

**Question No: 1 ( Marks: 1 ) - Please choose one**

After becoming the part of a group some individuals become free rider i.e. they stop performing within the group & shift their work load on others is called \_\_\_\_\_.

- ▶ People demographics
- ▶ Synergy
- ▶ **Workforce diversity**
- ▶ Process loss

**Question No: 2 ( Marks: 1 ) - Please choose one**

A \_\_\_\_\_ is a mature group with highly interdependent members who are highly committed to a common goal.

- ▶ Organization
- ▶ Union
- ▶ **Team**
- ▶ Informal group

**Question No: 3 ( Marks: 1 ) - Please choose one**

By what means, organizations show concerns for their employees and earn their commitment?

- ▶ Solely ensuring job security of employees

- ▶ **Provide career development opportunities**
- ▶ Promise after retirement incentives only
- ▶ Offer stock options limited to senior employees

**Question No: 4 ( Marks: 1 ) - Please choose one**

According to which of the following methods, jobs are grouped by total points scored and assigned to particular wage/salary grades so that similarly rated jobs would be placed in the same wage/salary grade?

- ▶ Ranking method
- ▶ Factor comparison method
- ▶ Classification method
- ▶ **Point factor method**

Reference

**Question No: 5 ( Marks: 1 ) - Please choose one**

If a performance appraisal focuses on an employee's quality and quantity of work, then the performance appraisal is focused on measuring \_\_\_\_\_.

- ▶ **Generic dimensions of performance**
- ▶ Performance of actual duties
- ▶ Employee competency
- ▶ Achievement of objectives

Reference

**Question No: 6 ( Marks: 1 ) - Please choose one**

Which one of the following is NOT the advantage of Workforce Diversity?

- ▶ Increased creativity and flexibility
- ▶ **Decreased problem-solving skills**
- ▶ Multiple perspectives
- ▶ Greater openness to new ideas

**Question No: 7 ( Marks: 1 ) - Please choose one**

Human resource management activities relevant to large business organizations are:

- ▶ Little specialized of HR functions
- ▶ **Performed under a separate department**
- ▶ All performed by HR manager
- ▶ Are ambiguous and complicated

Reference

**Question No: 8 ( Marks: 1 ) - Please choose one**

Which one of the following is a common drawback of conducting interviews?

- ▶ Chances of misinterpretation of the information by the job analyst
- ▶ Inquiring about the physical demands and health & safety conditions
- ▶ **Time consuming to schedule and conduct large number of interviews**
- ▶ Involves all the people working within the organization

**Question No: 9 ( Marks: 1 ) - Please choose one**

'Actual situation – desired situation = problem discrepancy', which of the following term signifies this equation?

- ▶ **Gap analysis**
- ▶ Organizational analysis
- ▶ Task analysis
- ▶ Person analysis

"Performance gap" refers to the distance between the current situation and the desired situation, or the goal.

**Question No: 10 ( Marks: 1 ) - Please choose one**

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

- ▶ Task analysis
- ▶ Organizational analysis
- ▶ Person analysis
- ▶ **Management analysis**

Reference

**Question No: 11 ( Marks: 1 ) - Please choose one**

Shehzad planned to retire from his company because he would get a better package after 30 years of service. However, according to him without a job it would be difficult for him to spend time so he may consider other options. What do you suggest for him?

- ▶ Explanation of social security benefits
- ▶ **Pursue career outside the company**
- ▶ Counseling to utilize leisure time
- ▶ All of the given options

**Question No: 12 ( Marks: 1 ) - Please choose one**

The basis for promotion will typically be competence rather than seniority when:

- ▶ Team cohesiveness is important
- ▶ **Company is promoting competition**
- ▶ Union agreements are involved
- ▶ Organization is Legaly bound by government.

**Question No: 13 ( Marks: 1 ) - Please choose one**

Which of the following is most popular technique for appraising employee performance?

- ▶ Alternation-ranking
- ▶ **Graphic rating scale**
- ▶ Management by objective
- ▶ Paired comparison

Reference

**Question No: 14 ( Marks: 1 ) - Please choose one**

Which of the following is one of the disadvantages related to "Factor Comparison Method"?

- ▶ Fixed compensable factors may lead to faulty results

- ▶ **More value can be assigned to factors than job's actual worth**
- ▶ Useless for managerial jobs with subjective criteria
- ▶ Not useful when jobs are different from each other

#### Reference

#### **Question No: 15 ( Marks: 1 ) - Please choose one**

Employee rewards like health & life insurance, pensions, time-off with pay, child care facilities etc. are all referred to:

- ▶ Variable pay
- ▶ **Fringe benefit**
- ▶ Monthly salary
- ▶ Annual bonus

Fringe benefits commonly include health insurance, group term life coverage, education reimbursement, childcare and assistance reimbursement, cafeteria plans, employee discounts, personal use of a company owned vehicle and other similar benefits.

#### **Question No: 16 ( Marks: 1 ) - Please choose one**

Which of the following is an example of 'Family-oriented benefits'?

- ▶ Offered share in company's stocks
- ▶ Limited & flexible working hours
- ▶ **Availability of child & elder care centres**
- ▶ Equal career growth opportunities

#### **Question No: 17 ( Marks: 1 ) - Please choose one**

As a CEO of a pharmaceutical firm, what could be your foremost preference while offering benefits to employees?

- ▶ Shorter working hours
- ▶ Child care centers
- ▶ **Medical allowances**
- ▶ Transportation facilities

#### **Question No: 18 ( Marks: 1 ) - Please choose one**

A power base that depends on fear comes under which of the following category of power?

- ▶ Reward power
- ▶ **Coercive power**
- ▶ Referent power
- ▶ Legitimate power

Coercive Power: coercive power, based on a person's ability to punish.

#### **Question No: 19 ( Marks: 1 ) - Please choose one**

If the political behavior is motivated by self-serving interests without taking into account the goals of the organization, the move would be considered as:

- ▶ Ethical
- ▶ Neutral
- ▶ **Unethical**

- ▶ Intense

**Question No: 20 ( Marks: 1 ) - Please choose one**

In the negotiation process, bargaining issues like wages, working hours, terms & conditions of employment etc. all comes under:

- ▶ Labor issues
- ▶ **Mandatory issues**
- ▶ Permissive issues
- ▶ Prohibited issues

**Mandatory Bargaining Issues**—Fall within the definition of wages, hours, and other terms and conditions of employment.

**Question No: 21 ( Marks: 1 ) - Please choose one**

The document having 'terms & conditions of employment' gets signed by the employee at the time of joining to:

- ▶ Review terms on regular basis
- ▶ Maintain employee database
- ▶ Satisfy the top management
- ▶ **Get employee's written approval**

**Question No: 22 ( Marks: 1 ) - Please choose one**

The CEO has appointed Amjad to lead the current project as he has the talent to handle critical situations with an ease which enhances the followers' morale as well. He is said to be a successful leader as per:

- ▶ **Leadership Theory**
- ▶ Trait Theory
- ▶ Behavioral Theory
- ▶ Motivational Theory

**Question No: 23 ( Marks: 1 ) - Please choose one**

Usually it is observed that after becoming the team's captain the player's own performance declines. What could be the reason behind it?

- ▶ **Unable to handle extra pressure**
- ▶ Absence of task related knowledge
- ▶ Lack of high energy level
- ▶ Imposed on a team by management

**Question No: 24 ( Marks: 1 ) - Please choose one**

Ali is aware of all the possible sales trends prevailing in the market, he is said to be a successful leader because:

- ▶ He is intelligent enough to anticipate
- ▶ He is quite self confident
- ▶ He has dominance over others
- ▶ **He possesses in depth task related knowledge**

**Question No: 25 ( Marks: 1 ) - Please choose one**

If the time between violation & the respective penalty implementation lengthens, the impact of the disciplinary action will:

- ▶ Be exceeded
- ▶ Remain the same
- ▶ Become invisible
- ▶ **Be reduced**

**Question No: 26 ( Marks: 1 ) - Please choose one**

Which of the following component of attitude represents a person's opinions, knowledge, and information?

- ▶ Affective component
- ▶ **Cognitive component**
- ▶ Behavioral component
- ▶ Objective component

Reference

**Question No: 27 ( Marks: 1 ) - Please choose one**

The analysis conducted by an organization to investigate the composition of a community from where organization recruits its workforce, facilitates:

- ▶ Legal compliance
- ▶ Equal employment opportunity
- ▶ Civil rights
- ▶ **Affirmative action**

Reference

**Question No: 28 ( Marks: 1 ) - Please choose one**

Which of the following relatively tends to earn the highest total compensation from the parent company?

