

**QUESTION PAPER – IHRM**

**MARKS – 60**

**NO OPTIONS**

The correct answers are marked in “**Bold**”

Q.1 ..... Can be defined as a process of procuring, developing, and maintaining competent human resources in the organisation, so that the goals of an organisation are achieved in an effective and efficient manner

- a) **Human Resource Management**
- b) Organizational behavior
- c) Competency planning
- d) All of the above

Q.2 Which of the following are the duties of the Human Resource Manager?

- a) Line function
- b) a coordinative function
- c) staff function
- d) All of the above**

Q.3 The Royal commission of labour in India, in 1931 under the leadership of ..... Recommended the appointment of labour officers in industrial enterprises to deal with recruitment of labour and to settle their grievances

- a) Mr. Abraham Maslow
- b) Lord Mountbatten
- c) Mr. J. H Whitley**
- d) None of the above

Q.4 The National Institute of Personnel Management has specified the scope of HRM as follows:

- a) Personnel aspect
- b) Welfare aspect
- c) Industrial Relations aspect
- d) All of the above**

Q.5 ..... is a process by which the company identifies the number of jobs vacant, and whether the company has excess staff or shortage of staff, and how to deal with this excess or shortage

- a) Recruitment & Selection
- b) Human Resource planning**
- c) Job analysis
- d) None of the above

Q.6 In this process the employees are familiarized with the organization's culture, policies, and values

- a) **Induction & Orientation**
- b) Personality development
- c) Employee engagement
- d) None of the above

Q.7 ..... focuses primarily on development of skills required for the employees to thrive in a competitive environment

- a) Organisation development
- b) **Training & Development**
- c) Personality development
- d) All of the above

Q.8 ..... Is the process of evaluating an employee's performance

- a) Industrial Relations
- b) **Performance Appraisal**
- c) Training & Development
- d) None of the above

Q.9 The main aim of ..... is to ensure that remuneration of employees takes place in a timely manner

- a) Performance management
- b) Compliance Management
- c) Employee relations
- d) **Compensation & Benefits**

Q.10 ..... aims to maintain cordial relations with the union members and management to ensure prevention of strikes and lockouts in an organization

- a) **Industrial Relations**
- b) Employee Engagement
- c) Compensation & Benefits
- d) None of the above

Q.11 ..... Is a process of determining the organizational goals and formulation of policies and programs for achieving them

- a) Organising
- b) Staffing
- c) Controlling
- d) **Planning**

Q.12 ..... is a process by which the structure and allocation of jobs are determined

- a) Planning
- b) Organising**
- c) Controlling
- d) Directing

Q.13 Following are the key functions of Human Resources Management

- a) Job analysis
- b) Planning labour needs & recruiting candidates
- c) Selecting candidates
- d) All of the above**

Q.14 ..... is concerned with protecting & promoting employees while at work

- a) Maintenance**
- b) Compensation
- c) Procuring
- d) Development

Q.15 ..... gives managers the right to issue orders to other managers or employees

- a) Staff authority
- b) Line authority**
- c) Hierarchical authority
- d) None of the above

Q.16 ..... gives a manager the right to advise other managers or employees, creating an advisory relationship

- a) Hierarchical authority
- b) Staff authority**
- c) Line authority
- d) None of the above

Q.17 Duties of an HR manager include

- a) Placing the right person in the right job
- b) Orienting the new employees in the organization
- c) Training new employees
- d) Gaining cooperation & develop smooth working relationship
- e) All of the above**

Q.18 Functions of Human Resource include:

- a) A line function
- b) Staff function
- c) Coordinative function
- d) All of the above**

Q.19 ..... uses centralized call centers and outsourcing arrangements to provide support for day to day activities

- a) Transactional HR group**
- b) Employee management
- c) Employee branding
- d) None of the above

Q.20 ..... assigns HR generalists known as “relationship managers” or “HR business partners” directly to departments like sales & production. They provide the localized Human resource management assistance the departments need.

- a) Embedded HR unit**
- b) Centers of expertise
- c) Corporate HR group
- d) None of the above

Q.21 What are the competencies of the HR manager

- a) Talent Managers
- b) Strategy architects
- c) Operational executors
- d) All of the above**

Q.22 The term ..... means an inducement that rouses or stimulates one to action in a desired direction

- a) Appraisal
- b) Remuneration
- c) Incentive**
- d) None of the above

Q.23 Authoritarian leadership style is a reflection of

- a) Theory Z
- b) Theory X**
- c) Theory Y
- d) None of the above

Q.24 What are the elements of IHRM

- a) More functions
- b) Heterogeneous functions
- c) Different emphasis
- d) External influences
- e) All of the above**

Q.25 ..... Strategy encourages an MNC to employ Parent Country Nationals

- a) Ethnocentricity**
- b) Cross cultural influences
- c) None of the above

Q.26 The host country units, in this strategy, are considered as independent SBU's and are allowed to recruit managers to head the business operations

- a) Polycentrism**
- b) Ethnocentricity
- c) Geocentricity
- d) None of the above

Q.27 Factors of international compensation are

- a) Managerial skills
- b) Language aptitude
- c) All of the above**
- d) None of the above

Q.28 ..... are those that deal with the powers of the organization and include, current and future trends of labour market

- a) External factors**
- b) Internal factors
- c) Job analysis
- d) None of the above

