

University of Mumbai
Online Examination 2020

Program: BE Engineering
Curriculum Scheme: R-2016
Examination: Final Year Semester VIII
Course Code: ILO8024 Course Name: Human Resource Management
Time: 1-hour Max. Marks: 50

1		Human resource implication of technological change leads to
	a	Greater inefficiency and deficiency of Human resources
	b	Low output and discomfort of Human resources
	c	Greater efficiency and effectiveness of Human resources
	d	Low input and increase of Human resources
2		Technology development in HR management
	a	leads to innovation process within the business
	b	leads to unrest among employees within the business
	c	leads to infighting within the business
	d	leads to profit sharing process within the business
3		HR and Line Managers primary interest
	a	Losses in business
	b	Success in business
	c	In efficiency in business
	d	Increase in business
4		HRM in any company has become specialised
	a	Maximise output and satisfaction of employees

	b	Maximise dispute in employees
	c	Minimise output and satisfaction of employees
	d	Maximise dissatisfaction in employees
5		HRM Policy guides organization to
	a	employment for all candidates
	b	Employment for all recommended candidates
	c	Equal employment for all reserved candidates
	d	Un Equal employment for all candidates
6		Finding ways to reduceis a responsibility of Management
	a	production
	b	sales
	c	uncertainty
	d	profit
7		Biggest Challenge of an HR manager
	a	Managing Union
	b	Managing People
	c	Managing accounts
	d	Managing production
8		HR Managers-----administrative functions of an Organization
	a	Plan,Spoil and Coordinate
	b	Dispute,Direct and create in efficiency in
	c	No Plan,No Direction and Coordinate

	d	Plan,Direct and Coordinate
9		One Core area of HR specialization
	a	recruiting and training
	b	to bring controversy
	c	to shut down
	d	termination and sports training
10		Elements of HR Success
	a	Unrest and strike
	b	Loss making and Unrest
	c	Knowledge and Behaviour
	d	Easy go and givin holidays
11		Which level of Maslow's Theory takes care for hunger and thirst ?
	a	Physiological Needs
	b	Safety Needs
	c	Social Needs
	d	Self-Actualisation
12		Which level of Maslow's Theory takes care for Security and Protection?
	a	Physiological Needs
	b	Safety Needs
	c	Social Needs
	d	Self-Actualisation
13		Which level of Maslow's Theory takes care for Sense of belonging?

	a	Physiological Needs
	b	Safety Needs
	c	Social Needs
	d	Self-Actualisation
14		Which level of Maslow's Theory takes care for respect and valued by others?
	a	Physiological Needs
	b	Safety Needs
	c	Social Needs
	d	Esteem Needs
15		Which level of Maslow's Theory takes care for self-fulfilment?
	a	Physiological Needs
	b	Safety Needs
	c	Social Needs
	d	Self-Actualisation
16		What is the limitation of Maslow's Theory ?
	a	Lack of empirical data/evidence
	b	Success of theory
	c	Failure of theory
	d	Non-linear in nature
17		Which theory of motivation is proposed by McGregor
	a	ERG Theory
	b	X and Y Theory

	c	Hierarchy of Needs
	d	Seven Habits
18		Which one of the factors is included in X Theory?
	a	Employee Avoid the work
	b	Appreciate the work
	c	Very Ambitious
	d	No Supervision Required
19		Which one of the factors is included in Y Theory?
	a	Work Voluntary
	b	Non appreciative of work
	c	Non-Ambitious
	d	Supervision Required
20		Based on X theory Following type of Organization structure is preferred.
	a	Distributed
	b	Free Structure
	c	Centralized Structure
	d	Hybrid Structure
21		It is important to check on the trainees during their practice because ____
	a	They are taking too much time
	b	to prevent mistakes
	c	Firing trainees
	d	Otherwise it will give bad impresion

22		A leader must ____
	a	always lead with the objectives in mind.
	b	always make decisions that are popular to his people.
	c	remove those who do not support his ideas
	d	find the mistakes of employees
23		A leader is _____ for both the successes and failures of his or her team
	a	Responsible
	b	Not responsible
	c	Sometimes responsible
	d	Only the one who is responsible
24		If employees see their leader pointing fingers and blaming others, ____
	a	they should resign
	b	they will fear
	c	they will lose respect for leader
	d	they will laugh at others
25		To overcome mishaps and last minute changes, ____
	a	Leaders must be strict
	b	Leaders must be flexible
	c	Leaders must be rigid
	d	Leaders must be arrogant
26		A process of enhancing feelings of self-efficacy among organizational members is ____
	a	Outsourcing

