of candidates ?
 (a) To make the recruitment easy
 (b) To make the recruitment less expensive
 (c) To make the recruitment very speedy
 (d) Suggested all
- (4) Which of the following is not consistent with scientific Recruitment ?
 (a) Appointment of right person (b) Appointment with right method
 (c) Appointment in right number (d) Appointment at right time
- (5) Functions up to receiving application of candidate is called _____.
 (a) Function of recruitment (b) Function of selection
 (c) Function of advertisement (d) General function
- (6) Which is the second function after recruiting an employee ?
 (a) To give training (b) To give promotion
 (c) To make selection (d) To give appointment letter

- (7) In which method of recruitment there is a possibility of exploitation of candidate ?
 (a) Recruitment through advertisement (b) Recruitment through contractor
 (c) Recruitment by Trade Union (d) Campus Recruitment
- (8) Which is the first stage of selection of an employee ?
 (a) To take written test (b) Orale interview
 (c) Verification of applications (d) To give appointment latter
- (9) Which matter is considered while recruitment is done according to vaiting list ?
 (a) Age (b) Experience (c) Education (d) Priority
- (10) Which test is conducted to know the nature and self confidance of condidate ?
 (a) Intelligent test (b) Trade test
 (c) Attitude test (d) Psychological test
- (11) Which of the following matter is not considered while conducting various tests for condidate ?
 (a) Mental ability (b) Outer personality (c) Aptitude (d) Skill
- (12) For the selection of which type of employee recruitment on the gate is considered proper ?
 (a) Daily wager (b) Skill workers (c) Women workers (d) Un-stall labour
- (13) Which of the following benefit of internal sources of recruitment is not received ?
 (a) Morale of work increased (b) Recruitment expense decreased
 (c) Wide opportunity of selection (d) Loyalty increased
- (14) Which of the following matter is not consistent with the appointment of employee ?
 (a) Maintainance of quality (b) Salary increased
 (c) Wastage decreased (d) Job satisfaction
- (15) Which of the following matter indicate the importance of modern selection procedure ?
 (a) Maintainance of quality (b) Maintainance of resources
 (c) Industrial fatigue decreased (d) Suggested all
- (16) Which test is more appropriate while selecting a candidate for higher post ?
 (a) Intelligency test (b) Trade test (c) Mechanical test (d) Attitude test
- (17) Which test is conducted while selecting a candidate as a salesman or public relation officer or providing leadership ?
 (a) Trade test (b) Aptitude test
 (c) Personality test (d) Psychological test

Answers

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|--------|--------|--------|--------|--------|--------|--------|
| (1) a | (2) c | (3) d | (d) b | (5) a | (6) c | (7) b |
| (8) c | (9) d | (10) d | (11) b | (12) a | (13) c | (14) b |
| (15) d | (16) a | (17) c | | | | |

- Pointout correct answer from the options given under each questions.
- (1) What is done to increase aptitude, skill and ability of an employee ?
(a) To provide leadership (b) To give motivation
(c) To give training (d) To give promotion
 - (2) Oliver sheldon compare training with _____?
(a) Factory (b) Theater (c) College (d) School
 - (3) Which of the following is not consistent with training ?
(a) Technical progress (b) Import - Export
(c) Change in work assignment (d) To increase productivity
 - (4) Which of the following matter is considered in organisational analysis before starting training ?
(a) Labour turnover rate (b) Volume of wastage
(c) Quality and quantity (d) Suggested all
 - (5) What should be done for trainee so that they take interest in training and regularly remain present for training ?
(a) To give motivation (b) To give stipend
(c) To give promotion (d) To give them rest
 - (6) Which of the following matter is not consistent with the advantages/importance of training ?
(a) Maintenance of Quality (b) Continuity of process
(c) Promotion to employee (d) Decrease in accident
 - (7) Which of the following is an advantage of giving training ?
(a) Control on wastage (b) Stability rate of employee increased
(c) Industrial fatigue decreased (d) Suggested all
 - (8) Considering the _____ matter, management development programme is started ?
(a) Objectives of company (b) Age of executives
(c) Qualification of executives (d) Machines of company
 - (9) Pointout the reason of arising the need of development of management :
(a) Public Administration (b) To develop Public Relations
(c) Development of Leadership (d) Suggested all
 - (10) Which of the following matter is not consistent with the development of top level management ?
(a) Technical factor (b) Purchasing and storage
(c) Economic factor (d) Institutional factor
 - (11) Which of the following is not consistent with the development of middle level management ?
(a) Knowledge of Motivation (b) Financial Accounts
(c) Method and Process (d) Operating Management