- ▶ **Local country nationals**
- ▶ Host country nationals
- ▶ Third country nationals
- ▶ Expatriates

Reference

**Question No: 29 ( Marks: 1 ) - Please choose one**

A career-path method, that recognizes that a technical specialists should be allowed to contribute their expertise to a company without becoming managers is known as;

- ▶ Traditional Career Path
- ▶ Network Career Path
- ▶ Lateral Skill Path
- ▶ **Dual-Career Path**

**Dual-Career Path**— A career-path method, that recognizes that technical specialists can and should be allowed to continue to contribute their expertise to a company without having to become managers.

**Question No: 30 ( Marks: 1 ) - Please choose one**

While setting objectives of Effective Compensation Management, which of the following is not included in 'the big three'?

- ▶ Attract qualified employment applicants
- ▶ Retain qualified employees, while discouraging retention of low performing
- ▶ **Rotate employees within the organization to keep them active**
- ▶ Motivate employee's behavior toward organization objective

**PPT slide of lecture no.28**

**Question No: 31 ( Marks: 1 ) - Please choose one**

Which of the following is not included in intrinsic rewards?

- ▶ Interesting work
- ▶ **Pay incentives**
- ▶ Promotion opportunities
- ▶ Working conditions

**Intrinsic Rewards:** Recognition, Promotion Opportunities, Working Conditions, Interesting Work.(PPT slide lecture 28)

**Question No: 32 ( Marks: 1 ) - Please choose one**

ESOP stands for which of the following option?

- ▶ **Employee Stock Option Plan**
- ▶ Employee Stake Option Plan
- ▶ Employee Stress Option Plan
- ▶ Employee Strategically Option Plan

**Question No: 33 ( Marks: 1 ) - Please choose one**

The composition of managers' experience, skills, abilities, and knowledge represents which type of power?

- ▶ Rewarded power
- ▶ **Expert power**
- ▶ Referent power
- ▶ Legitimate power

**Expert power:** Expert power is based on personal expertise and knowledge.

**Question No: 34 ( Marks: 1 ) - Please choose one**

Chairperson, treasury and secretary are examples of which of the following types of roles recognized by group?

- ▶ **Formal role**
- ▶ Informal role
- ▶ Situational role
- ▶ Explorer role

**Question No: 35 ( Marks: 1 ) - Please choose one**

Why the structure of human resource department is considered flat in small and medium organizations?

- ▶ The HR functions are performed by the president/manager

- ▶ Separate sections are often created to perform human resource functions
- ▶ Each human resource function may have a supervisor & staff
- ▶ **None of the above given options**

Reference

**Question No: 36 ( Marks: 1 ) - Please choose one**

Which of the following element(s) is/are required in developing strategic human resource management within an organization?

- ▶ Internally transforming HR staff and structure
- ▶ Linking HR practices to the business strategy
- ▶ Focusing on the values of the human capital pool
- ▶ **All of the given option**

**Essentials of SHRM**

- \* Internally transforming HR staff and structure
- \* Enhancing administrative efficiency
- \* Integrating HR into the strategic planning process
- \* Linking HR practices to business strategy and one another.
- \* Developing a partnership with line management
- \* Focusing on the bottom-line impact of HR and measuring that impact.

**Question No: 37 ( Marks: 1 ) - Please choose one**

Which statement accurately reflects the current state of job analysis in most organizations today?

- ▶ Job analysis is performed by senior human resource professionals
- ▶ **Job analysis affects most human resource management activities**
- ▶ Job analysis is used to assist only training and development program
- ▶ Job analysis is developed from the human resource inventory

Reference: **Job analyses** provide the foundation for **most human resource management activities.**

**Question No: 38 ( Marks: 1 ) - Please choose one**

Interviews are most valuable for assessing a candidate's which of the following skills?

- ▶ Applied level of mental skills
- ▶ Level of conscientiousness
- ▶ Interpersonal skills
- ▶ **All of the given options**

**Question No: 39 ( Marks: 1 ) - Please choose one**

Telenore Pakistan gives a mobile set to each of its employees after completing one year on the job. Which of the following kind of reward is offered by the organization?

- ▶ Intrinsic reward
- ▶ **Extrinsic reward**
- ▶ Pay-for-performance
- ▶ Competency-based reward

**Question No: 40 ( Marks: 1 ) - Please choose one**

Which of the following is NOT a physical symptom of stress?

- ▶ Headaches
- ▶ Digestive problem
- ▶ **Frustration**
- ▶ High blood pressure

**Rationale: Frustration is behavioral symptom. See lesson no.33**

**Question No: 41 ( Marks: 1 ) - Please choose one**

All of the following organizational characteristics can be substitutes for leadership EXCEPT

- ▶ Clear formalized tasks
- ▶ Mechanistic rules and procedures
- ▶ Unified work groups
- ▶ Mentor relationships

**All of the given options**

Reference

**Question No: 42 ( Marks: 1 ) - Please choose one**

Which of the following dimension of trust is identified by exhibiting characteristics of willingness to protect and save face for a person?

- ▶ Uniformity
- ▶ Consistency
- ▶ Competence

▶ **Loyalty**

Reference

**Question No: 43 ( Marks: 1 ) - Please choose one**

The characteristics of willingness to share ideas and information freely make up which of the following dimension of trust?

- ▶ Competence
- ▶ Consistency
- ▶ **Openness**
- ▶ Loyalty

**Question No: 44 ( Marks: 1 ) - Please choose one**

Mr. Yoong is a Chinese executive working in Zong Telecom Pakistan, a China based telecommunication company. Mr. Yoong is therefore be classified as a/an:

- ▶ Guest-country national
- ▶ Host-country national
- ▶ **Expatriate**
- ▶ Third-country national

**Question No: 45 ( Marks: 1 ) - Please choose one**

The aspect of organizational culture that an employee can NOT see is:

- ▶ What motivates people
- ▶ Tempo of work
- ▶ **Attitude toward authority**
- ▶ All of the given options

**Question No: 46 ( Marks: 1 ) - Please choose one**

If management decides to move workers who are not showing satisfactory performance to lower level of duties and responsibilities along with reduction in pay then it is called:

- ▶ **Demotion**
- ▶ Layoff
- ▶ Downsizing
- ▶ Termination

**Question No: 47 ( Marks: 1 ) - Please choose one**

Which of the following given statement is most appropriate regarding employee access to their employment history files?

- ▶ **Employee can demand to immediately see their file whenever they want**
- ▶ An employee may have access to file on a 24 hour turnaround time
- ▶ An employee may have access to file on giving one month prior application
- ▶ An employee may have no access to his employment history file

**Question No: 48 ( Marks: 1 ) - Please choose one**

Which of the following is NOT considered to be a power tactic?

- ▶ Consultation
- ▶ **Substitution**
- ▶ Rational persuasion
- ▶ Coalition

Reference

**Question No: 49 ( Marks: 3 )**

What measures can be taken to build a healthy work environment?

**ANS:**

Many accidents take place at the workplace due to the negligence of workers. Many of these accidents can be avoided by simply following some safety measures and precautions during work. Some of the safety measures which can be adopted at the workplace are related to hearing safety, construction safety, respiratory protection and general safety.

General safety measures:

Using gloves, masks, eye and hearing protectors, careful handling of machines, wearing proper fit clothes at the time of working help in the safety of people working in the factories and offices.

**Question No: 50 ( Marks: 3 )**

**Why groups' formation is important for an organization?**

ANS:

To work together for mutual social and economic benefit.

There are many factors for group formation in organization if important for all employees:

- Psychological Factors
- Social Factors
- Security Factors
- Economic Factors
- Cultural Factors

**Question No: 51 ( Marks: 5 )**

Comment on the statement, "Today's organizations must be able to satisfy the diverse benefit needs of their employees".

**Question No: 52 ( Marks: 5 )**

What is Burnout? How organizational policies and unrealistic goals can cause Burnout among the employees.

ANS:

Burnout:

It is the condition when working in highly stressed, excessive work and general unbalance lifestyle, when then people feel that they are working a lot with little reward.

Policies:

- Unbalance distribution of rights
- No rewards on good work
- Unhappy environment among employees

**Question No: 53 ( Marks: 5 )**

"Political activity is probably more a function of the organization's characteristics than of individual difference variables". Support this statement by identifying the factors that lead towards organizational politics.

**Question No: 1 ( Marks: 1 ) - Please choose one**

**Jobs are compensated on the basis of:**

- ▶ Job analysis
- ▶ Job specification
- ▶ Job worth

► **Job description**

Well-developed job descriptions are an important component of an organization's compensation plan. You need accurate and current job descriptions to develop an equitable base pay program, as well as to support your recruiting, retention, promotion, and performance efforts.

