**University of Mumbai**

**Question Bank**

Curriculum Scheme: Rev2016

Examination: BE Semester VIII

Course Code: ILO8024 and Course Name: HUMAN RESOURCE MANAGEMENT

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**Objective Question**

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| 1. | For HR development, how often an employee be assessed |
| Option A: | Daily |
| Option B: | Quarterly |
| Option C: | Yearly |
| Option D: | All three combined |
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| 2. | Maslow’s theory of human needs are |
| Option A: | Social–Esteem–Self-actualization |
| Option B: | Physiological –Safety –Social –Esteem –Self-actualization |
| Option C: | Physiological–Safety |
| Option D: | Safety–Social–Esteem |
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| 3. | Positive motivation refers to one of the following factors. |
| Option A: | Financial Reward |
| Option B: | Punishment |
| Option C: | Transfer |
| Option D: | Culture |
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| 4. | Responsibility always flows from \_\_\_\_ |
| Option A: | Customer to worker |
| Option B: | Subordinate to Superior |
| Option C: | Worker to Manager |
| Option D: | Leader to Customer |
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| 5. | The basic things leader has to do except \_\_\_\_\_\_ |
| Option A: | Outsourcing |
| Option B: | Planning |
| Option C: | Leading |
| Option D: | Organizing |
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| 6. | Which of the selection steps is the most critical? |
| Option A: | Physical examination |
| Option B: | Selection decision |
| Option C: | Reference and background checks |
| Option D: | Employment interviews |
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| 7. | Evaluations of training model was developed by |
| Option A: | Donald king |
| Option B: | Donald useless |
| Option C: | Donald Killo |
| Option D: | Donald Kirkpatrick |
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| 8. | Which one of the options is useful in managing generation gap? |
| Option A: | Mentoring and Inclusion |
| Option B: | Conflicts |
| Option C: | Removing Old generation |
| Option D: | Increasing Pay |
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| 9. | Which conflict occurs within an individual? |
| Option A: | Interpersonal |
| Option B: | Intra-personal |
| Option C: | Intra-Group |
| Option D: | Inter Group |
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| 10. | The maximum amount of Bonus to be paid in an accounting year as per section 10 of this act is |
| Option A: | 8.33% |
| Option B: | 10% |
| Option C: | 20% |
| Option D: | 15% |
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| 11. | COMPENSATION MANAGEMENT includes |
| Option A: | PERFORMANCE APPRAISAL |
| Option B: | SALARY ADMINISTRATION |
| Option C: | PLACEMENT |
| Option D: | INDUCTION |
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| 12. | HUMAN RESOURCE MANAGEMENT IS \_\_\_\_ FUNCTION |
| Option A: | PRODUCTION |
| Option B: | MANAGERIAL |
| Option C: | OPERATIONAL |
| Option D: | CONDITIONAL |
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| 13. | The autocratic model of OB is based on which among the following |
| Option A: | loyalty |
| Option B: | commitment |
| Option C: | Power |
| Option D: | Expertise |
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| 14. | Which one of the factors is affecting perception? |
| Option A: | Perceiver |
| Option B: | Organizational Culture |
| Option C: | Organization Behavior |
| Option D: | Group structure |
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| 15. | Which of the following is NOT a consequence of role conflict? |
| Option A: | Low work involvement |
| Option B: | Low job satisfaction |
| Option C: | Increased job performance |
| Option D: | Stress and anxiety |
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| 16. | Human Resource Planning is done based on |
| Option A: | Market Condition |
| Option B: | Financial Condition |
| Option C: | Organizational Plan |
| Option D: | External Environment |
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| 17. | **Who has given the hierarchy of needs hierarchy theory of motivation?** |
| Option A: | Abraham Maslow |
| Option B: | David McClelland |
| Option C: | Frederick Herzberg |
| Option D: | Douglas McGregor |
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| 18. | Which is the least expensive method for recruitments? |
| Option A: | Walk - ins, write - ins and talk - ins |
| Option B: | Campus placements |
| Option C: | Employment exchanges |
| Option D: | Consultants |
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| 19. | Workplace spirituality is most appropriately understood as: |
| Option A: | Organize religious practices |
| Option B: | Organize rituals |
| Option C: | Organize mass gathering |
| Option D: | Supports life-wok balance |
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| 20. | In how many dimensions HRD Maturity level in an organization is measured? |
| Option A: | Three |
| Option B: | Four |
| Option C: | Five |
| Option D: | Six |
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**Subjective Questions**

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| 1 | Is leadership essential in firms and industries? How will you define a leader and explain the six major responsibilities of a leader. |
| 2 | What are the clauses enlisted in factories act? |
| 3 | Define Motivation and explain the theories of motivation |
| 4 | What is a trade union and explain its features |
| 5 | Discuss the steps in selection process |
| 6 | Write a note on functional organization structure |
| 7 | Explain the different methods of training |
| 8 | Define motivation and explain the Maslow’s motivational theory. |
| 9 | What is decision making? Explain its types. |
| 10 | Explain the brief process of performance appraisal |
| 11 | Explain the role of group dynamics |
| 12 | Explain Attitude, perception and how does it affect work performance in an organization. |
| 13 | What is human resource management and explain its objectives. |
| 14 | Explain TQM and Ethics |
| 15 | Discuss nature and scope of organisational behaviour. |
| 16 | Explain Leadership and Leadership styles |
| 17 | Explain Empowerment and process of employee empowerment |
| 18 | Write 14 principles of Administrative management by Henry Fayol |
| 19 | Write a short note on-  i.) Job design ii) Selection and recruitment |
| 20 | What is 360 degree appraisal and explain the performance appraisal process. |
| 21 | Define organizational behavior and explain its determinants |
| 22 | Write short note on moral and job satisfaction. |
| 23 | Explain the guidelines of effective communication in an organization. |
| 24 | Define organizational development and discuss managing processes & transformation in HR |