- (12) Which of the following matter is considered for the development of bottom level management ?
 (a) Co-ordination and control (b) Time study
 (c) Motion study (d) Suggested 'all'
- (13) Which of the following advantage is not included in the advantages received from management development ?
 (a) Formation of proper policy (b) Decrease social responsibility
 (c) Strategic decision (d) Decrease cost of production

Answers

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|-------|-------|--------|--------|--------|--------|-------|
| (1) c | (2) d | (3) b | (4) d | (5) b | (6) c | (7) d |
| (8) a | (9) d | (10) b | (11) c | (12) d | (13) b | |

Unit-02

Chapter - 3

Human Resrouce Development

- (1) Which of the following is not included in the characteristics of Human Resource Management ?
 (a) Planned concept (b) Constent process
 (c) Physical development (d) Development of various discipline
- (2) Which of the following is not consistent with the need of Human Resource Management ?
 (a) Modern Technology (b) Specific need of work
 (c) Higher quality (d) Control on cost
- (3) Which of the following is not included in the functions of Human Resource Development ?
 (a) Evaluation of employees (b) Career planning
 (c) Job simplification (d) Job enrichment
- (4) Which of the following method is not included Human Resource Management ?
 (a) Master Budget (b) Quality circle
 (c) Performance evaluation (d) Zero based budget

Answers

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|-------|-------|-------|-------|
| (1) c | (2) b | (3) c | (4) a |
|-------|-------|-------|-------|

Unit-03

Chapter - 1

Performance Evaluation

- Pointout correct answer from the options given under each questions.
- (1) Which of the following is not considered while doing performance evaluation ?
 (a) Regularity (b) Skill (c) Personality (d) Experience
- (2) Which of the following measure is not for performance evaluation ?
 (a) Production (b) Transfer (c) Training (d) Service period

- 3) Who can not do performance evaluation from the following ?
 (a) Traders (b) Customers (c) Group (d) Supervisors
- 4) Who is performance evaluator from the following ?
 (a) Experts (b) Supervisor (c) Committees (d) Suggested all
- 5) Which of the following is not an objective of performance evaluation ?
 (a) For promotion - Transfer (b) For effective training
 (c) For co-partnership (d) For industrial peace
- 6) Which of the following is not an objective of performance evaluation ?
 (a) To increase productivity (b) To maintain quality
 (c) To decrease labour turnover (d) To decrease industrial accident
- 7) Which of the following is not included in the cost of Human Resources ?
 (a) Recruitment (b) Selection (c) Transfer (d) Training
- 8) Which of the following is considered while calculating cost of Human Resources ?
 (a) Salary (b) Other benefits (c) Development (d) Suggested all
- 9) Which of the following is not included in the methods of Human Resource Accounting ?
 (a) Present economic value (b) Future development expenses
 (c) Salary capitalisation (d) Alternative expenses
- 10) Which of the following is not included in psychological method of employee evaluation ?
 (a) Discussion with customer (b) Psychological tests
 (c) Detailed interview (d) Discussion with peers
- 11) In which of the following sector, generally psychological evaluation is not done ?
 (a) Analysis ability (b) Work-speed ability
 (c) Forecasting ability (d) Intelligency
- 12) Point out psychological evaluation sector of an employee.
 (a) Logical ability (b) Interpretation ability
 (c) Analytical ability (d) Suggested all
- 13) Which of the following benefit is not received from the psychological evaluation ?
 (a) Recruitment of an employee (b) Career planning
 (c) Transfer of an employee (d) Training to employee
- 14) For which of the following matter psychological evaluation became useful ?
 (a) Development of officers (b) Organisational changes
 (c) Manpower planning (d) Suggested all
- 15) Managerial evaluation is difficult because management is connected with
 (a) Policy formation (b) Decision making
 (c) Strategy formation (d) Suggested all

