Deptt. of Governance Reforms, Punjab State e-Governance Society

Post: Manager(HR)
(27 -10-2024) (Morning)
Question Booklet & Answer Key

1. Which of the following statements best describes Personnel Management ?
   A) A field of study that aims at managing financial resources of the company
   B) Managing employee performance and compensation management
   C) The administrative function dealing with people at work and their relationships within an organization
   D) Managing the sales and marketing team within the company

2. Which of the following test measures the applicants mental processes such as reasoning, mathematical ability, perception, etc ?
   A) Cognitive ability test   B) Personality test
   C) Technical skills test   D) Physical ability test

3. The process of identifying the skills, knowledge and competencies required by employees to improve their performance is known as:
   A) Job Evaluation   B) Training Needs Assessment
   C) Potential Appraisal   D) Succession Planning

4. Which of the following is true for an employee grievance ?
   A) A formal request by the employee for a pay hike
   B) A performance appraisal report
   C) A complaint or dissatisfaction regarding workplace conditions
   D) A disciplinary action taken against an employee

5. Which of the following is a key objective of the Employees' Provident Fund (EPF)?
   A) To provide subsidised loans to employees
   B) To motivate employees for better performance
   C) To regulate the working hours in organisations
   D) To ensure social security and retirement savings for employees

6. The management function that involves setting goals and deciding how to achieve them is called _____.
   A) Organizing   B) Planning   C) Directing   D) Controlling

7. The gap between supply and demand of manpower in Human Resource Planning can be addressed through:
   A) Workforce downsizing
   B) Developing succession plans
   C) Recruitment and training
   D) All of the above

8. What is the meaning of the term "structured interview" in process of selection?
   A) An interview where questions are created spontaneously
   B) An informal conversation with the candidate about the job role
   C) An interview where each candidate is asked the same set of predefined questions
   D) A group interview with a panel of interviewers

9. What is an advantage of an effective induction process?
   A) High turnover in the initial months of employment
   B) Faster adaptation and integration of new employees into the organization
   C) Proper allocation of employee salaries
   D) Increased emphasis on external recruitment

10. "Talent Management Softwares" refer to _____.
   A) Systems focused on employee selection, development and retention
   B) Systems that handle payroll processing
   C) System used for managing employee grievances
   D) A system for managing customer interactions and relationship

11. _____ refers to a positive bias of the rater towards an employee based on a single dominant positive trait.
   A) Central Tendency Bias
   B) Halo Effect
   C) Recency Effect
   D) Leniency Bias

12. Which of the following statements best describes the difference between "development" and "training"?
   A) Development focuses on current job skills, while training focuses on future skills
   B) Development is a short term effort, while training is a long term process
   C) Development is future oriented, while training focuses on the current job
   D) Development involves only technical skills, while training involves behavioural skills

13. Which of the following statements is true for organizational development interventions?
   A) They have a short term focus and are technical in nature
   B) They mainly focus on individual performance
   C) They focus on the long term and are people oriented
   D) They are mainly applicable only to the service sector industries

14. The term "organizational culture" is referred to _____.
   A) The layout of the workplace
   B) The shared values, beliefs, and norms within an organization
   C) The financial health of the organization
   D) The usage of technology in the organization

15. Which of the following is the most severe form of disciplinary action?
   A) Oral reprimand   B) Written warning   C) Termination   D) Suspension

16. The primary aim of labour welfare within organisations is to _____.
   A) To improve the living and working conditions of labour
   B) To improve productivity of employees
   C) To optimise the size of the workforce
   D) To strictly enforce labour laws

17. The 360 degree feedback system in performance appraisal is aimed at the following
   A) Appraisal of employee performance by the supervisor
   B) Ensure the appraisal process is based on the top management's view
   C) Ranking employees based on their performance over a year
   D) Obtaining feedback from multiple sources such as seniors, peers, subordinates, and customers