**Question No: 2 ( Marks: 1 ) - Please choose one**

**The ability to think about abstract & complex situations is referred to as:**

- Mechanical skill
- Technical skill
- Interpersonal skill

► **Conceptual skill**

**Question No: 3 ( Marks: 1 ) - Please choose one**

**A company is hiring new entrants as well as some experienced people for its upcoming project, therefore, it is said to be:**

- Advancing in technology
- Globalizing its operations
- Responding to frequent changes

► **Enhancing workforce diversity**

**Question No: 4 ( Marks: 1 ) - Please choose one**

**HR generalist is involved in:**


- **Performing all or few (more than one) HR functions**
- Performing a single focused HR function
- Providing orientation to employees only
- Designing special compensation packages for female employees

Generalists are people who perform tasks in a wide variety of human resource-related areas. The generalist is involved in several, or all, of the human resource management functions.

**Question No: 5 ( Marks: 1 ) - Please choose one**

**\_\_\_\_\_ team allows groups to meet without concern for space or time and enables organizations to link workers together.**

- Process

- 
- ▶ Self-managed
  - ▶ **Virtual**
  - ▶ Cross-functional

**Question No: 6 ( Marks: 1 ) - Please choose one**

**A new circular was issued by the top management of the organization to conduct performance appraisal of each employee after completion of one year of his/her service, which term best describes the above situation?**

- ▶ Project based method
- ▶ Focal point method
- ▶ **Anniversary method**
- ▶ Base timings method

In the anniversary method of performance appraisal, performance appraisal is conducted on the completion of one year of employees in organization.

**Question No: 7 ( Marks: 1 ) - Please choose one**

**When supervisors are indulged in identifying the subordinates' performance deficiencies & provide suggestions for improvements , the process is said to be:**

- ▶ Strategic performance appraisal
- ▶ Organizational development
- ▶ Upward feedback
- ▶ **Downward feedback**

**Question No: 8 ( Marks: 1 ) - Please choose one**

**If a performance appraisal focuses on an employee's quality and quantity of work, then the performance appraisal is focused on measuring \_\_\_\_\_.**

- ▶ **Generic dimensions of performance**
- ▶ Performance of actual duties
- ▶ Employee competency
- ▶ Achievement of objectives

#### Reference

**Question No: 9 ( Marks: 1 ) - Please choose one**

**Which of the following could result in a legally questionable appraisal process?**

- ▶ Conduct job analysis to establish criteria for successful performance
- ▶ **Base appraisals on subjective supervisory observations**
- ▶ Administer and score appraisals in a uniform manner
- ▶ Use clearly defined job performance dimensions

#### Reference

**Question No: 10 ( Marks: 1 ) - Please choose one**

**All of the following are examples of upward communication, EXCEPT:**

- ▶ Routine staff meetings of general manager with the supervisors
- ▶ **Routine discussion meetings between employee groups**

- ▶ Routine meetings of supervisors with the employees
- ▶ Routine meetings of general manager with the non-supervisory employees

**Question No: 11 ( Marks: 1 ) - Please choose one**

Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?

- ▶ In-basket technique
- ▶ **Role playing**
- ▶ Interview simulations
- ▶ Case study

• Role playing

A Training method in which participants are required to respond to specific problems they may actually encounter in their jobs.

**Question No: 12 ( Marks: 1 ) - Please choose one**

Which of the following is said to be an output of an organization?

- ▶ Human resource
- ▶ Physical assets
- ▶ **Goods & services**
- ▶ Financial reserves

**Question No: 13 ( Marks: 1 ) - Please choose one**

Which of the following helps an organization in defining and measuring the progress towards goal achievement?

- ▶ **Key performance indicator**
- ▶ Adoption to legal compliance
- ▶ Strong compensation system
- ▶ Employee career planning

Key Performance Indicators, also known as KPI or Key Success Indicators (KSI), help an organization define and measure progress toward organizational goals.

**Question No: 14 ( Marks: 1 ) - Please choose one**

Which performance appraisal technique lists the traits and a range of performance?

- ▶ Paired comparison
- ▶ Management by objective
- ▶ Alternation ranking
- ▶ **Graphic rating scale**

**Graphic Rating Scale** A scale that lists a number of traits and a range of performance for each. The employee is then rated by identifying the score that best describes his or her performance for each trait.

**Question No: 15 ( Marks: 1 ) - Please choose one**

Which is considered to be the simplest method for job evaluation?

- ▶ Classification method
- ▶ Factor comparison method

- ▶ Point factor method
- ▶ **Ranking method**

Reference

**Question No: 16 ( Marks: 1 ) - Please choose one**

**Under which of the following methods of jobs evaluation, jobs are arranged in an order?**

- ▶ **Ranking method**
- ▶ Classification method
- ▶ Factor comparison method
- ▶ Point factor method

Reference

**Question No: 17 ( Marks: 1 ) - Please choose one**

**Which of the following is NOT included in direct financial payments?**

- ▶ Wages
- ▶ Insurance
- ▶ Commissions
- ▶ **Incentives**

**Question No: 18 ( Marks: 1 ) - Please choose one**

**Employee rewards like health & life insurance, pensions, time-off with pay, child care facilities etc. are all referred to:**

- ▶ Variable pay
- ▶ **Fringe benefit**
- ▶ Monthly salary
- ▶ Annual bonus

**Fringe Benefits:**

A collection of various benefits provided by an employer, which are exempt from taxation as long as certain conditions are met. Fringe benefits commonly include health insurance, group term life coverage, education reimbursement, childcare and assistance reimbursement, cafeteria plans, employee discounts, personal use of a company owned vehicle and other similar benefits.

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**Question No: 19 ( Marks: 1 ) - Please choose one**

**Which of the following is an incentive plan that rewards employees for exceeding a predetermined goal by sharing the extra profits?**

- ▶ Scanlon plan
- ▶ Piece-work plan
- ▶ **Gainsharing plan**
- ▶ Variable pay plan

**Question No: 20 ( Marks: 1 ) - Please choose one**

**Which of the following criteria is said to be essential for an effective communication?**

- ▶ Sender and receiver are using the same code/language

- ▶ At least two people are involved & willing to communicate
- ▶ A channel to communicate should be present
- ▶ **All of the given options**

**Question No: 21 ( Marks: 1 ) - Please choose one**  
"Employees' appraisal should not be influenced by characteristics like ethnicity, color, nationality, age & gender." Which of the following defends the above statement?

- ▶ Rights to privacy
- ▶ Labor law
- ▶ Employment at will
- ▶ **Discrimination law**

**Question No: 22 ( Marks: 1 ) - Please choose one**  
\_\_\_\_\_ is the early return of an expatriate manager to the home country without completion of an overseas assignment.

- ▶ Culture shock
- ▶ Expatriate return
- ▶ **Expatriate failure**
- ▶ Repatriation

Reference

**Question No: 23 ( Marks: 1 ) - Please choose one**  
"Leaders are born not made". Which of the following theory depicts the given statement?

- ▶ **Trait Theory**
- ▶ Situational Theory
- ▶ Behavioral Theory
- ▶ Motivational Theory

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**Question No: 24 ( Marks: 1 ) - Please choose one**  
Which of the following skills are required for an effective team?

- ▶ Problem-solving skills
- ▶ Technical skills
- ▶ Interpersonal skills
- ▶ **All of the given options**

**Question No: 25 ( Marks: 1 ) - Please choose one**  
Ms. Sadia always takes complex tasks as challenge rather than considering them as burden and tries to optimize her potential to handle the perceived challenges. Which one of the following traits depicts Sadia as a leader?

- ▶ Intelligence
- ▶ Knowledge
- ▶ Dominance
- ▶ **Self-confidence**

**Question No: 26 ( Marks: 1 ) - Please choose one**  
"Accounting department of 'EFU General Insurance Ltd', share information of multiple levels of different departments to assist in preparing the annual budget on a consistent basis". Which type of communication it is?

- ▶ Diagonal communication
- ▶ **Horizontal communication**
- ▶ Upward communication
- ▶ Downward communication

Communication or sharing of information along different departments of an organization is known as "Horizontal Communication".

**Question No: 27 ( Marks: 1 ) - Please choose one**  
Which of the following does not signify the usefulness of conflict?

- ▶ It brings life and creativity
- ▶ It promotes goal achievement
- ▶ **It encourages organizational politics**
- ▶ It promotes change & synergy

**Question No: 28 ( Marks: 1 ) - Please choose one**  
JJP Enterprise seeks to attract one of its managers to move to Gawadar to manage the working of its subsidiary in Gawadar. The firm will likely need to offer a \_\_\_\_\_ in addition to a manager's base salary.

