VISIONARY COMMERCE ACADEMY

HUMAN RESOURCE MANAGEMENT

Module I - Human Resource Management

Sr No	Question	Answer A	Answer B	Answer C	Answer D	CorrectOption
1	_____ is handled by a junior executive in respect of selection of employees.	Medical Check	Final Interview	Initial Screening	Selection	Answer 3
2	_____ includes age, gender, education, job experience, personality, communication skills, leadership qualities, conceptual skills etc.	Mental Characteristics	Personal Characteristics	Social & Psychological Characteristics	Personal Characteristics	Answer 2
3	Effective HRM brings _____ benefits to employees organisations and society.	Long term	Full term	Short term	Medium term	Answer 1
4	_____ refers to horizontal movement of employees in respect of job position.	Productive movement	Promotion	Training	Transfer	Answer 4
5	_____ includes emotional ability, human skills, flexibility, social adaptability in human relationships etc.	Mental Characteristics	Personal Characteristics	Social & Psychological Characteristics	Personal Characteristics	Answer 3
6	_____ study is conducted to reduce tiredness of employees.	Time	Fatigue	Motion	Human Resource	Answer 2
7	_____ provides freedom to employees in designing the nature of their work performance.	Job Flexibility	Job Enrichment	Job Rotation	Job Enlargement	Answer 1
8	_____ matches the requirements of the job with human qualities required to do the job.	Job Analysis	Job Title	Job Enrichment	Job Design	Answer 4
9	Employees' welfare includes _____	Promotion	Coaching	Creche Facility	Counselling	Answer 3
10	HRM is a _____ approach of managing employees.	development	multi-disciplinary	single discipline	functional	Answer 2
11	_____ is where each part of the job is assigned to a worker who does the same task over and over again	Job Simplification	Job Flexibility	Job Enrichment	Job Title	Answer 1
12	Motion Study was initially introduced by _____	F.W.Taylor	Harold Koontz	Peter Drucker	Frank Gilbreth	Answer 4
13	HRM ensures the availability of competent _____.	customers	public	manpower	clerical staff	Answer 3
14	_____ involves increasing the scope of job of an employee by adding more tasks to it.	Job Enrichment	Job Rotation	Job Enlargement	Job Flexibility	Answer 3
15	_____ refers to fitting the right person at the right place of work.	Placement	Recruitment	Promotions	Selection	Answer 4
16	_____ is a process of collecting information related to the operations and responsibilities of a job.	Job Analysis	Selection	Recruitment	Placement	Answer 1
17	_____ is a way to motivate employees by giving them increased responsibility and variety in their jobs.	Job Simplification	Job Enrichment	Job Enlargement	Job Rotation	Answer 2
18	_____ test helps to identify specific talent to handle particular type of job.	Perception	GK	Aptitude	Interest	Answer 3
19	_____ refers to appropriate job structure in terms of content, functions and relationships.	Analysis	Title	Relationship Management	Design	Answer 4
20	_____ means choosing the most suitable candidates from those who have applied for the post.	Recruitment	Selection	Training	Placement	Answer 2
21	_____ is an Internal source of Recruitment.	Campus Recruitment	Employment Agencies	Employment Exchange	Transfer	Answer 4
22	_____ is a process of choosing the right person for the right job.	Recruitment	Placement	Selection	Promotion	Answer 3
23	_____ is a specific format to obtain information about candidates applying for the job.	Invitation Letter	Interview Letter	Appointment Letter	Application Blank	Answer 4
24	_____ is an External source of Recruitment.	Management Consultants	Transfer	Promotions	Catalogue	Answer 1
25	_____ results in greater commitment on the part of the employees	Job Security	Job Promotion	Job Satisfaction	Job Motivation	Answer 3
26	_____ refers to horizontal expansion of a job.	Job Enrichment	Job Flexibility	Job Rotation	Job Enlargement	Answer 4