- (16) Which of the following matter is not considered for managerial evaluation ?
 (a) Co-ordination and control (b) Financial control
 (c) Production strategy (d) Decision making
- (17) Which of the following measure is not considered for managerial evaluation ?
 (a) Weak performance (b) Stable performance
 (c) Very weak performance (d) Good performance
- (18) Which of the following is not included in the limitations of employee evaluation ?
 (a) Error of high evaluation (b) Error of low evaluation
 (c) Error of social unity (d) Halo effect
- (19) Which of the following is included in the limitations of employee evaluation ?
 (a) Error of similarity (b) Trend of average evaluation
 (c) Error in evaluation form (d) Suggested all
- (20) Which of the following is not included in effective evaluation ?
 (a) Evaluation by government (b) Clarity of objectives
 (c) Clarity of qualities (d) Training to evaluators
- (21) Pointout the suggestion for effective evaluation.
 (a) Evaluation by known person (b) Training to evaluators
 (c) Corrective approach (d) Suggested all

Answers

(1) c	(2) b	(3) a	(4) d	(5) c	(6) d	(7) c
(8) d	(9) b	(10) a	(11) b	(12) d	(13) c	(14) d
(15) d	(16) a	(17) b	(18) c	(19) d	(20) a	(21) d

Unit-03

Chapter - 2

Promotion - Transfer - Demotion

- Pointout correct answer from the options given under each questions.
- (1) Employees _____ increased due to promotion.
 (a) Designation (b) Power-Responsibility
 (c) Income (d) Suggested all
- (2) What is called, when designation increased but salary is not increased due to promotion ?
 (a) Halo promotion (b) Dry promotion
 (c) Temparory promotion (d) Wrong promotion
- (3) Which of the following reason is not responsible for giving promotion ?
 (a) Reward of loyalty (b) Appriciation of work
 (c) Personal relation (d) To increase productivity
- (4) Pointout reason for giving promotion.
 (a) To develop leadership (b) To decrease labour turnover
 (c) For research and development (d) Suggested all

which of the following benefit is not obtained by giving promotion according to seniority ?

- (a) Productivity increasesd
- (b) Industrial fatigue decreased
- (c) Industrial accident decreased
- (d) Stationary expenses decreased

Which of the following benefit is obtained by giving promotion according to seniority ?

- (a) Training expense decreased
- (b) Recruitment expense decreased
- (c) Prejudice not remain
- (d) Suggested all

Which of the following benefit is not obtained by giving promotion according to efficiency ?

- (a) Industrial fatigue decreased
- (b) Productivity increased
- (c) Incentive to education
- (d) Research

Which of the following benefit is obtained by giving promotion according to efficiency ?

- (a) Motivation to new employees
- (b) Regularity increased
- (c) Industrial discipline - morale
- (d) Suggested all

_____ is not changed by transferring an employees.

- (a) Department
- (b) Section
- (c) Salary
- (d) Responsibility

One of the following reason is not responsible for transferring an employee.

- (a) Scientific recruitment
- (b) Accident - problems
- (c) Departmental needs
- (d) Increase in qualification

Pointout reason for transferring an employees ?

- (a) To prevant theft
- (b) To prevant indiscipline
- (c) Incidental requirement
- (d) Suggested all

Which benefit is obtained by transferring an employee ?