- ▶ Cost-of-living allowance
- ▶ Bonus
- ▶ **Hardship allowance**
- ▶ Tax equalization adjustment

Hardship Allowance: Hardship allowance is an additional pay for an employee who accepts an assignment in difficult conditions.

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**Question No: 29 ( Marks: 1 ) - Please choose one**  
Which of the following is not included in intrinsic rewards?

- ▶ Promotion opportunities
- ▶ Working conditions
- ▶ Interesting work
- ▶ **Wages**

**Definition:** Intrinsic motivation refers to motivation that comes from inside an individual rather than from any external or outside rewards, such as money or grades.

**Question No: 30 ( Marks: 1 ) - Please choose one**  
Which of the following is not included in intrinsic rewards?

- ▶ Promotion opportunities
- ▶ **Credit union**
- ▶ Working conditions
- ▶ Interesting work

**Question No: 31 ( Marks: 1 ) - Please choose one**  
The progressive discipline procedures that address the issue of discharge belong to which offense?

- ▶ First offense
- ▶ Second offense
- ▶ Third offense
- ▶ **Fourth offense**

[Reference](#)

**Question No: 32 ( Marks: 1 ) - Please choose one**  
Collective-bargaining process can't be completed with out negotiations. What do management and union ensure?

- ▶ **That conflict is contained within manageable boundaries**
- ▶ Agreement between all parties could not be involved
- ▶ That conflict is always resolved by force
- ▶ It achieves a set of lasting agreements

[Reference](#)

**Question No: 33 ( Marks: 1 ) - Please choose one**  
Protection from undesirable circumstances and safety come under which stage of Maslow hierarchy of need?

- ▶ First
- ▶ **Second**
- ▶ Third
- ▶ Fourth

**Question No: 34 ( Marks: 1 ) - Please choose one**  
Pictures of minorities, women and disabled employees in company brochures give credibility to which of the following message?

- ▶ **"We are an equal opportunity employer"**
- ▶ "We are working on women right"
- ▶ "We offend sexual harassment at workplace"
- ▶ "We provide healthy work environment"

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**Question No: 35 ( Marks: 1 ) - Please choose one**  
All of the following are advantages of internal recruiting except

- ▶ It is less costly than going outside to recruit
- ▶ Those chosen internally already know the organization
- ▶ It improves the probability of good selection
- ▶ **It generate infighting among the rival candidates for promotion**

**Question No: 36 ( Marks: 1 ) - Please choose one**

For the post of tutor, candidates are asked to deliver a lecture to a group of selected students. Which one of the following statement is most correct?

- ▶ This is used to have a face to face interaction
- ▶ Demonstration is mandatory for all post graduate colleges
- ▶ Delivering lecture is a type of work sampling
- ▶ **This is an example of in-basket simulation**

Question No: 37 ( Marks: 1 ) - Please choose one

Which of the following statement is correct regarding work sampling?

- ▶ It is often difficult to use for managerial jobs because it is hard to address the full range of managerial activities
- ▶ **Work sampling techniques are conducted for candidates applying for higher positions in organization**
- ▶ Work sampling techniques are much expensive and it's really very hard to interpret results
- ▶ **This technique is used to measure the impact of employee's job satisfaction on performance**

Question No: 38 ( Marks: 1 ) - Please choose one

Which of the following is considered as "Red Flag" concerning the job applicants?

- ▶ When the applicant is providing detailed information about his work history
- ▶ When the applicant is giving solid justification for leaving last job
- ▶ When the applicant is describing his engagement in personal business in between the gap of his first and last jobs
- ▶ **When the applicant is avoiding to provide previous employment history**

Question No: 39 ( Marks: 1 ) - Please choose one

How does mentoring differ from the orientation?

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- ▶ **Mentoring is done when an employee is being prepared for jobs of greater responsibility. Orientation is done when an employee first joins an organization**
- ▶ Mentoring is done by the supervisor. Orientation is conducted by the peers
- ▶ Mentoring is done to familiarize employees with procedures. Orientation is guiding employee in task completion
- ▶ There is no difference in mentoring and orientation

Question No: 40 ( Marks: 1 ) - Please choose one

Individual based rewards include all of the following EXCEPT

- ▶ Merit pay
- ▶ Bonus
- ▶ Piece work plan
- ▶ Gain sharing

**Question No: 41 ( Marks: 1 ) - Please choose one**  
**Under which of the following situation would a team-based compensation most likely function well?**

- ▶ **A situation in which a team of workers perform interdependent tasks**
- ▶ A situation in which a team of workers perform independent tasks
- ▶ A situation in which a team of workers have homogenous skills and competencies
- ▶ A situation in which a team of workers have mutual distrust for each other

**Question No: 42 ( Marks: 1 ) - Please choose one**  
**Which of the following statement is correct for explaining difference between leadership and power?**

- ▶ Leadership focuses influence upward. Power is used to gain downward influence.
- ▶ Leadership is a mean of achieving goals. Power focuses on goal achievement.
- ▶ **Leadership requires goal compatibility with followers. Power requires follower dependency.**
- ▶ Leadership required followers' independency. Power requires goal compatibility with followers.

Reference

**Question No: 43 ( Marks: 1 ) - Please choose one**  
**All of the following organizational characteristics can be substitutes for leadership EXCEPT**

- ▶ Clear formalized tasks
- ▶ Mechanistic rules and procedures
- ▶ Unified work groups
- ▶ Mentor relationships

**All of the given options**

Reference

**Question No: 44 ( Marks: 1 ) - Please choose one**  
**Mr. Yoong is a Chinese executive working in Zong Telecom Pakistan, a China based telecommunication company. Mr. Yoong is therefore be classified as a/an:**

- ▶ Guest-country national
- ▶ Host-country national
- ▶ **Expatriate**

- ▶ Third-country national

An **expatriate** (in abbreviated form, **expat**) is a person temporarily or permanently residing in a country and culture other than that of the person's upbringing or legal residence.

**Question No: 45 ( Marks: 1 ) - Please choose one**

\_\_\_\_\_ are importers and exporters, they have no investment outside of their home country.

- ▶ International companies
- ▶ Multinational companies
- ▶ Global companies
- ▶ **Transnational companies**

**Question No: 46 ( Marks: 1 ) - Please choose one**

What is the main point of difference between a multinational and transnational corporation?

▶ **Transnational corporations have a central corporate facility but highly decentralized operations and MNC is more focused on adapting their products and service to each individual local market.**

▶ Transnational corporations have centralized operations and MNC has decentralized operations

▶ Transnational corporations invested in foreign operations and MNC invested in local operations

- ▶ Transnational concentrate on local markets and MNC focus on foreign markets

#### Reference

**Question No: 47 ( Marks: 1 ) - Please choose one**

Shaukat was accused of using organizational resources for personal use. He was caught red-handed thrice by his manager while misusing the company resources. If you were in place of his manager what actions would you take against him?

- ▶ Warn him in writing
- ▶ Suspend him for some time
- ▶ **Dismiss him permanently**
- ▶ It is too early to take any action

**Question No: 48 ( Marks: 1 ) - Please choose one**

Which of the following given statement is most appropriate regarding employee access to their employment history files?

- ▶ **Employee can demand to immediately see their file whenever they want**
- ▶ An employee may have access to file on a 24 hour turnaround time
- ▶ An employee may have access to file on giving one month prior application
- ▶ An employee may have no access to his employment history file

The purpose of the Personnel Files Act as explained by the Commonwealth Court is to acknowledge the right of both public and private employees to review files held by their

employers that contain information about themselves, and not to permit access to employees' personnel files by the general citizenry of Commonwealth. *Bangor Area Educ. Ass'n v. Angle*, 720 A.2d 198 (Pa.Cmwlt. 1998).

**Question No: 49 ( Marks: 3 )**

There are three types of positive powers that effective leaders use; charismatic, expert and referent power. Explain expert power with examples.

**Question No: 50 ( Marks: 3 )**

What are the three key areas need to be addressed while doing global business? Define each.

**Question No: 51 ( Marks: 5 )**

What measures should be taken to handle organizational politics?

**Question No: 52 ( Marks: 5 )**

Is it necessary for a leader to be best performer among all?

**Question No: 53 ( Marks: 5 )**

Explain the expectancy theory. Also identify its three elements and the formula derived by the scientist in this theory.