Sr. No	Question	Answer A	Answer B	Answer C	Answer D	CorrectOption
27	_____ involves finding out online whether or not the candidate has the qualifications and qualities to perform the job effectively.	Interview	Online Assessment	Electronic Resumes	Job Search Engines	Answer 2
28	Generally, _____ HRM takes reactive decisions relating to HR.	traditional	progressive	professional	strategic	Answer 1
29	_____ manager plays an important role in counselling and stress management.	Finance	Marketing	HR	Production	Answer 3
30	_____ is an Internal source of Recruitment.	Campus Recruitment	Employment Agencies	Employment Exchange	Catalogue	Answer 4
31	_____ is an overall summary of job requirement.	Job Specification	Job Description	Job Design	Job Security	Answer 2
32	Interview is a _____ communication between candidate and interviewer.	two-way	one-way	three-way	four-way	Answer 1
33	_____ is a standard format of the company to obtain information about every candidate applying for the job.	Application Form	Appointment Format	Standard Form	Application Blank	Answer 4
34	Key word search is a technique of _____.	recruitment	e-selection	personal selection	key selection	Answer 2
35	Under _____ job, the jobs are divided into sub parts.	simplification	enlargement	flexibility	enrichment	Answer 1
36	Companies have _____ of the new recruits before they join the organisation.	Fire Drill	Retraining	Medical examination	Grievance Redressal	Answer 3
37	Human resource _____ involves human resource requirements forecast.	Placement	management	development	planning	Answer 4
38	In _____ interview, a list of questions to be asked to the candidates is prepared well in advance.	Structured	Informal	Unstructured	Advanced	Answer 1
39	Recruitment at the factory gate is a _____ source of recruitment.	internal	public	external	outside	Answer 3
40	_____ is a method where candidates are required to directly appear for the interview with their CV.	Panel Interview	Walk in Interview	Group Interview	Reference Interview	Answer 2
41	_____ HRM is concerned with development process capabilities of the employees.	Process	Traditional	General	Strategic	Answer 4
42	_____ is an organised factual statement of duties and responsibilities of a specific job.	Job Specification	Job Description	Job Security	Job design	Answer 2
43	_____ refers to online selection of staff.	E-mail	E-development	E-selection	E-perception	Answer 3
44	Job _____ refers to vertical expansion of a job.	enlargement	enrichment	flexibility	rotation	Answer 2
45	Job _____ refers to movement of the employee from one job to another.	enlargement	enrichment	flexibility	rotation	Answer 4
46	_____ gives relief from boredom.	Job Enrichment	Job Rotation	Job Enlargement	Job Description	Answer 2
47	_____ interview helps the organisation to know shortcomings of its policies and practices.	Exit	Panel	Group	Individuals	Answer 1
48	_____ is an important element of human resource management.	Human Resource Research	Human Resource Auditing	Human Resource Accounting	Human Resource Planning	Answer 4
49	Identifying the _____ candidates and _____ them to apply for the job is called Recruitment.	available, insisting	available, making	potential, attracting	potential, missing	Answer 3
50	In _____ interviews are conducted as per the rules & practices	Stress	Informal	Formal	Personality	Answer 3

Module II -Human Resource Development

Sr. No	Question	Answer A	Answer B	Answer C	Answer D	CorrectOption
1	The technology used for taking Online Interviews is_____	Skype video call	Techno video call	Artica Video call	Zotero	Answer 1
2	Behavioral competencies are called _____ skills	Hard	New	Soft	Old	Answer 3
3	Frank and Lilian Gilberth gave us the theory of _____	Fatigue study	Mental revolution	piecemeal study	Job study	Answer 1
4	_____ refers to guidance and training provided by a senior to a subordinate	Understudy	Junior Boards	Coaching	Counselling	Answer 3
5	_____ is a method of training wherein employees are transferred from one job to another.	Coaching	Observation	Job rotation	Counselling	Answer 3
6	_____ planning is a process of making arrangements to fill up key organisational positions in an organisation.	Career	Succession	Recruitment	Placement	Answer 2