Q.29 A national of the country of the MNC's headquarters

- a) TCN's
- b) HCN's
- c) PCN's**
- d) None of the above

Q.30 A national of a country other than the MNC's Home country or the country of the subsidiary

- a) **TCN's**
- b) HCN's
- c) PCN's
- d) None of the above

Q. 31 What are the advantages of hiring PCN's

- a) Maintenance and facilitation of organizational control and coordination
- b) Talented managers are offered international exposure
- c) **Both A & B**
- d) None of the above

Q.32 Disadvantages of hiring PCN's

- a) **Tendency of PCN's to impose Head Quarter styles**
- b) Possible national conflicts or other diplomatic issues in relations regarding the transfer
- c) Both A & B
- d) None of the above

Q.33 Advantages of hiring TCN's

- a) Compliance of subsidiaries is assured with regard to company policies, objectives etc.
- b) **Salary and benefits requirements may be lower**
- c) Both A&B
- d) None of the above

Q.34 Disadvantages of hiring TCN's

- a) HQ's control & coordination may be impeded
- b) Outside the subsidiary; TCN's may have limited career opportunities
- c) Both A&B
- d) **None of the above**

Q.35 Advantages of hiring HCN's

- a) Elimination of language and other barriers
- b) Reduction in hiring costs, and elimination of work permits
- c) Increase in morale due to better career potential
- d) **All of the above**

Q.36 Following are the motives behind international staffing

- a) **Organizational motives**
- b) Compliance motives
- c) Employment motives
- d) All of the above

Q.37 What are the company motives for international staffing

- a) Fill positions
- b) Management development
- c) Organizational development
- d) **All of the above**

Q.38 Individuals' motives to get foreign posting are

- a) To gain new experience
- b) Improved lifestyle abroad
- c) Better compensation
- d) **All of the above**

Q.39 In ..... approach, all important positions in MNC's are filled up by PCN's in the early stages of internationalizing

- a) Geocentric approach
- b) **Ethnocentric approach**

Q.40 What are the limitations of *Ethnocentric approach*

- a) **An ethnocentric staffing policy limits the promotion opportunities to HCN's, which may lead to reduced productivity and increased turnover among the group**
- b) Lack of exposure among PCN managers at HQ's and lack of career mobility among HCN managers
- c) Both A & B
- d) None of the above

Q.41 In ..... approach, regardless of nationalities, the best talents are recruited by the MNC's throughout the organization

- a) Polycentric approach
- b) **Geocentric approach**
- c) Ethnocentric approach
- d) None of the above

Q.42 What are the commonly used recruiting methods

- a) Using headquarters
- b) Cross national advertising
- c) E recruitment
- d) All of the above**

Q.43 What are the criteria used for selection

- a) Technical competency
- b) Family attributes
- c) Both A & B**
- d) None of the above

Q.44 Following techniques are used in selection

- a) Screening applicant's background
- b) Testing the candidates' ability to adapt to the new culture and environment
- c) Investigate the family situations of the potential candidate vis – a –vis the foreign culture and environment
- d) All of the above**

Q. 45 Stages of expatriate adjustment process

- a) Tourist
- b) Culture shock
- c) Both A & B**
- d) None of the above

Q.46 On completion of a foreign assignment, most of the expatriate managers are brought back home, this process is known as .....

- a) Culture shock
- b) Adjustment
- c) Repatriation**
- d) None of the above

Q.47 What are the types of organizational culture

- a) Eiffel tower culture
- b) Cross culture
- c) Both A & B**
- d) None of the above



Q.48 ..... is characterized by strong emphasis on equality in the workplace and orientation of the task

- a) Family culture
- b) Guided missile culture**
- c) Incubator culture
- d) None of the above

Q.49 Many start up firms rely on ..... culture

- a) Incubator culture**
- b) Family culture
- c) Both A & B
- d) None of the above

Q.50 The general characteristics of culture are:

- a) Learned
- b) Trans – generational
- c) Symbolic
- d) All of the above**

Q.51 What are the cultural dimensions across countries

- a) Power distance
- b) Individualism vs Collectivism
- c) Both A & B**
- d) None of the above

Q.52 Important decisions are generally made in person, not by correspondence or telephone in which countries

- a) Arab**
- b) China
- c) United States
- d) India

Q.53 ..... people tend to be highly centralized and have bureaucratic structures, thereby leading to red tapism

- a) Indians
- b) Russians
- c) French**
- d) Arabian

Q.54 The key people who need to be trained for an overseas assignment are:

- a) Expatriates
- b) Spouses
- c) Children
- d) All of the above**

Q.55 The goals of expatriate training are

- a) To maximize cultural sensitivity
- b) To learn how to avoid misunderstandings based on cultural differences
- c) Both A & B**
- d) None of the above

Q.56 Dealing with reverse culture shock is a feature of

- a) Culture training
- b) Repatriate training**
- c) Experiential training
- d) None of the above

Q.57 Competency clusters required by the global business leaders are

- a) Business acumen
- b) Relationship management
- c) Personal effectiveness
- d) All of the above**

Q.58 ..... is a type of international managers

- a) Glopats
- b) Mobile local nationals
- c) Related local nationals
- d) All of the above**

Q.59 Types of international teams operating in different types of organizations

- a) Adhoc project teams
- b) Virtual teams
- c) Both A & B**
- d) None of the above

Q.60 What are the hurdles to teamwork in an international scenario

- a) **Cultural differences**
- b) Differences in compensation
- c) Both A & B
- d) None of the above