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FINAL TERM EXAMINATION

Spring 2010

MGT501- Human Resource Management

**Question No: 1 ( Marks: 1 ) - Please choose one**

HRIS helps managers to perform which of the following functions more effectively & systematically?

- ▶ Controlling functions
- ▶ Planning functions
- ▶ **Human resource functions**
- ▶ Management functions

**Ref:** A Human Resource Information System (HRIS) can be incredibly helpful for successfully managing your human resource functions, whether you are a manager, human resource professional, or owner and operator of a small company. It is important to discuss what both HR management and an HRIS are before we can discuss the benefits.

**Question No: 2 ( Marks: 1 ) - Please choose one**

The three most important job-related attitudes are:

- ▶ Job involvement, organizational commitment and job enrichment

- ▶ Job satisfaction, job orientation and organizational commitment
- ▶ **Job satisfaction, job involvement and organizational commitment**
- ▶ Job satisfaction, job enlargement and organizational behavior

Reference

**Question No: 3 ( Marks: 1 ) - Please choose one**

**Under which managerial function, managers ensure goal attainment?**

- ▶ Planning
- ▶ Organizing
- ▶ Leading
- ▶ **Controlling**

**Question No: 4 ( Marks: 1 ) - Please choose one**

**Ratio of outputs to inputs is known as:**

- ▶ Performance
- ▶ Effectiveness
- ▶ Motivation
- ▶ **Efficiency**

Efficiency is the ratio of outputs to inputs (Page 14)

**Question No: 5 ( Marks: 1 ) - Please choose one**

**Organization is said to be an open system, because:**

- ▶ **It operates within an environment**
- ▶ It operates in isolation
- ▶ Its activities are random
- ▶ Its activities are independent

**Question No: 6 ( Marks: 1 ) - Please choose one**

**Evaluation method generally adopted by most of the educational institutes to evaluate the students' academic performance is:**

- ▶ Project based method
- ▶ Focal point method
- ▶ Anniversary method
- ▶ **Base timings method**

**Question No: 7 ( Marks: 1 ) - Please choose one**

**Management has pointed out Mr. Haseeb as a low performer & shows their dissatisfaction with his performance, Mr. Haseeb had tried a lot to put more & more efforts but still unable to satisfy the management, after some time he started overlooked the appraisal reports as he perceived that management is habitual of criticizing the employees' performance. This reaction by Haseeb is resulted due to:**

- ▶ Lack of trained raters
- ▶ **Unserious attitude towards appraisal**
- ▶ Lack of proper feedback

- ▶ Management is biased

**Question No: 8 ( Marks: 1 ) - Please choose one**  
**NAVEENA Textiles, evaluates its employees on regular basis, but has never taken any step against the individuals often indulged in offensive behavior, this may result in:**

- ▶ Irregular performance appraisals
- ▶ **Performance appraisals' failure**
- ▶ Frequent performance appraisals
- ▶ Semi-annual performance appraisals

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**Question No: 9 ( Marks: 1 ) - Please choose one**  
**According to which of the following method, each job is assigned to a particular grade/category depending on the type of jobs, the organizations required?**

- ▶ Ranking method
- ▶ **Classification method**
- ▶ Factor comparison method
- ▶ Point factor method

Reference

**Question No: 10 ( Marks: 1 ) - Please choose one**  
**Which of the following is considered as the MOST reliable data collection source needed for job analysis?**

- ▶ Experienced job analyst
- ▶ Top leading managers
- ▶ **Employees of that particular job**
- ▶ Head of the department

**Question No: 11 ( Marks: 1 ) - Please choose one**  
**Jamal Enterprises' top management refused to consider its female marketing manager for the post of Vice President. This action of the company is representing which of the following?**

- ▶ **Gender discrimination**
- ▶ Legal consideration
- ▶ Reverse discrimination
- ▶ Glass ceiling effect

**Question No: 12 ( Marks: 1 ) - Please choose one**  
**SWOT Analysis is a tool for:**

- ▶ Determining the mission
- ▶ Dividing missions into goals
- ▶ **Scanning the environment**
- ▶ Monitoring frequent performances

**Question No: 13 ( Marks: 1 ) - Please choose one**

Miss. Fouzia wants to excel herself in the banking field by clearing the IBP Superior Qualification (ISQ) examination. But her current job's strict timings do not allow her to fulfill her plans. To address this problem, the bank could help her by:

- ▶ Providing her with a career coach
- ▶ Encouraging her to join a career success team
- ▶ **Facilitating her with flexible working hours**
- ▶ Suggesting her a better occupation to adopt

Question No: 14 ( Marks: 1 ) - Please choose one  
'Monoo Textiles' wants to encourage the involvement of women on the upper-level managerial positions. Which of the following suggestions should Monoo Textiles consider?

- ▶ **Offering flexible work schedules**
- ▶ Providing additional financial benefits
- ▶ Awarding seniority status
- ▶ Facilitating with career success teams

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Question No: 15 ( Marks: 1 ) - Please choose one  
If a supervisor wants to criticize his subordinate in an appraisal interview, it is best to:

- ▶ Hold meeting with other people to diffuse the negative situation
- ▶ **Provide examples of critical incidents by that employee**
- ▶ Acknowledge personal biases with the employee
- ▶ Scold the employee on excuses for poor performance

Reference

Question No: 16 ( Marks: 1 ) - Please choose one  
Under which of the following methods of jobs evaluation, jobs are arranged in an order?

- ▶ **Ranking method**
- ▶ Classification method
- ▶ Factor comparison method
- ▶ Point factor method

Reference

Question No: 17 ( Marks: 1 ) - Please choose one  
Ali was working as MTO in ABL & getting the package of Rs.20,000, few weeks ago he resigned from ABL & joined HBL which is offering him Rs.30,000 at the same post of MTO. In this situation HBL is adopting the \_\_\_\_\_ pay strategy.

- ▶ **Above market rate**
- ▶ Below market rate
- ▶ At market rate
- ▶ All of the given options

Question No: 18 ( Marks: 1 ) - Please choose one  
All of the following are examples of direct compensation, EXCEPT:

- ▶ **Pension**

- ▶ Salary
- ▶ Bonus
- ▶ Commission

**Question No: 19 ( Marks: 1 ) - Please choose one**

**In the negotiation process, bargaining issues like wages, working hours, terms & conditions of employment etc. all comes under:**

- ▶ Labor issues
- ▶ **Mandatory issues**
- ▶ Permissive issues
- ▶ Prohibited issues

**Ref: Mandatory Bargaining Issues—Fall within the definition of wages, hours, and other terms and conditions of employment. (Page 157)**

**Question No: 20 ( Marks: 1 ) - Please choose one**

**Which of the following factor truly explains the reason behind union membership within organizations?**

- ▶ To influence organizational rules & policies
- ▶ To become popular within the organization
- ▶ **To protect employees' legal rights & interests**
- ▶ To provide assistance in organizational wide strategies

**Question No: 21 ( Marks: 1 ) - Please choose one**

**University administration has provided students with the evaluation forms to be filled, in order to evaluate the performance of faculty members. This action of university management is represented as:**

- ▶ Distributive justice
- ▶ **Due process**
- ▶ Just cause
- ▶ Procedural justice

**Question No: 22 ( Marks: 1 ) - Please choose one**

**A MOST important advantage of using expatriates to fill foreign subsidiary management positions is that:**

- ▶ They are less expensive than local managers
- ▶ They are more motivated to perform as compared to host-country nationals
- ▶ **They perform well in foreign assignments as compare to working in the head quarters**
- ▶ They are more likely to implement the instructions from headquarters

**Reference**

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**Question No: 23 ( Marks: 1 ) - Please choose one**

**The process of influencing an organized group towards goal accomplishment is called \_\_\_\_\_.**

- ▶ Organizing

- ▶ Planning
- ▶ Managing
- ▶ **Leading**

Reference

**Question No: 24 ( Marks: 1 ) - Please choose one**

**Creating conditions for a team to be effective is the responsibility of a(n):**

- ▶ Organization
- ▶ HR department
- ▶ **Leader**
- ▶ Employee

**Question No: 25 ( Marks: 1 ) - Please choose one**

**"Leaders are born not made". Which of the following theory depicts the given statement?**

- ▶ **Trait Theory**
- ▶ Situational Theory
- ▶ Behavioral Theory
- ▶ Motivational Theory

The trait theory of leadership is the view that people are born with inherited traits - and that some traits are particularly suited to leadership.