#	Question	Option 1	Option 2	Option 3	Option 4	Answer
7	_____ refers to the imparting of specific skills, abilities and knowledge to an employee.	Recruitment	Training	Selection	Performance appraisal	Answer 2
8	Training and development encompasses three main activities: training, development and _____.	employees	ethics	exercise	education	Answer 4
9	_____ is a sequence of positions occupied by a person during the course of his life time.	Career	Job rotation	Performance appraisal	Performace	Answer 1
10	_____ means that the performance appraisal is influenced by past performance.	Spill over effect	Horn effect	Halo effect	The Central Tendency bias	Answer 1
11	_____ is a descriptive report prepared, generally at the end of every year, by the employee's immediate superior.	Checklist	Narrated essay	Confidential report	Graphic rating scale	Answer 3
12	_____ error occurs when employees are rated relatively to other employees rather than to performance standards.	Central tendency	Contrast	Halo effect	Horn	Answer 2
13	In _____ Counselling both the counsellor and the counselee are jointly responsible for solution to the problem	Directive	Non-Directive	Participative	Innovative	Answer 3
14	The _____ method of training is also a class room method of training.	Simulation	Management games	Case studies	Sensitivity training	Answer 3
15	Under _____ behaviour ,performance is influenced by recent behaviour of employee, ignoring the behaviour during the appraisal method	Latest	Spill over	Future-Oriented	Predictive	Answer 1
16	_____ technique involves simulation of a series of decisions a trainee might have to make in real life.	Simulation	Management games	Committee	In-Basket Technique	Answer 4
17	_____ helps to introduce newly appointed employee to the existing employees.	Recruitment	Placement	Induction	Selection	Answer 3
18	_____ employment is a system of working for a fixed number of hours with the starting and finishing timings within the agreed limits.	Flexi time	Temporary	Part time	Half time	Answer 1
19	In _____ method of training, the subordinate is trained to perform the duties and responsibilities of the superior.	Business games	Junior boards	Internships	Understudy position	Answer 4
20	_____ is a review of an employee's performance of assigned duties and responsibilities.	Training	Selection	Performance appraisal	Career development graph	Answer 3
21	In _____ interview, a list of questions to be asked to the candidates is prepared well in advance.	unstructured	structured	informal	group	Answer 2
22	In _____ measurement of employee morale expression of opinions is collected in the form of printed questionnaire.	periodic interviews	morale surveys	morale indicators	suggestion boxes	Answer 2
23	_____ appraisal is conducted by various parties.	Management by Objective	360 degree	Role Analysis	Assessment Centre	Answer 2
24	_____ generates equity in pay.	Performance related pay	Commission	Bonus	Monthly pay	Answer 1
25	_____ is the belief and expectation of a person that his performance will lead to a particular desired reward.	Motivation	Valence	Expentancy	Instrumentality	Answer 4
26	_____ is an On the Job Training Method.	Lectures	In Basket	Understudy	Role playing	Answer 3
27	_____ refers to advising the junior employee as and when he faces problems.	Understudy	Interships	Junior boards	Counselling	Answer 4
28	Employee _____ describes the overall outlook, attitude, satisfaction and confidence that employees feel at work.	morale	training	grievance	counselling	Answer 1
29	_____is a specific format to obtain information about candidates applying for the job.	Email Letter	Invitation Letter	Interview Letter	Application Blank	Answer 4
30	_____effect occurs when the rater evaluates the employee on the basis of one ne	Horn	Halo	Contrast	Spill-over	Answer 1
31	_____ is modern method of performance appraisal.	Checklist	360 degree appraisal	Ranking	Counselling	Answer 2
32	In _____ employees are moved from one job to another without any change in tl	Job simplification	Job rotation	Job enlargement	Job analysis	Answer 2
33	_____means that the performance appraisal is influenced by past performance	horn effect	halo effect	Spillover effect	Central Tendency	Answer 3