- (a) Decrease possibility of misappropriation
- (b) Balance in work load
- (c) Motivation to research
- (d) Suggested all

Which of the following problem is not arises due to transferring an employee ?

- a) Training expense decreased
- (b) Salary expense increased
- c) Employee oppose
- (d) Problem of interrelation

Which of the following is not included in guiding principles of transfer ?

- Transfer related training
- (b) Pointout proper reason
- Decrease responsibility
- (d) Transfer according to sequence

Which of the following is included in guiding principles of transfer ?

- Should not be punative
- (b) Decide written policy
- Advance notice
- (d) Suggested all

Which of the following is not consistent with demotion of an employee ?

- Stability in salary
- (b) Decrease in authority
- Decrease in responsibility
- (d) Decrease in designation

- (17) Which of the following reason is not responsible for demoting employee ?
 (a) Permanently disability (b) Frequently doing indiscipline
 (c) Fail in the examination (d) Temporary promoted
- (18) Which of the following result is not obtained by demoting an employee ?
 (a) Maintenance of resources (b) Non co-operation feeling
 (c) Work - morale decrease (d) Self respect hurt
- (19) Which of the following is not included in guiding principles of demotion ?
 (a) To prepare list of rules (b) Give warning
 (c) Stop the salary (d) Documentary evidence
- (20) Which of the followings is included in the guiding principles of demotion ?
 (a) Complete investigation (b) Re-thinking
 (c) Demote without prejudice (d) Suggested all

Answers

(1) d	(2) b	(3) c	(d) d	(5) a	(6) d	(7) a
(8) d	(9) c	(10) a	(11) d	(12) d	(13) b	(14) c
(15) d	(16) a	(17) c	(18) a	(19) c	(20) d	

Unit-03

Chapter - 3

Morale

- Pointout correct answer from the options given under each questions.
- (1) Morale is _____ of an employee.
 (a) Discipline (b) Mental state (c) Physical state (d) Feeling
- (2) Which of the following is not included in the factors affecting morale of an employee ?
 (a) Job satisfaction (b) Opportunity of development
 (c) Common standard of work (d) Satisfaction with salary
- (3) Which of the following factor affects morale of an employee ?
 (a) Approach towards company (b) Volume of work load
 (c) Communication net-work (d) Suggested all
- (4) Which of the following is not included in the sign of low morale of an employee ?
 (a) Slow speed (b) Industrial peace
 (c) High rate of labour turnover (d) More wastage
- (5) Pointout the sign indicating low morale of employee.
 (a) Industrial disputes (b) Low productivity
 (c) High rate of absentism (d) Suggested all
- (6) Which of the following step is not included in the measures to prevent decrease in morale of an employee ?
 (a) Job simplification (b) Job rotation
 (c) Job enrichment (d) Quality of work-life

- 7) Which of the following is included in the measures to prevent decrease in morale of an employee ?
- (a) Human Resource Development
(b) Worker Participation in Management
(c) Proper Physical Environment (d) Suggested all
- 8) Which of the following factor is not consistent with the increasing morale of an employee ?
- (a) Career planning (b) Autocratic leadership
(c) Management development (d) Counselling
- 9) Which of the following factor is considered proper for high morale of an employee ?
- (a) Scientific recruitment
(b) Proper distribution of work
(c) Motivation to employee (d) Suggested all
- 10) Which of the following is not included in the benefit received from the high morale of an employee ?
- (a) Industrial discipline (b) Maximum use of resources
(c) Labour turnover rate increased (d) Productivity increased
- 11) Which of the following benefit received from the high morale of an employee ?
- (a) Industrial peace
(b) Decrease in labour absenteeism
(c) Research and development (d) Suggested all

Answers

- 1) b (2) c (3) d (4) b (5) d (6) a (7) d
8) b (9) d (10) c (11) d

it-04

Chapter - 1

Job Design

Point out correct answer from the options given under each questions.

Job design is not connected with which of the following ?

