

SOLVED BY MAHA SHAH FOR FINAL TERM

Question1: Which of the following personality characteristics are associated with people who are likely to exhibit violent behavior on the job?

- A: **Neurotic**
- B: Optimistic
- C: Extraverted
- D: Type A

Question2: Which of these suggestions is an effective way to deal with stress?

- A: Meditation
- B: Exercise
- C: Talking with others
- D: **All of the given options**

Question3: In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?

- A: Chief executive officer
- B: **Chief safety officer**
- C: Occupational safety and health officer
- D: Chief operations officer

Question:4 Who distinguished between intrinsic motivation and extrinsic motivation?

- A: Frederick Taylor
- B: Frederick Herzberg
- C: David McClelland
- D: **Edward Deci**

Question5: Which of the following is categorized as an indirect payment portion of employee compensation?

- A: Wages
- B: Salaries
- C: **Employer-paid insurance**
- D: Commissions

Question6: Stress can affect not only your health, but also other aspects of your life. What else can be affected by stress?

- A: Family relationships
- B: Work performance
- C: Your attention to safety
- D: **All of the given options**

Question7: Unemployment benefits are typically about _____ percent of a person's earnings and last for_____.

- A: **50; 26 weeks**
- B: 75; 1 year
- C: 100; 2 years
- D: 25; 4 weeks

Question8: Unsafe acts can be reduced through all of the following methods except:

- A: **Job rotation**
- B: Screening
- C: Training
- D: Incentive programs

Question9: Which of these is the most common type of retirement plan?

- A: **Defined benefit**
- B: ERISA
- C: Defined contribution
- D: Money purchase plan

Question10: Which one of the following statements is correct in relation to monetary rewards in accordance with Herzberg's Two-Factor theory?

- A: Pay increases are a powerful long-term motivator
- B: **Inadequate monetary rewards are a powerful dissatisfier**
- C: Monetary rewards are more important than non-monetary rewards
- D: Pay can never be used as a motivator

Question11: Which pattern of communication is the quickest way to send a message?

- A: The circle
- B: The chain
- C: The Y
- D: **The wheel**

Question12: Chronic stress is the stress that wears at people day after day. Which of these is an example of chronic stress?

- A: An unhappy marriage
- B: Ongoing money problems
- C: Dissatisfaction with a job
- D: **All of the given options**

Question13: The relative position of an organization's pay incentives compared to other companies in the same industry is known as:

- A: Pay structure
- B: Pay appraisal
- C: **Pay level**
- D: Pay feedback

Question14: Poor quality lateral communication will result in which of the following?

- A: Lack of direction
- B: **Lack of coordination**
- C: Lack of delegation
- D: Lack of control

Question15: Which of the following is a health hazard in the work place?

- A: Uncollected waste paper
- B: Heavy object
- C: Frayed carpet
- D: **All of the given options**

Question16: Managers can motivate people to avoid performing dysfunctional behaviors by using: I. Extinction. II. Punishment. III. Negative reinforcement.

- A: I, II, III
- B: I and III
- C: II and III
- D: **I and II**

Question17: Workers' compensation benefits fall into all of these major categories except:

- A: Medical care
- B: **Retirement benefits**

- C: Disability income
- D: Death benefits

Question18: Expectancy theory focuses on the relationships between which three factors?

- A: Needs, effort and persistence
- B: Needs, performance and inputs
- C: Inputs, performance and outcomes
- D: **Needs, performance and outcomes**

Question19: A horizontal extension of the object to increase task variety is called:

- A: Job evaluation
- B: Job enrichment
- C: **Job enlargement**
- D: Job rotation

Question20: Communication between two members of a project team from different function, but the same level of authority is _____ communication.

- A: UP ward
- B: Downward
- C: **Lateral**
- D: Diagonal

Question21: McClelland believes the needs for _____ are most important.

- A: expectancy, instrumentality, and valance
- B: existence, relatedness, and growth
- C: positive reinforcement, negative reinforcement, and punishment
- D: **affiliation, power, and achievement**

Question22: _____ are programs designed to help employees whose job performance is suffering because of physical, mental, or emotional problems.