#	Question	Option 1	Option 2	Option 3	Option 4	Answer
34	_____ is a systematic description of employee's job relevant strengths and weaknesses	SWOT Analysis	Placement	Induction	Performance appraisal	Answer 4
35	In_____ method of training, the subordinate is trained to perform the dutie	Junior Boards	Understudy Position	Induction training	Business Games	Answer 2
36	_____ planning is a process of making arrangements to fill up key organisational positions in an organisation.	Human Resource	Selective	Career	Succession	Answer 4
37	_____ is an on-the job training method used in an organisation	Case Study	Mentoring	Role playing	promotion	Answer 2
38	The _____ technique is used for performance appraisal and selectionand tra	Assesment Centre	Role Analysis	MBO	HRA	Answer 1
39	_____effect occurs when the rater evaluates the employee on the basis of one po	spill over	Horn	Halo	Contrast	Answer 3
40	_____ is a person who studies another's role or duties in order to act at short no	Internship	Understudy	Junior board	Manager	Answer 2
41	_____ is the extent to which the employees feel passionate about their jobs	employee engagement	employee enlargement	job satisaction	job ethics	Answer 1
42	_____ involves training senior employees for advancements or promotions with	Succession planning	Junior boards	Refresher training	Role playing	Answer 1
43	_____ is part of educational courses.	Apprenticeships	Internships	Understudy	Counselors	Answer 1
44	_____ is a method where candidates are required to directly appear for the interview with their CV.	Panel Interview	Group Interview	Reference Interview	Walk-In Interview	Answer 4
45	In HRIS, _____ automates the pay process by gathering data on employee time and attendance	Recruitment	Placement	Induction	Payroll Module	Answer 4
46	_____ is a traditional method of performance appraisal.	360 Degree Appraisal	MBO	Ranking Method	MIS	Answer 3
47	_____ refers to group discussion of ideas.	Role Playing	Brain Storming	Simulation	Special Assessment	Answer 2
48	HRD manager _____ human resource requirements to undertake various activities.	Promotes	Forecasts	Activates	Delegates	Answer 2
49	In the _____ method the appraisal is done to test the attitude or behaviour of the employee	HRA	Role Analysis	BARS	MBO	Answer 3
50	_____ is a potent device for employee advancement	Group Interview	Mentoring	SWOT Analysis	Potential Appraisal	Answer 4

Module III - Human Relations

#	Question	Option 1	Option 2	Option 3	Option 4	Answer
1	_____ is the desire to continually improve at something which they enjoy doing	Autonomy	Purpose	Mastery	Task	Answer 3
2	Motivation 2.0 believes in _____ approach	Survival	Creativity & Innovation	Rewards & Recognition	Carrot & Stick	Answer 4
3	_____ is a process of an effective motivation of individuals in a given situation to achieve a balance of objectives.	Human relations	Promotion	Training	Performance appraisal	Answer 1
4	A _____ is a complaint, which has been formally presented in writing, to the management representative or a union official.	policies	grievance	leave	tension	Answer 2
5	_____ is pattern of behaviour of a leader to get the work done from subordinates.	Communication	Decentralization	Motivation	Leadership style	Answer 4
6	Daniel Pink states that organisations should use a new approach to motivation which is based on _____.	self-determination	self-reliance	self-esteem	self-love	Answer 1
7	_____ is the activity of influencing people to strive willingly for group objectives.	Motivation	Counselling	Communication	Leadership	Answer 4
8	Morale is basically a _____ concept.	behavioural	physiological	psychological	technical	Answer 3
9	_____ quotient is described as a measure that looks at a person's spiritual intelligence.	Emotional	Spiritual	Intelligence	Social	Answer 2
10	Theory _____ managers have an optimistic, positive opinion of their people, and they use a decentralized, participative management style.	W	X	Y	Z	Answer 3
11	Under _____ leadership style, subordinates make decisions.	Autocratic	Laissez-faire	Bureaucratic	Situational	Answer 2
12	_____ is the belief that better efforts will result in better performance	Valance	Motivation	Expentancy	Instrumentality	Answer 3