- (a) Job simplification (b) Job-control
(c) Job enlargement (d) Job-enrichment

Which of the following approach is not of job-design ?

- (a) Traditional approach (b) Scientific approach
(c) Engineering approach (d) Human approach

Which of the following factor affecting Job-design ?

- (a) Technology (b) Production process
(c) Available tools (d) Suggested all

- (4) Which of the following matter is not considered in job-design ?
 (a) Job identity (b) Job leadership
 (c) Job autonomy (d) Job feedback
- (5) Which of the following component is not included in motivational content of job enrichment ?
 (a) Achievement (b) Process (c) Development (d) Responsibility
- (6) Which of the following matter is not connected with job-enrichment ?
 (a) Job should be made challenging (b) Job should be made motivational
 (c) Job should be made attractive (d) Job should be made responsible
- (7) Which is the aim of job enlargement ?
 (a) To increase knowledge and skill of employee
 (b) To increase mechanism
 (c) To increase number of employee (d) To make the work easy
- (8) What is the main aim of job simplification ?
 (a) To increase work speed (b) To establish new machines
 (c) To remove complicated process (d) Assignment of job
- (9) Which is the main aim of Job-rotation ?
 (a) To decrease the cost (b) To improve quality
 (c) To decrease fatigue (d) To increase work speed
- (10) Which is the benefit of job design having scientific approach ?
 (a) Standard time and task can be determined
 (b) Benefit of division of labour
 (c) Benefit of specialisation (d) Suggested all
- (11) Importance to which matter is given in job design having engineering approach ?
 (a) Division of job in small units (b) To make the job content repetitive
 (c) To increase speciality (d) Suggested all
- (12) Which matter is given importance in the physical and psychological approach of job-design ?
 (a) Easily acquisition of tools (b) To increase mechanism
 (c) Not to assign heavy work (d) Suggested all
- (13) Which of the following factor is not affecting job-design ?
 (a) Technology (b) Trademark of the product
 (c) Production process (d) Quality control
- (14) What is the objective of job-enlargement ?
 (a) To make the job attractive (b) To increase the work-speed
 (c) To stop the repetition of work (d) Control on material
- (15) Which of the following is not indicating the importance of job-design ?
 (a) Wastage decrease (b) Salary expense decrease
 (c) Industrial fatigue decrease (d) Production cost decrease

- (16) Which of the following matter is not indicating the importance of job-design ?
- | | |
|------------------------|--------------------------------------|
| (a) Quality maintained | (b) Production continuity maintained |
| (c) Salary increased | (d) Industrial morale increased |

Answers

- | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|
| (1) b | (2) a | (3) d | (4) b | (5) b | (6) c | (7) a |
| (8) c | (9) c | (10) d | (11) d | (12) a | (13) b | (14) c |
| (15) b | (16) c | | | | | |

Unit-04

Chapter - 2

Quality of Work-Life

- Pointout correct answer from the options given under each questions.
- (1) Which of the following is not included in quality of work-life ?
- | | |
|-----------------------------|--------------------------|
| (a) Physical environment | (b) Rest during the work |
| (c) Behaviour of management | (d) Assignment of work |
- 2) Which of the following is not included in the characteristics of quality of work-life ?
- | | |
|--------------------------|---------------------------------|
| (a) Proper training | (b) Safety at work-place |
| (c) Incriment in salary. | (d) Proper physical environment |
- Which of the following conditions are not included in the quality of work-life ?
- | | |
|-------------------------------|--------------------------|
| (a) Right compensation | (b) Safety at work place |
| (c) Social unity in employees | (d) Regular transfer |
- Which of the following is included in guiding principles of quality of work-life ?
- | | |
|--------------------------|------------------------|
| (a) Stability in service | (b) Decrease in stress |
| (c) Health programmes | (d) Suggested all |
- Which of the following in not included in guiding principles to improve quality of work-life ?
- | | |
|----------------------------------|---------------------------------|
| (a) Recognition as humanbeing | (b) Modern technology |
| (c) Employment on permanent base | (d) Participation in management |
- Which of the following is not indicating the benefit of quality of work-life ?
- | | |
|----------------------------------|----------------------------------|
| (a) Decrease in training expense | (b) Industrial disputes decrease |
| (c) Decrease in wastage | (d) Maintainence of quality |
- Which of the following indicating importance of quality of work-life ?
- | | |
|---------------------------------------|-------------------------------|
| (a) Career counselling | (b) Labour turnover decreases |
| (c) Industrial productivity increases | (d) Suggested all |
- Which of the following is not included in the limitations of quality of work-life ?
- | | |
|------------------------------------|--------------------------------|
| (a) Selfish activity of management | (b) Permanent financial burden |
| (c) Exploitation of employee | (d) Suggested all |