- A: **Employee Assistance Programs**
- B: Wellness Programs
- C: Safety Programs
- D: Managed health

Question23: The 360 degree appraisal

- A: works best in large organizations.
- B: **provides feedback from a verity of individuals.**
- C: aids in developing competitive intelligence.
- D: diminishes the effect of development in the appraisal process.

Question24: Following are the phases of the Motivational Process except

- A: Need Identification
- B: Selecting Goals
- C: **Extinction**
- D: Consequences of performance Reward/punishments

Question25: Placing a dollar value on the worth of a job is known as

- A: **Job Pricing**
- B: Pay Grades
- C: Pay Ranges
- D: Single-Rate System

Question26: Total compensation constitutes of

- A: direct rewards
- B: indirect rewards

- C: both of the given options**
D: none of the given options

Question27: Following ways can be used to avoid the high turnover of employees except

- A: Use Recognition
B: Use money
C: Use Positive Reinforcement
D: Empower Employees

Question28: A system of retirement benefits that provides benefits like disability insurance, survivor's benefits, and Medicare is called _____.

- A: Social Security**
B: Unemployment Compensation
C: Workers' Compensation
D: Security benefit

Question29: Upward appraisal is done by

- A: Immediate Supervisor
B: Peers
C: Subordinates
D: None of the given options

Question30: _____ exists when individuals performing similar jobs for the same firm are paid according to factors unique to the employee

- A: Employee Equity**
B: Team Equity
C: Internal Equity
D: All of the given options

Question31: A process that significantly affects organizational success by having managers and employees work together to set expectations, review results, and reward performance.

- A: Management by Objectives
B: Performance Appraisal
C: Performance Management
D: Organizational Planning

Question32: _____ is solely responsible for managing individual's career.

- A: Individual**
B: Team
C: Organization
D: HR Manager

Question33: The evaluator uses a list of behavioral descriptions and checks off those behaviors that apply to the employee. This method of appraisal is called

- A: Forced-Choice Appraisal
B: Forced Distribution Appraisal
C: Checklist Appraisal
D: Behaviorally Anchored Rating Scales

Question34: Any compensation method that ties pay to the quantity or quality of work the person produces is called

- A: Gain-sharing Plan
B: Incentive Plan
C: Compensation Plan
D: Pay for performance Plan

Question35: Employee evaluations are directly affected by a "supervisor's perceptions of who

is believed to be in control of the employee's performance – the employer or the manager.” This theory is known as

- A: **Attribution Theory**
- B: Stereotype
- C: Halo Effect
- D: None of above options

Question36: The ____ trust is based on the behavioral predictability that comes from a history of interaction

- A: Deterrence-based
- B: **Knowledge-based**
- C: Identification-based
- D: None of the given options

Question37 _____ is the process whereby union members vote out their union as their representative.

- A: Authorization card
- B: Representation certification
- C: **Representation decertification**
- D: Trade union election

Question38: We can define ____ as activities people perform to acquire, enhance, and use power and other resources to obtain their preferred outcomes in a situation of uncertainty or disagreement.

- A: **Organizational politics**
- B: Executing authority
- C: Collective bargaining
- D: Position power

Question39: Protection from discrimination, safe working conditions and union formulation are ____ rights, provided to employees.

- A: Contractual
- B: Individual
- C: **Statutory**
- D: Organizational

Question40: A situation in labor – management negotiation whereby management prevents union members from returning to work is called _____.

- A: Grievance
- B: Strike
- C: Arbitration
- D: **Lockout**

Question41: The _____ leadership is a set of abilities that allows the leader to recognize the need for change, to create a vision to guide that change, and to execute that change effectively.

- A: **Transformational**
- B: Charismatic
- C: Autocratic
- D: Transactional

Question42: The first formal stage of the disciplinary procedure is

- A: Written Verbal Warning
- B: **Written Warning**
- C: Suspension
- D: Dismissal

Question43: The cost associated with employee separations and turnover includes:

- A: Recruitment & Selection costs
- B: Training cost
- C: Separation cost
- D: **All of the given options**

Question44: According to _____, leaders may use different styles with different members of the same work group.