	b	Negotiation
	c	Grouping
	d	Empowerment
27		Which of the following is an environmental force that shapes leadership?
	a	Gender
	b	Height
	c	Experience
	d	Brain size
28		In which of the following organizations is the power more likely to be evident?
	a	telecommunication business
	b	religious organization
	c	service organization
	d	baseball team
29		Employees will _____
	a	only trust leaders they respect
	b	only trust leaders they fear
	c	only trust leaders who are elder
	d	only trust leaders who are of same gender
30		Leaders should make _____ satisfied.
	a	Employees
	b	Political leaders
	c	Their family members

	d	Landlords
31		Which of those is the benefit of needs assesment
	a	Assesment makes training department more accountable
	b	Higher trainin costs
	c	Loss of Business
	d	Increased overtime working
32		Training done in guidance of Instructor on one place and having trainees at different locations is classified as
	a	Tactic training
	b	Distance learning
	c	Classroom training
	d	E-training
33		The apprentice training,internship are types of
	a	Cooperative training
	b	Classroom training
	c	Conference training
	d	Distance training
34		Benefits of training evaluation are all except
	a	Feedback of the trainer
	b	Creates ap between employee and organization
	c	Check costs
	d	Check accountability
35		What are the three main activites involved in the process of Training

	a	Eating,time pass and entertainment
	b	Time pass,performing and learning
	c	Training,performing and learning
	d	Eating,killing time and entertainment
36		Training method refers
	a	To reduce knowledge and skills of employee
	b	To reduce reading and eating habit of employee
	c	To reduce strength and eating habit of employee
	d	To improve knowledge and skills of employee
37		One of the best method of employee trainin method is
	a	Reading manuals
	b	Instructor led training
	c	Observing work
	d	Time pass
38		The.....is a proven method for training
	a	Case study analysis
	b	Visiting departments
	c	Sports
	d	Recreation
39		LMS stands for
	a	Learning Management System
	b	Living Method System

	c	LoveMotivation System
	d	Like Minded Service
40		List two main factors that decide training method
	a	Skills and perks
	b	Goals and Tools
	c	Job and perks
	d	Job and salary
41		which one of the factors defines the culture of the organization
	a	Leadership of the organization
	b	No culture
	c	Change in Management
	d	No communication
42		Culture as liability can have impact on following:
	a	Cash Flow
	b	Reputation
	c	Barrier to Change
	d	Customers
43		which one of the factors is influence the organization culture.
	a	Cash Flow
	b	Outcome orientation
	c	Turnover
	d	Profit

44		Organization culture could be -----and liability.
	a	Asset
	b	Liability
	c	Turnover
	d	Profit :
45		----- Conditions can have impact on Organization culture.
	a	Economy
	b	Reputation
	c	Barrier to Change
	d	Customers
46		----- regarding job security, reward system, et conditions can have impact on Organization culture.
	a	Reputation
	b	Barrier to Change
	c	Customers
	d	Organizing Policy
47		----- is the product of philosophy and practices of prominent people in organization.
	a	Leadership Style
	b	Barrier to Change
	c	Customers
	d	Organizing Policy
48		----- of members plays a major role in influencing organization culture.
	a	Characteristics of members

	b	Barrier to Change
	c	Customers
	d	Organizing Policy
49		----- is common perception held by the organization's members.
	a	Barrier to Change
	b	Customers
	c	Organizing Policy
	d	Organization Culture
50		Organization Culture is a set of shared.....,understanding, assumptions, that controls the behaviour of organizational members
	a	Vision
	b	Mission
	c	Values
	d	Practices
51		Of human resource management excludes
	a	A. Motivation
	b	B. Selling
	c	C. Rewards and compensation
	d	D. Recruitment
52		The main functions of human resource management are
	a	A. Attract and require
	b	B. Train and develop
	c	C. Reward

	d	D. all of the above
53		These are components of a Human Resource Management System EXCEPT...
	a	A. Recruitment and selection
	b	B. Labor Relations
	c	C. Informal Appraisals
	d	D. Pay and Benefits
54		HUMAN RESOURCE MANAGEMENT IS ____ FUNCTION
	a	A. PRODUCTION
	b	B. MANAGERIAL
	c	C. OPERATIONAL
	d	D. CONDITIONAL
55		HUMAN RESOURCE MANAGEMENT IS _____ APPROACH
	a	A. OPERATIONAL
	b	B. MATHEMATICAL
	c	C. SOCIAL
	d	D. SCIENTIFIC
56		Which is not a purpose or role of Human Resource Management?
	a	A. Employee morale and welfare
	b	B. Recruitment and selection
	c	C. Supervision and mentorship
	d	D. Workforce planning
57		Human Resource approaches include....