- (9) Which of the following is not included in the strategy to improve quality of work-life ?
 (a) Formation of work committee (b) Formation of common work
 (c) Formation of work group (d) Formation of quality circle
- (10) Which of the following programme is included in the improvement programmes of quality of work-life ?
 (a) Performance evaluation (b) Job enrichment
 (c) Welfare plans (d) Suggested all
- (11) Which matter can be created in the organisation through grievance handling machinery ?
 (a) Industrial discipline (b) Industrial peace
 (c) Industrial harmony (d) Suggested all
- (12) Which of the following is not included in the stress removing plan ?
 (a) Job continuity (b) Job enrichment
 (c) Human behaviour
 (d) Job assignment according to ability

Answers

- | | | | | | | |
|-------|-------|--------|--------|--------|-------|-------|
| (1) b | (2) c | (3) d | (4) d | (5) b | (6) a | (7) d |
| (8) d | (9) b | (10) d | (11) d | (12) a | | |

Unit-04

Chapter - 3

Quality Circle

- Point out correct answer from the options given under each questions.
- (1) From which country the concept of Quality Circle arises ?
 (a) Japan (b) America (c) Britain (d) India
- (2) Quality Circle means _____.
 (a) Standard of quality (b) Design of quality
 (c) Association of improving quality (d) Circle of quality
- (3) Which of the following is not included in the characteristics of Quality Circle ?
 (a) Continus activity (b) Compulsory membership
 (c) Equality principle (d) Acceptance of Human value
- (4) Which of the following is included in the characteristics of Quality Circle ?
 (a) Co-partnership method (b) Small group of employee
 (c) Formation of departmental group (d) Suggested all
- (5) Which of the following is not included in the objectives of Quality Circle ?
 (a) Decrease in wastage (b) Satisfaction to traders
 (c) Reduction in cost (d) Satisfaction to customers
- (6) Which of the following is included in the objectives of Quality Circle ?
 (a) Improvement in safety (b) Improvement in quality
 (c) Job-satisfaction (d) Suggested all

- (7) Which of the following is not included in the managing committee of Quality Circle ?
 (a) Departmental heads (b) Co-ordinators
 (c) Supervisors (d) Leaders
- (8) Who is included on top level of Quality Circle ?
 (a) General manager (b) Chief executive officers
 (c) Directors (d) Suggested all
- (9) Which of the following is not included in the advantages obtained by company through Quality Circle ?
 (a) Reduction in cost (b) Development of group feeling
 (c) Maintenance of machines (d) Increase in productivity
- (10) Which of the following is not included in the advantages obtained by employee through Quality Circle ?
 (a) Improvement in quality (b) Motivation to research work
 (c) Pleasure in work (d) Development of employee strength
- (11) Which of the following is not included in the limitations of Quality Circle ?
 (a) Lack of motivation (b) Interference of non-members
 (c) Lack of trade union support (d) Suggested all

Answers

- | | | | | | | |
|-------|-------|--------|--------|-------|-------|-------|
| (1) a | (2) c | (3) b | (4) d | (5) b | (6) d | (7) c |
| (8) d | (9) b | (10) a | (11) d | | | |