- A: Path-goal leadership
- B: Vroom-Jago-Yetton model
- C: **Leader-member exchange theory**
- D: The situational leadership theory

Question45: Following the _____, discipline should be immediate, provide ample warning, be consistent, and be impersonal.

- A: Disciplinary rules
- B: Corrective action
- C: Punitive action
- D: **Hot-stove rule**

Question46: Which has an impact on job pricing and the ultimate determination of an individual's financial compensation?

- A: The Organization
- B: The Job
- C: The Employee
- D: **All of the above options**

Question47: Office environment that contain harmful airborne chemicals, asbestos, or indoor pollution is referred to

- A: Homicide
- B: **Sick Building**
- C: Green Environment
- D: Environment pollution

Question48: Benefits offered to employees reflect many of the trends existing in our

- A: Country
- B: Environment
- C: Organization
- D: **Labor Force**

Question49: Recognition, positive reinforcement and employees' empowerment can be used to avoid the

- A: **Turnover**
- B: Conflict
- C: Accident
- D: Frustration

Question50: Not giving a compliment for a job done very well can cause

- A: Punishment
- B: **Extinction**
- C: Negative Reinforcement
- D: De-motivation

Question51: Which is a common law doctrine stating that employers have the right to hire, fire, demote, or promote whomever they choose, unless there is a law or contract to the contrary .

- A: Management Rights

- B: Employment at Will**
- C: Statutory Rights
- D: Contractual Rights

Question52: The ability of one person to influence another is

- A: Power**
- B: Responsibility
- C: Authority
- D: All given options

Question53: The first formal stage of the disciplinary procedure is

- A: Written Verbal Warning
- B: Written Warning
- C: Employee Separation**
- D: Show-Cause Notice

Question54: A worker surplus forecasted results in

- A: Creative Recruiting
- B: Special Training Programs
- C: Reduced Hours**
- D: Succession Planning

Question55: Which theory suggests that a leader should adapt his/her leadership style to the task?

- A: Path-Goal Leadership Theory
- B: Vroom-Jago-Yetton Model
- C: LMX Theory
- D: The Situational Leadership Model**

Question56: To be effective, leaders must provide a _____ that is a general statement of the organization's intended direction that evokes positive emotional feelings in organization members.

- A: Vision**
- B: Mission
- C: Goal
- D: Declaration

Question57: These rights Protect employees from discrimination, Safe working conditions, Right to form unions

- A: Statutory Rights**
- B: Contractual Rights
- C: Employment policies
- D: Civil Rights

Question58: For simplicity's sake, we can classify the most frequent violations of discipline into _____ categories.

- A: Two
- B: Three
- C: Four**
- D: Six

Question59: To Becoming a Leader do all except

- A: Build Your Power
- B: Develop Your Judgmentase
- C: Use Your Management Skills
- D: Do Not Trust Anyone**

Question60: A forecasting tool that uses mathematical equations to predict the behavior of one variable on the basis of other known variable/s is known as

- A: Managerial judgment
- B: Regression analysis**
- C: Trend analysis
- D: Ratio analysis

Question61: One reason for falling union membership in recent years is that _____

- A: Legislation protects workers in a way that was once only offered by the unions**
- B: Unions have been seen as largely ineffectual
- C: Union membership is too expensive
- D: Manufacturers will not hire union members

Question62: All of the following types of organizations are covered by the Occupational Safety and Health Act except _____

- A: Federal agencies
- B: Hospitals
- C: Schools
- D: Self-employed persons**

Question63: There is fairly strong evidence that traits can predict _____ more accurately than leadership effectiveness

- A: Leadership emergence**
- B: Extraversion in leaders
- C: Leadership awareness
- D: Leadership competence

Question64: Which one of the following is not implied in the definition of power?