**Question No: 26 ( Marks: 1 ) - Please choose one**

**If the time between violation & the respective penalty implementation lengthens, the impact of the disciplinary action will:**

- ▶ Be exceeded
- ▶ Remain the same
- ▶ Become invisible
- ▶ **Be reduced**

**Question No: 27 ( Marks: 1 ) - Please choose one**

**According to which of the following an individual can be asked for the written explanation for the first offense of severe nature?**

- ▶ Hot stove rule
- ▶ Positive discipline
- ▶ **Progressive discipline**
- ▶ Implied discipline

**Question No: 28 ( Marks: 1 ) - Please choose one**

**"Effectiveness" is represented by:**

- ▶ Doing things before time
- ▶ **Doing right things right**
- ▶ Doing things in minimum time
- ▶ Doing things with minimum resources

Effectiveness: A measure of the appropriateness of the goals chosen (are these the right goals?), and the degree to which they are achieved  
"Doing the Right Things Right"

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**Question No: 29 ( Marks: 1 ) - Please choose one**

**Which of the following system assists in matching job description with the individual's qualification?**

- ▶ DBMS (Data Base Management System)
- ▶ IS (Information System)
- ▶ MIS (Management Information System)
- ▶ **HRIS (Human Resource Information System)**

**Reference**

**Question No: 30 ( Marks: 1 ) - Please choose one**

**'Nirala Sweets' has recently opened one of its outlets in London. This move has classified Nirala Sweets as a/an:**

- ▶ Domestic organization
- ▶ **International organization**
- ▶ Multinational organization
- ▶ Transnational organization

**Question No: 31 ( Marks: 1 ) - Please choose one**

**Organizations are bound to provide the specified ratio of medical assistance to workers in case of work related accidents & diseases. This ratio is specified by:**

- ▶ Minimum wage act
- ▶ **Labor law**
- ▶ Employment at will
- ▶ Discrimination law

**Question No: 32 ( Marks: 1 ) - Please choose one**

**Employee has the right to quit one job and join another organization according to his/her own preferences, as protected by:**

- ▶ Discrimination law
- ▶ Rights to privacy
- ▶ Labor law
- ▶ **Employment at will**

**Question No: 33 ( Marks: 1 ) - Please choose one**

**Verbal cautions issued by the HR manager to the employees under the progressive discipline procedures belong to which offence?**

- ▶ **First offense**
- ▶ Second offense
- ▶ Third offense
- ▶ Fourth offense

See image given above in question no.27

**Question No: 34 ( Marks: 1 ) - Please choose one**  
Love, affection, friendship and belongingness come under which stage of Maslow hierarchy of need?

- ▶ **First**
- ▶ Second
- ▶ Third
- ▶ Fourth

**Question No: 35 ( Marks: 1 ) - Please choose one**  
“Forces acting on/within person that cause specific goal directed behavior” is the definition of;

- ▶ **Motivation**
- ▶ Stimuli
- ▶ Resentment
- ▶ Conation

Motivation represents the forces acting on or within a person that cause the person to behave in a specific, goal-directed

**Question No: 36 ( Marks: 1 ) - Please choose one**  
The vice president of human resources of a large-sized manufacturing firm hires Ms. Robina to deal with the compensation and benefit affairs of the employees. Which of the following is the most appropriate position for her?

- ▶ **HR professional**
- ▶ HR Generalist
- ▶ HR Specialist
- ▶ HR Advisor

Expectations of HR professional:

- Consider the personal interests, welfare, and dignity of all employees affected by recommendations and actions

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**Question No: 37 ( Marks: 1 ) - Please choose one**  
Being head of human resource department, you received a gap analysis report. It indicated labor shortage and need to hire five more admin assistant, six machine operators and three surveyors. What should be your next step to fill identified gaps?

- ▶ **Examine current HR inventories to determine internal sources available to remove gap**
- ▶ Hire admin assistant on priority basis and leave hiring of other posts on some other time
- ▶ Compensation packages offered for the said posts should be revised immediately
- ▶ The identified gaps are ignorable that's why further actions are not required

**Question No: 38 ( Marks: 1 ) - Please choose one**

During job analysis process, what type of data will be collected by the analyst with regard to "job context"?

▶ **Work schedule, financial and non financial incentives and physical working conditions**

- ▶ Personal attributes such as personality and interests and work experiences
- ▶ Products made or services performed and material produced
- ▶ Error analysis, work standards and measurements such as time taken for a task

#### Reference

**Question No: 39 ( Marks: 1 ) - Please choose one**

**Which one of the following statement is most correct?**

- ▶ Performance simulation tests are used in private organizations
- ▶ **Performance simulation tests have high construct validity**
- ▶ Performance simulation tests have high content validity
- ▶ Performance simulation tests are restricted to managerial positions

Ref: Work-Sample Tests (Simulations)

It identifies a task or set of tasks that are representative of the job. The evidence concerning these tests, to date, is that they produce high predictive validity, reduce adverse impact, and are more acceptable to applicants.

**Question No: 40 ( Marks: 1 ) - Please choose one**

**Under which of the following situation would a team-based compensation most likely function well?**

- ▶ A situation in which a team of workers perform interdependent tasks
- ▶ **A situation in which a team of workers perform independent tasks**
- ▶ A situation in which a team of workers have homogenous skills and competencies
- ▶ A situation in which a team of workers have mutual distrust for each other

**Question No: 41 ( Marks: 1 ) - Please choose one**

**Which of the following is NOT considered as a role of line managers in organizational health and safety program?**

- ▶ **Investigate accidents details**
- ▶ Help employees to work safely
- ▶ Ensure workers are doing job in safe environment
- ▶ Develop health and safety program

**Question No: 42 ( Marks: 1 ) - Please choose one**

**Sonia has negative affectivity. When ever she faced an ordinary problem, she is likely to**

- ▶ Don't bother it
- ▶ Handle it with out any tension
- ▶ **Magnify it and create stress for herself**
- ▶ Have a heart attack on the spot

Negative Affect (NA) is a general dimension of subjective distress and unpleasurable engagement that subsumes a variety of aversive mood states,

including anger, contempt, disgust, guilt, fear, and nervousness. Individuals high in NA are characterized by distress, unpleasurable engagement, and nervousness. Low negative affect is characterised by a state of calmness and serenity.

**Question No: 43 ( Marks: 1 ) - Please choose one**

**A key recommendation for improving self confidence is to**

- ▶ Study the defeats of other people
- ▶ Criticize others rather than oneself
- ▶ **Develop positive thinking approach**
- ▶ Remember your life's failure events

**Question No: 44 ( Marks: 1 ) - Please choose one**

**By contrasting leadership versus power, we can say leaders achieve goals, and power is:**

- ▶ Usually used by poor leaders
- ▶ A means of achieving goals
- ▶ Based on leaders' expectations
- ▶ **A mode of exploiting always**

**Question No: 45 ( Marks: 1 ) - Please choose one**

**Which of the following dimension of trust is identified by exhibiting characteristics of willingness to protect and save face for a person?**

- ▶ Uniformity
- ▶ Consistency
- ▶ Competence
- ▶ **Loyalty**

Loyalty is the willingness to protect and save face for another person. The final dimension of trust is openness. (Page 180)

**Question No: 46 ( Marks: 1 ) - Please choose one**

**\_\_\_\_\_ are importers and exporters, they have no investment outside of their home country.**

- ▶ International companies
- ▶ Multinational companies
- ▶ Global companies
- ▶ **Transnational companies**

**Question No: 47 ( Marks: 1 ) - Please choose one**

**When people in a country accept the fact that power in institutions and organizations is distributed unequally then they are pointing which of the following dimension of culture?**

- ▶ **Power distance**
- ▶ Individualism
- ▶ Uncertainty avoidance
- ▶ Masculinity/femininity

Power distance: the degree to which people in a country accept that power in institutions and organizations is distributed unequally. Ranges from relatively equal (low power distance) to extremely unequal (high power distance).

**Question No: 48 ( Marks: 1 ) - Please choose one**

**What should be the MOST important criterion in determining whether conflict is functional or dysfunctional?**

- ▶ Overall morale
- ▶ Turnover rates
- ▶ Absenteeism levels

▶ **Performance**

Reference

**Question No: 49 ( Marks: 3 )**

Mr Ahmed is an IT manager, he is appointed to evaluate the performance of employees of production department, because he is the only senior manager in the organization. How you evaluate this decision of the senior management?

**Question No: 50 ( Marks: 3 )**

Electronic mode of communication makes communication more effective but there are some drawbacks of this mode. Write down at least three drawbacks.

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**Question No: 51 ( Marks: 5 )**

What are the criteria that make the leaders & managers similar to each other?

**Question No: 52 ( Marks: 5 )**

Company consults its legal advisor for some legal assistance, what sort of power that legal advisor will practice?