	a	A. McGregor's Theory X and Theory Y
	b	B. Bureaucracy:
	c	C. Evidence-based management
	d	D. Total quality management
58		Human resource department is defined as...
	a	A. AOMR - looks after payments, credit, P&L and balance sheets.
	b	B. AOMR - recruitment, training, appraisal and dismissal
	c	C. AOMR - market share, customer relations, selling to clients.
	d	D. AOMR - computers, ICT and website development.
59		Why is the Human Resource Management Department needed in business organizations?
	a	A. A centralized component of a business necessary for success
	b	B. Build upon the corporate culture of a business
	c	C. Staff development and performance
	d	D. All the above
60		HUMAN RESOURCE PLANNING IS CHOOSING THE _____
	a	A. RIGHT PRODUCT
	b	B. RIGHT PERSON
	c	C. RIGHT PRODUCERS
	d	D. RIGHT HUMAN BEHAVIOUR
61		Which of the following is not part of the strategic human resource management process?
	a	A. Plan human resources needed
	b	B. Negotiate employment contract.

	c	C. Establish grand strategy.
	d	D. Orient, train and develop
62		Which one is the second step in the human resources management process ?
	a	A. planning
	b	B. observe
	c	C. skill
	d	D. recruitment and selection
63		Which of the following activities in Human Resources Management is closet Talent Acquisition?
	a	A. Headhunting
	b	B. Recruiting
	c	C. Executive Search
	d	D. Employee and Labor Relations
64		Maslow's theory of human needs are...
	a	A. Social–Esteem–Self-actualization
	b	B. Physiological –Safety –Social –Esteem –Self-actualization
	c	C. Physiological–Safety
	d	D. Safety–Social–Esteem
65		Total quality management is...
	a	A. using math to achieve success
	b	B. using information technology to achieve success
	c	C. using other people to achieve success
	d	D. using your brain to achieve success

66		In management by objectives, goals _____.
	a	A. must be easily accomplished
	b	B. are developed by employees
	c	C. are determined by top management
	d	D. are jointly determined by employees and managers
67		Maslow's theory of human needs include...
	a	A. Responsibility
	b	B. Self-actualization
	c	C. self-management
	d	D. empowerment
69		Summarise Motivation.
	a	A. Encourage staff to make money
	b	B. Encourage others to do their worst
	c	C. Is when you want to do your best at work
	d	D. Getting paid
70		Motivation is all about ...
	a	A. attitude
	b	B. everyone around you
	c	C. inspiration
	d	D. the reason why
71		What does the motivation determine?
	a	A. Who the character is

	b	B. Good looks
	c	C. What risks the character might take
	d	D. Objectives
72		What is motivation?
	a	A. The general desire of someone to do something.
	b	B. To be stimulated to do something, especially creative.
	c	C. The ability to assess and initiate things independently
	d	D. Non of the above
73		What is Self-Motivation?
	a	A. How an individual views life
	b	B. How and individual recognizes and understands concepts
	c	C. How an individual continues their drive
	d	D. How an individual monitors others outside there self
74		Motivation is important to managers because...
	a	A. It contributes significantly to high performance.
	b	B. It explains the difference between attitudes and personality.
	c	C. It explains the differences in perception.
	d	D. Employees cannot use it effectively.
75		What is long term motivation?
	a	A. having a long term goal
	b	B. being bribed for a long amount of time
	c	C. being bribed for a short amount of time

	d	D. having a short term goal
76		HRD in Forging-Industry is an example of
	a	HRD in management
	b	HRD in planning department
	c	HRD in service sector
	d	HRD in manufacturing sector
77		HRD in Software-Industry is an example of
	a	HRD in management
	b	HRD in planning department
	c	HRD in service sector
	d	HRD in manufacturing sector
78		Leadership =
	a	A. Disrespect
	b	B. Service
	c	C. Friendship
	d	D. Non of the above
79		Leadership requires....?
	a	A. Management skills
	b	B. Problem-solving skills
	c	C. Communication skills
	d	D. All of the above
80		What is Leadership?