- A: Influence
- B: Potential
- C: Dependency
- D: Actualization**

Question65: The conflict-handling intention of accommodating is _____

- A: assertive and uncooperative
- B: assertive and cooperative
- C: unassertive and uncooperative
- D: unassertive and cooperative**

Question66: Which department enforces the standards set out in the Occupational Safety and Health Act?

- A: Department of Health Services
- B: Department of Labor**
- C: Department of Defense
- D: Department of Financial Services

Question67: Family issues, economic problems, and personality characteristics are examples of the _____ factor of potential stress

- A: Social
- B: Environmental
- C: Personnel
- D: Personal**

Question68: The _____ form of union security means that it is up to the workers whether or not they join the union and only those who join must pay dues.

- A: Closed shop
- B: Union shop
- C: Agency shop
- D: **Open shop**

Question69: The dimension of assertiveness refers to situations _____

- A: **in which one party attempts to satisfy his/her own concerns**
- B: in which there is an expression of competition
- C: involving a major behavior change
- D: that lead to conflict

Question70: Which of the following benefits could be awarded as workers' compensation?

- A: Cash benefit
- B: Medical services
- C: Time off with pay
- D: **a and b**

Question71: Rewards offered to labors involved in production, are categorized as;

- A: Salary
- B: Fringe benefits
- C: **Wage**
- D: Commission

Question72: The goal of pre-retirement educational programs is to;

- A: Improve job satisfaction
- B: Increase employee commitment
- C: Minimize medical claims from retirees
- D: **Ease the transition from working life to retirement**

Question73: Organizations put maximum effort in measuring performance of organizational people because;

- A: It makes procedures cost effective
- B: **It helps in detecting the problems**
- C: It leads to product innovation
- D: It assists in implementing new technology

Question74: Willingness, capacity & opportunity to perform are said to be;

- A: Performance outcomes
- B: **Determinants of performance**
- C: Performance appraisals
- D: Types of performance standards

Question75: One of the major barriers to career advancement experiencing by working ladies is:

- A: **Difficulty in balancing work and family life**
- B: Top management is usually male oriented
- C: Lack of educational opportunities
- D: Common perception that woman can not be better boss

Question76: Alternative work arrangements include all of the following EXCEPT;

- A: Part-time work
- B: Flexible hours
- C: **On-site child care**
- D: Job sharing

Question77: Mr. Ahmed is a cashier and he feels dissatisfied at work. What best justifies this

situation?

- A: **His job may not be structured to suit his preferences**
- B: It involves physical toughness
- C: It requires mental toughness
- D: It involves too much customer interaction

Question78: The _____ problem occurs when supervisors tend to rate all their subordinates consistently high.

- A: Central tendency
- B: **Leniency**
- C: Strictness
- D: Halo effect

Question79: The relationship between critical incident method & BARS (behaviorally anchored rating scale) is;

- A: No relationship exists
- B: Different methods to evaluate performance
- C: **Both are similar PA methods**
- D: Comparison method is used for PA, while BARS is related to training evaluation

Question80: What is another term for 360-degree feedback?

- A: Feedback loop
- B: **Multi-source assessment**
- C: Upward feedback
- D: Circle feedback

Question81: Standards are established to;

- A: **Achieve desired outcomes**
- B: Meet legal compliance
- C: Achieve competitive advantage
- D: Promote goodwill in market

Question82: The point method to evaluate job is an extension of;

- A: Ranking method
- B: **Factor comparison method**
- C: Classification method
- D: Point factor method

Question83: Job evaluation is based on the;

- A: Physical skills required by the job
- B: **Relative job worth for an organization**
- C: Complexity of the job to perform
- D: Conceptual skill required by the job

Question84: Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?

- A: Peers
- B: Customers
- C: Top management
- D: **Immediate supervisor**

Question85: Groups are called _____ if jobs are similar.