#	Question	Option 1	Option 2	Option 3	Option 4	Answer
13	Under _____ leadership style, the leader makes all decisions by himself without consulting the subordinates.	Bureaucratic	Autocratic	Situational	Laissez-faire	Answer 2
14	According to Abraham Maslow's Need Hierarchy Theory, _____ level needs to be satisfied before other needs.	higher	lower	middle	upper middle	Answer 2
15	_____ is the value that the individual associates with the outcome (reward).	Valance	Motivation	Expentancy	Instrumentality	Answer 1
16	_____ is a general term used to describe overall group satisfaction.	Morale	Job satisfaction	General Satisfaction	Interest	Answer 1
17	Theory _____ managers believe that employees are naturally unmotivated and dislike working, and this encourages an authoritarian style of management.	W	X	Y	Z	Answer 2
18	In _____ meausrement of employee morale, employees are asked to put their grievances and suggesstions in a box without disclosing their identity.	Morale indicators	suggestion boxes	observation	job satisfaction	Answer 2
19	Theory X assumes _____ approach of the managers towards employees.	contemporary	traditional	general	professional	Answer 2
20	_____ needs give the individual a sense of self worth and ego satisfaction.	Physiological	Safety	Social	Esteem needs	Answer 4
21	ERG Theory stands for _____ relatedness and growth.	Empathy	Ethical	Energy	Existence	Answer 4
22	_____ leadership style is mostly adopted in Japanese organisations.	Neurocratic	Sociocratic	Paternalistic	Bureaucratic	Answer 3
23	Employees' welfare includes _____ .	interview	promotion	counselling	creche facility	Answer 4
24	Daniel Pink's theory does not include _____ factor.	Autonomy	Mastery	Motivation	Purpose	Answer 3
25	According to Need Hierarchy Theory _____ needs are the basic needs of human beings.	Self esteem	Physiological	Psychological	Social	Answer 2
26	The statutory welfare benefit schemes does not include _____.	flexi-time	spittoons	changing rooms	lighting	Answer 1
27	Generation _____ includes persons born between 1979 and 1999.	W	X	Y	Z	Answer 3
28	_____ can never be the cause of employee grievance.	Management policies	Working conditions	Motivation	Personal factors	Answer 3
29	_____ type of leadership style is mostly followed in Government organisations.	Autocratic	Bureaucratic	Democratic	Situational	Answer 2
30	_____ is a theory of Leadership.	ERG theory	Theory X	Theory Z	Transactional Theory	Answer 4
31	_____ is the ability to manage emotions at the work place.	Mentoring	SQ	EQ	Motivation	Answer 3
32	In _____ needs people want that others should respect them	Safey needs	Esteem needs	Phsiological needs	social needs	Answer 2
33	According to Abraham Maslow's Need Hierarchy Theory, _____ level needs to be satisfied before other needs	exceptional	higher	middle	lower	Answer 4
34	_____ type of leadership style is mostly followed in Government organisations	Autocratic	Bureaucratic	Democratic	Participative	Answer 2
35	_____ leaders inspire positive changes in those who follow them.	Paternalistic	Participative	Autocratic	Transformational	Answer 4
36	The term Emotional Intelligence was popularised by psychcologist _____ in his book.	Daniel Goleman	Daniel Pink	Abraham Maslow	Philip Kotler	Answer 1
37	_____ is the value that an individual associates with the outcome as per Vroom's theory	Expectancy	Instrumentality	Limitation	Valence	Answer 4
38	Daniel Pink describes _____ as the desire to continually improve something that matters.	Purpose	Mission	Mastery	Autonomy	Answer 3
39	_____ is the ability to manage emotions at the work place	SQ	BQ	EQ	PQ	Answer 3
40	Maslow's need hierarchy theory _____ sets of needs	Two	Three	Four	Five	Answer 4
41	_____ gave us the theory of Time study.	Philip Kotler	Daniel Pink	Henry Fayol	F.W.Taylor	Answer 4
42	_____ training implies training provided in a hall with dummy instruments or machines	Mentoring	Job Rotation	Coaching	Vestibule	Answer 4
43	_____ needs refers to the basic needs.	Physiological	Safety	Social	Esteem	Answer 1