18. _____ is the process of ensuring application of learned skills from training on the actual job?
   A) Transfer of Training
   B) Training Evaluation
   C) Feedback
   D) Job Enrichment

19. Which of the following is NOT considered a key element of organizational behaviour?
A) Individual behaviour
B) Group dynamics
C) Training and development practices
D) Organizational structure

20. Discipline and disciplinary action is important in organizations primarily to:
A) Maintain order and address violations of policies
B) Ensure fairness and equity in salaries paid to employees
C) Manage employee turnover
D) Ensuring timely promotions for employees

21. _____ is NOT a benefit of using 'Human Resource Information Systems'over traditional systems?
A) Higher data security
B) Reduced cost of implementation
C) Enhanced accessibility and flexibility
D) Decreased collaboration across departments

22. The placement process in an organization is aimed at _____.
A) Evaluation of employee performance
B) Conducting salary negotiations
C) Determining the training and development needs of new employees
D) Matching employee skills with the job requirements

23. Which of the following training methods involves creating true to life learning environment mirroring real life work situations?
A) On-the-job training
B) Job Instruction Training
C) Simulation
D) Job Rotation

24. Organizational Development (OD) primarily focuses on which one of the following?
A) Implementing human resource practices in the organisation
B) Improving the overall organizational effectiveness and health
C) Introducing new technologies in the organisation
D) Decreasing employee turnover and attrition

25. Which of the following is NOT a component of the minimum wage calculation under the Minimum Wages Act, 1948?
A) Basic wage
B) Dearness allowance
C) Bonus
D) Overtime pay

26. What does EPFO stand for?
A) Employee Pension Fund Organization
B) Employee Provident Fund Organization
C) Employee Payment Fund Organization
D) Employee Participation Fund Organization

27. In the context of grievance management, what does "due process" refer to?
A) Ensuring all grievances are resolved within 24 hours
B) Fair treatment of employees throughout the grievance resolution process
C) Guaranteeing employees a pay rise if they submit a grievance
D) Providing legal representation during disciplinary hearings

28. Which of the following is the primary objective of the Minimum Wages Act, 1948?
   A) To provide equal employment opportunities to all citizens
   B) To set minimum wage rates to ensure a basic standard of living for workers
   C) To regulate the health facilities to be made available to the employees
   D) To provide employee welfare schemes within organisations

29. The study of how individuals interact and work together in groups is known as _____.
   A) Groupthink   B) Human resource management
   C) Group shift   D) Group dynamics

30. Which of the following is the first step in Kurt Lewin's Change Management Model?
   A) Refreezing   B) Evaluating   C) Changing   D) Unfreezing

31. Which of the following methods of performance appraisal involves ranking employees from best to worst based on overall performance?
   A) Free Form Essay Method   B) Forced Distribution Method
   C) Ranking Method   D) Behaviourally Anchored Rating Scales (BARS)

32. _____ is the major role of predictive analytics in modern day Human Resource Information Systems.
   A) Automation of routine HR tasks like payroll processing
   B) Forecast employee behaviour and turnover trends
   C) Both (A) and (B)
   D) None of the above

33. Which of the following best describes the induction process in an organization?
   A) A comprehensive training program for developing soft skills
   B) An ongoing mentorship program for employees
   C) An assessment of new employees' potential and career progression
   D) A formal introduction of new employees to the organization's policies, culture, and roles

34. Which of the following is a major objective of recruitment?
   A) Assessing the performance of the candidate
   B) Attracting a pool of qualified candidates to apply for positions in the organisation
   C) Conducting background checks of the candidates
   D) Negotiating salaries with the prospective employees

35. Managers are responsible for _____ in the organising function of management:
   A) Developing new products and services
   B) Monitoring employees to ensure they follow company rules
   C) Defining and assigning tasks and resources to achieve objectives
   D) Creating marketing campaigns

36. Personnel Management is often considered a precursor to:
   A) Marketing Management   B) Human Resource Management (HRM)
   C) Financial Management   D) Supply Chain Management