**Question No: 53 ( Marks: 5 )**

Explain the expectancy theory. Also identify its three elements and the formula derived by the scientist in this theory

**MGT501 - Human Resource Management - Question No: 1 ( Marks: 1 )**

Which of the following is said to be the main focus of Organization Behavior?

- ▶ How to become more effective in society
- ▶ **How to best utilize human resource**
- ▶ How to become environmental friendly
- ▶ How to become a market leader

**MGT501 - Human Resource Management - Question No: 2 ( Marks: 1 )**

Which of the following term describes the unique combination of psychological traits that describes a person's behaviors?

- ▶ Perception
- ▶ **Personality**
- ▶ Attitude
- ▶ Ability

**MGT501 - Human Resource Management - Question No: 3 ( Marks: 1 )**

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

- ▶ Scientific approach
- ▶ Rational approach
- ▶ **Human relations approach**
- ▶ Systematic approach

**Human Relation Approach:** Another approach to management, human relations, developed during the early 1930s. This approach aimed at understanding how psychological and social processes interact with work situation to influence performance.

**MGT501 - Human Resource Management - Question No: 4 ( Marks: 1 )**

Which one is NOT a type of teams?

- ▶ Virtual
- ▶ Problem-solving
- ▶ Cross-functional
- ▶ **Team building**

**MGT501 - Human Resource Management - Question No: 5 ( Marks: 1 )**

Which human resource area is concerned with the collective bargaining of labor union?

- ▶ Stockholder relations
- ▶ Industrial relations
- ▶ Personnel relations
- ▶ **Employee relations**

**MGT501 - Human Resource Management - Question No: 6 ( Marks: 1 )**

'Fair employment legislation' is applicable to which of the following?

- ▶ **Collective bargaining**
- ▶ Planning & selection
- ▶ Training & development
- ▶ Grapevine network

**MGT501 - Human Resource Management - Question No: 7 ( Marks: 1 )**

If an organization rejects a particular individual on the basis of his qualification, but continues seeking other applicants with similar qualification, which of the following practice an organization is experiencing?

- ▶ Affirmative action
- ▶ Legal compliance
- ▶ Equal employment opportunity
- ▶ **Discrimination**

**MGT501 - Human Resource Management - Question No: 8 ( Marks: 1 )**

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

- ▶ Selection
- ▶ **Recruitment**
- ▶ Staffing
- ▶ Enrollment

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**MGT501 - Human Resource Management - Question No: 9 ( Marks: 1 )**

Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

- ▶ **Vocational interest test**
- ▶ Cognitive aptitude test
- ▶ Personality test
- ▶ Psychomotor abilities test

#### **Vocational Interest Tests**

It indicates the occupation in which a person is most interested and is most likely to receive satisfaction

**MGT501 - Human Resource Management - Question No: 10 ( Marks: 1 )**

Which of the following is NOT a concern of Human Resource Development (HRD)?

- ▶ Employee training
- ▶ Employee orientation
- ▶ Employee rights
- ▶ **Employee appraisals**

**MGT501 - Human Resource Management - Question No: 11 ( Marks: 1 )**

Shehzad planned to retire from his company because he would get a better package after 30 years of service. However, according to him without a job it would be difficult for him to spend time so he may consider other options. What do you suggest for him?

- ▶ Explanation of social security benefits
- ▶ Pursue career outside the company
- ▶ Counseling to utilize leisure time
- ▶ **All of the given options**

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**MGT501 - Human Resource Management - Question No: 12 ( Marks: 1 )**  
Being a cashier, Ahmed is discontented with his job, why it is so?

- ▶ Job involves extensive customer interaction
- ▶ **Job does not suit his preferences**
- ▶ Job involves physical toughness
- ▶ Job requires mental toughness

**MGT501 - Human Resource Management - Question No: 13 ( Marks: 1 )**  
Sometimes an employee feels happy with his existing occupation and the current employer, but finds that the job is not organized in an optimal way. What action might be recommended for that employee?

- ▶ Immediately switch the job
- ▶ Enhance contacts outside the company
- ▶ **Consider alternative work arrangements**
- ▶ All of the given options

**MGT501 - Human Resource Management - Question No: 14 ( Marks: 1 )**  
Which of the following is part of a manager's role in the career development of an employee?

- ▶ Communicating the mission, policies and procedures
- ▶ Utilizing career development opportunities
- ▶ Participating in career development discussions
- ▶ **Establishing goals and career plans**

**MGT501 - Human Resource Management - Question No: 15 ( Marks: 1 )**  
The basis for promotion will typically be competence rather than seniority when:

- ▶ Team cohesiveness is important
- ▶ **Company is promoting competition**
- ▶ Union agreements are involved
- ▶ Organization is Legaly bound by government

**MGT501 - Human Resource Management - Question No: 16 ( Marks: 1 )**  
Power attained by a person through his/her structured position within the organization is:

- ▶ Coercive power
- ▶ Expert power
- ▶ Referent power
- ▶ **Legitimate power**

Legitimate power: It is based on a person holding a formal position;

**MGT501 - Human Resource Management - Question No: 17 ( Marks: 1 )**  
According to which of the following view, "conflict should be encouraged and managed"?

- ▶ Traditional View
- ▶ Human Relations View
- ▶ **Interactionist View**
- ▶ Behavioral view

**MGT501 - Human Resource Management - Question No: 18 ( Marks: 1 )**  
Which of the following criteria is said to be essential for an effective communication?

- ▶ Sender and receiver are using the same code/language
- ▶ At least two people are involved & willing to communicate
- ▶ A channel to communicate should be present
- ▶ **All of the given options**

**MGT501 - Human Resource Management - Question No: 19 ( Marks: 1 )**  
Which of the following factor can not be considered as benefits of health and safety program?

- ▶ Reduced absenteeism
- ▶ Increased productivity
- ▶ Controlled litigation
- ▶ **High market share**

**MGT501 - Human Resource Management - Question No: 20 ( Marks: 1 )**  
"Employees' appraisal should not be influenced by characteristics like ethnicity, color, nationality, age & gender." Which of the following defends the above statement?

- ▶ Rights to privacy
- ▶ Labor law
- ▶ Employment at will

► **Discrimination law**

**MGT501 - Human Resource Management - Question No: 21 ( Marks: 1 )**

Lack of concentration among employees is indicated as:

- Short-term physical symptom of stress
- Long-term physical symptom of stress
- **Behavioral symptom of stress**
- Internal symptom of stress

Behavioral Symptoms include, talking too fast or, too loud Bad moods being irritable  
Defensiveness Being critical Aggression, Irrationality,  
Overreaction and reacting emotionally Reduced personal effectiveness Being  
unreasonably negative Making less realistic judgments Being unable to concentrate and  
having difficulty making decisions being more forgetful Making more mistakes  
being more accident-prone Changing work habits Increased absenteeism Neglect of  
personal appearance Outcomes of Organization.

**MGT501 - Human Resource Management - Question No: 22 ( Marks: 1 )**

Assessing an employee's probable success in handling a foreign transfer and the  
best predictor of future success is proved to be:

- **Job competence (un-confirmed)**
- Past international travel
- Language skills
- Extraversion

**MGT501 - Human Resource Management - Question No: 23 ( Marks: 1 )**

Usually it is observed that after becoming the team's captain the player's own  
performance declines. What could be the reason behind it?

- **Unable to handle extra pressure**
- Absence of task related knowledge
- Lack of high energy level
- Imposed on a team by management

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**MGT501 - Human Resource Management - Question No: 24 ( Marks: 1 )**

"Leaders are born not made". Which of the following theory depicts the given  
statement?

- **Trait Theory**
- Situational Theory
- Behavioral Theory
- Motivational Theory

**MGT501 - Human Resource Management - Question No: 25 ( Marks: 1 )**

Charismatic leaders are those who have the ability to:

- ▶ Resolve every problem prevailing in the organization
- ▶ **Influence others in a desired manner**
- ▶ Command over larger number of employees
- ▶ Strictly impose the set rules

**MGT501 - Human Resource Management - Question No: 26 ( Marks: 1 )**

A process of shifting worker to lower level of duties & responsibilities along with the reduced pay is termed as:

- ▶ Retirement
- ▶ Resignation
- ▶ Lay-off
- ▶ **Demotion**

**MGT501 - Human Resource Management - Question No: 27 ( Marks: 1 )**

Which of the following is a force by which personality traits (expertise) affect others' behavior?

