

# University of Mumbai

## Question Bank

Curriculum Scheme: Rev2016

Examination: BE Semester VIII

Course Code: ILO8024 and Course Name: HUMAN RESOURCE MANAGEMENT

### Objective Question

1.	For HR development, how often an employee be assessed
Option A:	Daily
Option B:	Quarterly
Option C:	Yearly
Option D:	All three combined
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
3.	Positive motivation refers to one of the following factors.
Option A:	Financial Reward
Option B:	Punishment
Option C:	Transfer
Option D:	Culture
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
5.	The basic things leader has to do except _____
Option A:	Outsourcing
Option B:	Planning
Option C:	Leading
Option D:	Organizing
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
7.	Evaluations of training model was developed by
Option A:	Donald king
Option B:	Donald useless
Option C:	Donald Killo

Option D:	Donald Kirkpatrick
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
9.	Which conflict occurs within an individual?
Option A:	Interpersonal
Option B:	Intra-personal
Option C:	Intra-Group
Option D:	Inter Group
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%
11.	COMPENSATION MANAGEMENT includes
Option A:	PERFORMANCE APPRAISAL
Option B:	SALARY ADMINISTRATION
Option C:	PLACEMENT
Option D:	INDUCTION
12.	HUMAN RESOURCE MANAGEMENT IS ____ FUNCTION
Option A:	PRODUCTION
Option B:	MANAGERIAL
Option C:	OPERATIONAL
Option D:	CONDITIONAL
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
14.	Which one of the factors is affecting perception?
Option A:	Perceiver
Option B:	Organizational Culture
Option C:	Organization Behavior
Option D:	Group structure
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

16.	Human Resource Planning is done based on
Option A:	Market Condition
Option B:	Financial Condition
Option C:	Organizational Plan
Option D:	External Environment
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
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
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
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

### Subjective Questions

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