#	Question	Opt1	Opt2	Opt3	Opt4	Answer
44	Valence, Expectancy and Instrumentality are the variables mentioned by _____.	Maslow	Vroom	Pink	McGregor	Answer 2
45	Esteem needs is Maslow's hierarchy theory is also called as	special needs	security needs	ego needs	general needs	Answer 3
46	Theory Y puts emphasis on _____ leadership	Beauracratic	Autocratic	Influential	Situational	Answer 4
47	_____ needs are at the top of hierarchy as per Abraham Maslow.	Social	Safety	Self actualization	Physiological	Answer 3
48	Goldilocks Tasks is mentioned in _____ theory	Pink	Maslow	McGregor	Z	Answer 1
49	According to Vroom's theory _____ is the value that the individual associates with the outcome.	Mastery	Expectency	Valence	Instrumentality	Answer 3
50	Theory X puts emphasis on _____ leadership	Beauracratic	Autocratic	Influential	Situational	Answer 2

Module IV- Trends in Human Resource Management

#	Question	Opt1	Opt2	Opt3	Opt4	Answer
1	_____ popularised the concept of learning organisations through his book entitled "The Fifth Discipline"	Peter Drucker	Henri Fayol	Abraham Maslow	Peter Senge	Answer 4
2	Generation Y are called _____	Materials	Marginals	Millennials	Minnimials	Answer 3
3	A period of leave granted my the organisation when a employee wants to go for higher studies is _____ leave	Paid	Sabbatical	Orientation	Medical	Answer2
4	Employee engagement relates to the relationship between_____ and employees	organisation	subbordinates	shareholders	customers	Answer 1
5	_____automates the pay process by gathering data on employee time and attendance, calculating various deductions.	HRP	HRD	HRIS	Retrenchment	Answer 3
6	_____ team is a group of people with different functional expertise working toward a common goal	Core	Organizational	Technical	Cross-functional	Answer 4
7	_____ competencies are required for job specific tasks.	Behavioural	Functional	Management	Technical	Answer2
8	When the employee leaves the organisation, and the organisation makes arrangement for replacement it is called as_____	Attrition	Transfer	Downsizing	Employee Turnover	Answer 4
9	Employee empowerment provides employees a certain degree of_____ and responsibility	Engagement	Restructuring	Autonomy	Co-ordination	Answer 3
10	_____ focuses its attention on developing or redesigning organizational policies, practices, and structures to give employees power	Psychological Approach	Critical Approach	Functional Approach	Socio-structural Approach	Answer 4
11	_____ is one of the leading causes of absenteeism in western countries	Depression	Downsizing	Attrition	Lack of Cordination	Answer 1
12	Employees achieve _____ when they happily fulfill their personal lives and at the same time that are accepted and respected at their workplace	Management	Work-life Balance	Socio-structural Approach	Observation	Answer2
13	The Act 2013 states that any organisation having more than _____employees need to implement it in the workplace	25	100	50	10	Answer 4
14	Heavy workloads, stressful meetings, boring presentations and feelings of being unappreciated can cause employees to _____	Learning	Burnout	Motivation	Transfer	Answer 3
15	Non Compliance with the Provisions of Sexual Harrasment Act shall be punishable to a fine upto _____	Rs.20,000	Rs.50,000	Rs.1,00,000	Rs.25,000	Answer2
16	Innovative culture enables an organisation to make best use of _____	techniques	inventory	markets	resources	Answer 4
17	Employees feel _____ when their efforts are recognised and rewarded	depressed	excited	valued	discouraged	Answer 3
18	_____ theory focuses on enhancing personal effectiveness by helping employees develop their sense of meaning, competency and impact.	Psychological Approach	Critical Approach	Functional Approach	Socio-structural Approach	Answer 1
19	_____ is an approach of doing business that focuses on creating a positive experience for customers.	Marketing	Client Centric	Management	Brand Loyalty	Answer2