37. Which of the following technique is used to predict future workforce demand during the process of manpower planning?
   A) Trend Analysis   B) Workforce Segmentation
   C) Job Evaluation   D) Job Rotation

38. Which of the following is a method used by companies to seek candidates within their own organization?
A) Job Posting
B) Campus Hiring
C) Outsourcing
D) Headhunting

39. Which of the following is NOT a type of welfare measure provided to workers?
A) Health care facilities
B) Housing assistance
C) Education for employees' children
D) Mandatory drug testing

40. _____ is NOT one of the primary functions of management?
A) Planning   B) Leading   C) Advertising   D) Controlling

Directions (Q41& 42): Choose the correct synonyms of the following words out of the four given options:
41. Collate
A) Criticize   B) Cruel   C) Gather   D) Callous

42. Impecunious
A) Rich   B) Poor   C) Determined   D) Irrelevant

43. 'Zero mile centre' in India is in
A) Jhansi   B) Bhopal   C) Nagpur   D) Raipur

44. Which of the following movies won Best Film Award in Dadasaheb Phalke Awards-2024
A) Animal   B) 12th Fail   C) Jawan   D) Dunki

45. Four statements are given in the following question, followed by four conclusions numbered I, II , III & IV. You have to take the given statements to be true even if they seem to be at variance from commonly known facts. Read all the conclusions and then decide which of the given conclusions logically follows from the given statements, disregarding commonly known facts.
Statements:
Some carpets are books.
All books are pens.
Some pens are cartons.
All cartons are notebooks
Conclusions:
I. Some cartons are carpets
II. Some cartons are books
III. Some pens are carpets
IV. Some notebooks are pens
A) Only I and II follow   B) Only II and III follow
C) Only III and IV follow   D) Only I and III follow

46. A monkey climbing up a greased pole, ascends 5m and slips down 2m in alternate minutes. If the pole is 35m high, then the monkey will reach the top in :
A) 11 minutes   B) 11 minutes, 24 seconds
C) 11 minutes, 36 seconds   D) 11 minutes, 40 seconds

47. Microsoft Office PowerPoint comes with several categories of built-in transition effects. Which of the following is not a type of transition effect supported by Microsoft PowerPoint?
A) Subtle   B) Speed   C) Exciting   D) Dynamic content

48. Consider the following MS-EXCEL worksheet:

	A	B	C	D
1	No.	Test 1	Test 2	Total
2	1	80	60	140
3	2	70	50	120
4	3	40	30	70
5	4	30	32	62
6	5	85	85	170
7	6	65	80	145
8	7	72	96	168
9	8	25	32	57
10	9	90	78	168
11	10	25	40	65

The formula $= IF (B10 + C10 > 100, IF (D10 > 100, "A", "B"), "C")$ in cell D12 will result in

A) A   B) B   C) C   D) AC

49. All drafts put up on a file should bear:
   A) the serial number in the despatch register.
   B) the serial number in the Assistant's diary at which the communication to which it is a reply was entered.
   C) the file number.
   D) the diary number of the section diary at which the receipt to which it is a reply was entered.

50. A good note is one which :
   A) leaves some points unanswered so that personal discussion with the dealing hand becomes necessary.
   B) is written in abstract, flowery language and is full of long sentences.
   C) emphasises negative facts so that the case may be rejected.
   D) is concise and to the point free from wordy expressions.

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ANSWER KEY (A-Series)

Q.No.	Ans	Q.No.	Ans
1	C	26	B
2	A	27	B
3	B	28	B
4	C	29	D
5	D	30	D
6	B	31	C
7	D	32	B
8	C	33	D
9	B	34	B
10	A	35	C
11	B	36	B
12	C	37	A
13	C	38	A
14	B	39	D
15	C	40	C
16	A	41	C
17	D	42	B
18	A	43	C
19	C	44	C
20	A	45	C
21	D	46	D
22	D	47	B
23	C	48	A
24	B	49	C
25	C	50	A