- ▶ Power
- ▶ **Influence**
- ▶ Authority
- ▶ Command

**MGT501 - Human Resource Management - Question No: 28 ( Marks: 1 )**

'Nirala Sweets' has recently opened one of its outlets in London. This move has classified Nirala Sweets as a/an:

- ▶ Domestic organization
- ▶ **International organization**
- ▶ Multinational organization
- ▶ Transnational organization

**MGT501 - Human Resource Management - Question No: 29 ( Marks: 1 )**

Organizations are bound to provide the specified ratio of medical assistance to workers in case of work related accidents & diseases. This ratio is specified by:

- ▶ Minimum wage act
- ▶ **Labor law**
- ▶ Employment at will
- ▶ Discrimination law

**MGT501 - Human Resource Management - Question No: 30 ( Marks: 1 )**

Employee has the right to quit one job and join another organization according to his/her own preferences, as protected by:

- ▶ Discrimination law
- ▶ Rights to privacy
- ▶ Labor law
- ▶ **Employment at will**

**MGT501 - Human Resource Management - Question No: 31 ( Marks: 1 )**

Which of the following involves moving employees to various positions in organization in an effort to expand their skills, knowledge and abilities?

- ▶ Job Specification
- ▶ Job Clarification
- ▶ **Job Rotation**
- ▶ Job Enrichment

**MGT501 - Human Resource Management - Question No: 32 ( Marks: 1 )**

Which of the following refers to creating an artificial learning environment that approximates the actual job conditions as much as possible?

- ▶ Committee Assignments
- ▶ **Simulations**
- ▶ Outdoor Training
- ▶ Seminars

**MGT501 - Human Resource Management - Question No: 33 ( Marks: 1 )**

Which of the following is not included in extrinsic rewards?

- ▶ Salary
- ▶ **Promotion opportunities**
- ▶ Wage
- ▶ **Recreation**

Extrinsic rewards are financial and intrinsic rewards are non-financial rewards.

**MGT501 - Human Resource Management - Question No: 34 ( Marks: 1 )**

Which of the following is not included in intrinsic rewards?

- ▶ Promotion opportunities
- ▶ Working conditions
- ▶ **Insurance**
- ▶ Interesting work

Extrinsic rewards are financial and intrinsic rewards are non-financial rewards.

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**MGT501 - Human Resource Management - Question No: 35 ( Marks: 1 )**

Which of the following is not included in intrinsic rewards?

- ▶ **Retirement**
- ▶ Interesting work

- ▶ Promotion opportunities
- ▶ Working conditions

**MGT501 - Human Resource Management - Question No: 36 ( Marks: 1 )**  
Verbal cautions issued by the HR manager to the employees under the progressive discipline procedures belong to which offence?

- ▶ **First offense**
- ▶ Second offense
- ▶ Third offense
- ▶ Fourth offense

**MGT501 - Human Resource Management - Question No: 37 ( Marks: 1 )**  
Who has presented the Reinforcement Theory?

- ▶ Alderfer
- ▶ McGregor
- ▶ **Edward Thorndike**
- ▶ McClelland

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**MGT501 - Human Resource Management - Question No: 38 ( Marks: 1 )**  
Which of the following statement is true regarding employee involvement concept in todays organizations?

- ▶ Managers should set targets and spelled out to each employees
- ▶ Employees feel more secure when they know the boss is incharge
- ▶ Employee involvement enhances productivity but decreases innovative ideas
- ▶ **Participative management gives employees more control over day to day**

**job activities**

Reference

**MGT501 - Human Resource Management - Question No: 39 ( Marks: 1 )**  
What are the differences between employees' relation and labor relations?

▶ **Employee relations deal with the non-union workers but labor relations deals with the unionized workers**

▶ Employee relations deal with the skilled workers but labor relations deals with the unskilled workers

▶ Employee relations deal with the salaried workers but labor relations deals with the wage workers

▶ Employee relations deal with the managerial staff but labor relations deals with the non-managerial staff

In Canadian law, 'labour law' refers to matters connected with unionized workplaces, while 'employment law' deals with non-unionised employees.

**MGT501 - Human Resource Management - Question No: 40 ( Marks: 1 )**

All of the following are advantages of involving employees in the job analysis process EXCEPT

- ▶ They accept results more easily
- ▶ They feel more ownership for the results
- ▶ They trust results more because they took part in developing them
- ▶ **They may try to inflate the importance of their job**

MGT501 - Human Resource Management - Question No: 41 ( Marks: 1 )

In which of the following job analysis method each employee is presented with an inventory of specific tasks and they are asked to indicate whether or not he/she perform the task?

- ▶ Observation
- ▶ Log/diary
- ▶ **Structured Questionnaire**
- ▶ Technical conference

Some questionnaires are very structured checklists. Each employee gets an inventory of perhaps of specific duties or tasks such as change and splice wire. He or she is asked to indicate whether or not he or she performs each task.

MGT501 - Human Resource Management - Question No: 42 ( Marks: 1 )

Which of the following is major consequence(s) of stress?

- ▶ Affects an individual's ability to fight infection
  - ▶ Leads to tardiness and absenteeism from work
  - ▶ Can lesser an individual's concentration level
  - ▶ **All of the given options**

MGT501 - Human Resource Management - Question No: 43 ( Marks: 1 )

Which of the following is MOST likely to affect the building of trust within a relationship?

- ▶ **Integrity**
- ▶ Loyalty
- ▶ Consistency
- ▶ Openness

Reference

MGT501 - Human Resource Management - Question No: 44 ( Marks: 1 )

Which group of employees may also be known as expatriates?

- ▶ Parent-country nationals
- ▶ Host-country nationals
- ▶ **Third-country nationals**
- ▶ Local-country nationals

Both options are correct.

MGT501 - Human Resource Management - Question No: 45 ( Marks: 1 )

Mr. Yoong is a Chinese executive working in Zong Telecom Pakistan, a China based telecommunication company. Mr. Yoong is therefore be classified as a/an:

- ▶ Guest-country national
- ▶ Host-country national
- ▶ **Expatriate**
- ▶ Third-country national

Reference

MGT501 - Human Resource Management - Question No: 46 ( Marks: 1 )

Which of the following statement describes the term "franchising"?

- ▶ **Parent company grants another firm the right to do business in a prescribed manner**
- ▶ Company allow another firm the right to do business with out any license or contract
- ▶ Organization grants a foreign firm the right to use intellectual properties
- ▶ Parent company sells its products exclusively in a particular area

Reference: PPT Lecture Slide of Lesson No.44

MGT501 - Human Resource Management - Question No: 47 ( Marks: 1 )

Which of the following is likely to be done by a manager who wants to use coercive power in order to prevent accidental violations of a rule in the organization?

- ▶ Inform subordinates about the managers' courteous attitude
- ▶ Intimidate subordinates about the manager's rigorousness
- ▶ **Fully inform subordinates about the rules and the penalties for violating them**
- ▶ Make subordinates aware of the manager's past experiences of dealing violation cases

MGT501 - Human Resource Management - Question No: 48 ( Marks: 1 )

Which of the following given theory explains that "how much a person put his effort in job and how much he gets out of it"?

- ▶ **Equity theory**
- ▶ Reinforcement theory
- ▶ Need theory
- ▶ Two-factor theory

**Equity Theory** - Things are distributed according to an "equity rule" which may be effort, ability, productivity, etc... "who should get what" Major cites/theorists: William Damon....] Equity - "people who contribute more should get more".

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**MGT501 - Human Resource Management - Question No: 49 ( Marks: 3 )**

**Which performance indicators are considered more effective; qualitative or quantitative?**

Qualitative performance indicators are considered more effective.

**MGT501 - Human Resource Management - Question No: 50 ( Marks: 3 )**

**Hassan has just been hired as director of HRM communications. He is writing a mission statement for his department. What item should be included?**

**MGT501 - Human Resource Management - Question No: 51 ( Marks: 5 )**

**Name at least five positive but non-financial reinforcement rewards that a manager could use on a day-to-day basis to reward employees.**

**MGT501 - Human Resource Management - Question No: 52 ( Marks: 5 )**

**"Leaders are appointed to maintain the desired level of performance in order to make the goal achievement consistent." Briefly explain your agreement or disagreement with the statement.**

I agreed with the statement. Leadership is a process in which leaders help others to establish goals and guide for the achievement and allow to be effective as result. They provide a vision of general statement of organization's intended direction to the organization's members.

They motivate the members, improve the self confidence.

They solve the problems, take decisions by themselves.

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**MGT501 - Human Resource Management - Question No: 53 ( Marks: 5 )**

**Supervisor has deducted some ratio of Ahsan's salary on the basis of his late arrivals at the workplace for multiple days. But Ahsan is remained uninformed about this deduction. Evaluate the supervisor's action as per due process.**