- A: **Classes**
- B: Grades
- C: Scales
- D: Roles

Question86: Train the raters prior to conduct the performance appraisal is an important responsibility of;

- A: Top management
- B: HR department**
- C: Line managers
- D: Production department

Question87: Currently Organizations are providing benefits to their employees;

- A: To attract new blood in the organization**
- B: To create stronger customer relationship
- C: To enhance the market share
- D: All of the above

Question88: Following are all examples of direct compensation EXCEPT;

- A: Pension**
- B: Salary
- C: Bonus
- D: Income

Question89: One of the main flaws of Classification method to evaluate the jobs is;

- A: It is an expensive method
- B: Only beneficial for small organizations
- C: Maximum probability of biasness
- D: Not useful when jobs are different**

Question90: Which of the following measurement methods rates employee performance relative to other employees?

- A: Graphic rating scale
- B: Comparative method**
- C: Essay method
- D: Critical incident method

Question91: Which of the following statement reflects the 'Age Discrimination Act' for workers?

- A: At the age of 40 to 70, workers can not be retired by force**
- B: At the age below 18, workers can never be hired
- C: Having 10 years of experience, workers should be promoted
- D: Workers can never be rehired if retired once

Question92: Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:

- A: Equal employment opportunity
- B: Affirmative action**
- C: HR planning
- D: Litigation process

Question93: Organizations put maximum effort in measuring performance of organizational people because:

- A: It makes procedures cost effective
- B: It helps in detecting the problems**
- C: It leads to product innovation
- D: It assists in implementing new technology

Question94: In order to promote unbiased management, organizations should develop:

- A: Powerful union

- B: Strategic alliance
- C: Legal compliance**
- D: Stakeholder influence

Question95: Following are all included in 'Statistical Approach' of forecasting, EXCEPT:

- A: Trend analysis
- B: Sensitivity analysis**
- C: Ratio analysis
- D: Regression analysis

Question96: Alternative work arrangements include all of the following, EXCEPT:

- A: Part-time work
- B: Flexible hours
- C: On-site child care**
- D: Job sharing

Question97: How often HR planning process is implemented within an organization?

- A: Continuously**
- B: Annually
- C: Bi-annually
- D: Quarterly

Question98: Which of the following reflects the relationship between MIS & HRIS?

- A: Both are same
- B: MIS is one aspect of HRIS
- C: HRIS is one aspect of MIS**
- D: No relationship exists

Question99: 'Strengths' & 'Weaknesses' are _____ to an organization.

- A: Important
- B: Internal**
- C: External
- D: Central

Question100: Which of the following statement best reflects the Job analysis?

- A: Conceptual process**
- B: Written statement
- C: Recruitment method
- D: Legal clause

Question101: Standards are established to:

- A: Achieve desired outcomes**
- B: Meet legal compliance
- C: Achieve competitive advantage
- D: Promote goodwill in market

Question102: Which of the following constraint does NOT affect the recruiting efforts?

- A: Compensation of the job
- B: Image of the organization
- C: Internal organizational policies
- D: None of the given options**

Question103: Job evaluation is based on the:

- A: Physical skills required by the job
- B: Relative job worth for an organization**
- C: Complexity of the job to perform

D: Conceptual skill required by the job

Question104: Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?

A: Peers

B: Customers

C: Top management

D: Immediate supervisor

Question105: Which of the following is a stated outcome of 'Job Analysis'?

A: Job description

B: Job specification

C: Job evaluation

D: All of the given options

Question106: Which of the following term is used as an indicator of missing information by the applicant while making selection decision?

A: Red flag

B: Red alert

C: High alert

D: Alarming situation

Question107: Which of the following best defines recruitment in an organization?

A: Forecast the supply of outside candidates

B: Develop an appropriate applicant pool

C: Determine the importance of job applicants

D: All of the given options

Question108: Which of the following term is used for choosing the individual who is best suited to a particular position and to the organization from a group of potential applicants?

A: Recruitment

B: Staffing

C: Enrollment

D: Selection

Question109: Followings are included in contingent workers, EXCEPT:

A: Part-timers

B: Contractors

C: Directors

D: Temporaries

Question110: Which of the following term contains information regarding machines & equipments used at workplace?

A: Job analysis

B: Job specification

C: Job description

D: Job evaluation