	a	A. The ability to boss people around to get your objective done
	b	B. the ability to do everything yourself and not need help
	c	C. The ability to influence people to work toward a vision/goal
	d	D. Non of the above
81		What is Leadership?
	a	A. The ability to boss people around to get your objective done
	b	B. the ability to do everything yourself and not need help
	c	C. The ability to influence people to work toward a vision/goal
	d	D. I'm going to command whatever I want
82		HRD in Pharma-Industry is an example of
	a	HRD in management
	b	HRD in planning department
	c	HRD in service sector
	d	HRD in manufacturing sector
83		HRD in Medical College is an example of
	a	HRD in management
	b	HRD in planning department
	c	HRD in service sector
	d	HRD in manufacturing sector
84		What is core leadership competencies?
	a	A. team work
	b	B. interpersonal management

	c	C. what
	d	D. none of the above
85		Which one is NOT a leadership trait...?
	a	A. All of the above
	b	B. Leaking info.
	c	C. Attitude
	d	D. Not listening
86		Individuals with the Criminal Personality are?
	a	A. Easily Conditioned
	b	B. Introverted
	c	C. Unfeeling
	d	D. Pessimistic
87		Can you have more than 1 personality?
	a	A. absolutely not,
	b	B. only in split the movie
	c	C. yes
	d	D. I don't know
88		Personality is best defined as
	a	A. cultural factors that make a person
	b	B. psychological characteristics that make a person unique
	c	C. ways a person expresses themselves
	d	D. A method that helps others to best understand an individual.

89		Which personality is 'out-going'?
	a	A. Stable
	b	B. Introvert
	c	C. Neurotic
	d	D. Extrovert
90		One feature of our personality is....
	a	A. our ability to adapt to situations
	b	B. our ability to enter flight/flight mode automatically
	c	C. our ability to shut off when threatened
	d	D. our ability to not take action against decisions we make
91		The purpose for personality assessment is
	a	A. to identify strengths and weakness of an individual
	b	B. clinical diagnosis and case conceptualization
	c	C. treatment planning
	d	D. all of the above
92		A personality trait of a Neurotic Introvert is?
	a	A. Aggressive
	b	B. Touchy
	c	C. All
	d	D. Pessimistic
93		Which personality type is the most logical?
	a	A. Type A

	b	B. Extrovert
	c	C. Stable
	d	D. Introvert
94		Who fathered the Psychoanalytic theory of personality?
	a	A. Jean Piaget
	b	B. Sigmund Freud
	c	C. Stanley Milgram
	d	D. Harry Harlow
95		What are the 4 major theories of personality?
	a	A. Behavioural , biological , trait , and humanistic
	b	B. Psychoanalytic, humanistic, trait, and biological
	c	C. Psychoanalytic, humanistic, trait, and socio cognitive
	d	D. Psychoanalytic, biological , socio cognitive ,and trait
96		What is the most common personality type?
	a	A. average
	b	B. reserved
	c	C. role-models
	d	D. self-centred
97		Departmentation is a process where
	a	A. Tasks are grouped into jobs
	b	B. Jobs are grouped into effective work groups
	c	C. Work groups are grouped into identifiable segments

	d	D. All of the above
98		Departmentation leads to grouping of
	a	A. Activities
	b	B. Personnel
	c	C. Both 'A' and 'B'
	d	D. None of the above
99		The department can be created
	a	A. By function
	b	B. By product
	c	C. By process
	d	D. All of the above
100		In hospitals, the following type of departmentation is common
	a	A. By function
	b	B. By committee
	c	C. By geographical region
	d	D. All of the above
101		In line organisation, the business activities are divided into following three types
	a	A. Accounts, Production, Sales
	b	B. Production, Quality, Sales
	c	C. Production, Quality, Maintenance
	d	D. Production, Maintenance, Sales
102		HRD in Railways is an example of

	a	HRD in management
	b	HRD in planning department
	c	HRD in service sector
	d	HRD in organizing department
103		HRD in Airways is an example of
	a	HRD in management
	b	HRD in planning department
	c	HRD in service sector
	d	HRD in organizing department
104		HRD in College is an example of
	a	HRD in management
	b	HRD in service sector
	c	HRD in planning department
	d	HRD in organizing department
105		HRD in Post Office is an example of
	a	HRD in management
	b	HRD in planning department
	c	HRD in service sector
	d	HRD in organizing department
106		HRD in Hotels is an example of
	a	HRD in management
	b	HRD in planning department

	c	HRD in service sector
	d	HRD in organizing department
107		HRD in multiplexes is an example of
	a	HRD in management
	b	HRD in service sector
	c	HRD in planning department
	d	HRD in organizing department
108		HRD in Hospitals is an example of
	a	HRD in management
	b	HRD in planning department
	c	HRD in service sector
	d	HRD in organizing department
109		HRD in Schools is an example of
	a	HRD in management
	b	HRD in planning department
	c	HRD in service sector
	d	HRD in organizing department
110		HRD in Automobile-Industry is an example of
	a	HRD in management
	b	HRD in service sector
	c	HRD in planning department
	d	HRD in manufacturing sector

111		HRD in Steel-Industries is an example of
	a	HRD in management
	b	HRD in planning department
	c	HRD in service sector
	d	HRD in manufacturing sector