#	Question	A	B	C	D	Answer
20	_____ limit the freedom of human resources and they are reluctant to think outside the box	People	Projects	Rules	Goals	Answer 3
21	_____ working is a method of employment which is not dependent on any one client or company	Portfolio	Telecommuting	Job Sharing	Workforce Diversity	Answer 1
22	Workforce _____ has created new challenges for human resource management.	Uniformity	Diversity	Equality	Regularity	Answer2
23	_____ guidelines are in respect of prevention of sexual harassment at work place.	Apsara	Mehrotra	Vaishali	Vishakha	Answer 4
24	_____ is an important measure to manage the problem of absenteeism	Disciplinary action	Transfer	Attendance policy	Morale	Answer 3
25	_____ is becoming expensive to organisation as the replacement employeeshave to be hired and trained at a cost.	Attrition	Transfer	Downsizing	Employee Turnover	Answer 1
26	Competency _____ is a process of identifying key competencies required for undertaking organisational tasks.	scaling	tasking	method	mapping	Answer 4
27	_____ organization refers to an organization that facilitates the learning of its members and continuously transforms itself.	Training	Learning	Teaching	Studying	Answer2
28	Generation _____ includes persons born between 1979 and 1999.	W	X	Y	Z	Answer 3
29	Organizational _____ is a system of shared assumptions, values and beliefs which governs how people behave in organizations.	design	principles	moral	culture	Answer 4
30	_____ competencies are often called soft skills.	Organizational	Core	Behavioral	Technical	Answer 3
31	Employee _____ involves giving employees the autonomy to take right decisions.	empowerment	training	engagement	education	Answer 1
32	_____ competencies are needed in the organization so that it can excel and remain competitive in the market.	Core	Organizational	Technical	Functional	Answer2
33	Technological deveopments have led to _____ of workplace	Attrition	Transfer	Downsizing	Employee Turnover	Answer 3
34	_____ is the process of making something new or doing something in a new way.	Observation	Innovation	Suggestion	Direction	Answer2
35	_____ diversity refers to the variety of differences between people in an organization.	Behaviour	Experience	Relations	Workforce	Answer 4
36	Employee _____ refers to a gradual reduction in workforce without firing employees, which takes place as and when workers resign or retire and are not replaced.	Attrition	Transfer	Downsizing	Turnover	Answer 1
37	_____ refers to the habitual non-presence of an employee at his or her job.	Absenteeism	Turnover	Upsizing	Downsizing	Answer 1
38	_____ refers to the knowledge and skills that enable effective performance of an activity or a job	Promotion	Termination	Competence	Innovation	Answer 3
39	_____ refers to planned elimination of positions or jobs.	Upsizing	Downsizing	Termination	Recruitment	Answer2
40	_____ is a ratio of returns to cost.	Morale	Production	Productivity	Efficiency	Answer 4
41	_____ is an integrated system used to gather, store and analyse information regarding employees.	HRIS	MIS	HRD	HRP	Answer 1
42	A _____ balance refers to an employee's ability to maintain a healthy balance between their work roles, their personal responsibilities and family life.	fun life	work life	personal life	family life	Answer2
43	_____ culture is a work environment created by the management to encourage employees to think creatively and differently.	Organisational	Motivation	Innovation	Teamwork	Answer 3
44	Employee _____ is the extent to which employees feel passionate about their jobs and are committed to the organisation.	expectation	engagement	competition	vision	Answer2
45	Innovative culture is the work _____ that managers encourage to nurture and develop to generate innovative ideas.	environment	rules	ethics	skill	Answer 1

#	Question					
46	Employee _____ is the extent to which employees feel passionate about their jobs and are committed to their work.	recognition	satisfaction	recruitment	engagement	Answer 4
47	_____ is basically an intersection of HR and information technology through HR software	Human Resource Planning	Human Resource Development	Employee benefits	Human Resource Information System	Answer 4
48	Generally, higher employee turnover rate takes place among _____ achievers.	low	high	short	tall	Answer2
49	Job _____ is a way to motivate employees by giving them increased responsibility and variety in their jobs	simplification	rotation	enlargement	enrichment	Answer 4
50	Persons employed with _____working provide services to different companies	Portfolio	Telecommuting	Job Sharing	Workforce Diversity	Answer 1