

MGT501 Finalterm Papers...30 papers Solved...
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Paper no 1

FINALTERM EXAMINATION
Fall 2008

MGT501- Human Resource Management (Session - 2)

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

While downsizing, organizations sometimes reduce the number of its employees by offering early retirements because:

- ▶ **HR requirement is less than existing number of employees pg 177**
- ▶ HR requirement is greater than the existing number of employees
- ▶ Company's cost in terms of employee compensation can be saved
- ▶ Organizations can be more efficient by this action of management

REF:

Downsizing A reduction in the number of people employed by a firm (also known as restructuring and rightsizing)

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

Which of the following can be an alternative decision to employee termination?

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

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

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

- ▶ **Be exceed**
- ▶ Remain the same
- ▶ Become invisible

REF: Be reduced

The impact of a disciplinary action will be reduced as the time between the infraction and the penalty's implementation lengthen.

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

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Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

- ▶ **Manager only**
- ▶ Charismatic leader
- ▶ Leader only
- ▶ Leader & manager at the same time

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

What sort of relationship exists between 'negative-reinforcement' & 'punishment'?

- ▶ Both are similar concepts
- ▶ **Punishment leads to negative-reinforcement (Correct)**
- ▶ Negative-reinforcement leads to punishment
- ▶ Both leads to similar consequence

negative-reinforcement can involve the threat of punishment

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

'Federal law' requiring employers to give 60 days notice prior to plant closing or major layoff, as stated by:

- ▶ **Statutory right of employees (Correct)**
- ▶ Employer itself
- ▶ Due process by an employer
- ▶ Union recommendations

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

Which of the following facilitates the employer to hire, fire, demote or promote anyone, in the absence of any legal obligation?

- ▶ Discrimination law
- ▶ **Employment at will (Correct) pg 170**
- ▶ Affirmative action
- ▶ Equal employment opportunity

REF:

Employment-at-will (EAW): 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

<http://www.citehr.com/652-terminology-human-resources-management.html#ixzz1ASf2ePaK>

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

'Honda Pakistan', implemented a safety & health program for its employees after consulting experts and management in the organization. But, no reduction in the accidents or injuries is observed. Identify a reason which is least possible to the failure of this Safety & Health program?

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- ▶ Company is not considering inputs of employees regarding safety decisions
- ▶ Safety & health program is not communicated properly to all employees
- ▶ **Proper safety & health training has not been provided to the employees (Correct)**
- ▶ Proper budget is not allocated to safety and health program as required

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

Which one of the following is NOT included in the content of 'Employee Handbook'?

- ▶ Fringe benefits
- ▶ Safety procedures
- ▶ **Financial statements (Correct)**
- ▶ Job duties

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

"Accounting staff of a EFU General Insurance Ltd, share information of different departments to assist in preparing the annual budget on a consistent basis". Which type of communication it is?

- ▶ Diagonal communication
- ▶ **Horizontal communication (Correct)**
- ▶ Upward communication
- ▶ Downward communication

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

Under a strong union influence, the union members demanded the salary increment as per the rate of increase in inflation. As an HR manager what will be your initial step?

- ▶ Rejecting the request as it is unnecessary
- ▶ Approving the demand immediately
- ▶ Asking union to make a contract
- ▶ **Arranging negotiation to discuss the issue (Correct)**

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

According to which of the following view, "conflict is bad and should be avoided"?

- ▶ **Behavioral view (Correct)**
- ▶ Traditional View
- ▶ Human Relations View
- ▶ Interactionist View

Question No: 13 (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

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▶ **Unethical**

▶ Intense

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

Legitimate power includes which of the following?

▶ **Acceptance of authority by organizational members (Correct)**

- ▶ Limited ability to reward employees
- ▶ Ability to only punish employees
- ▶ Limited control of company's physical resources

Question No: 15 (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 (Correct)**
- ▶ Referent power
- ▶ Legitimate power

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

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

Which of the following is NOT included in time-off benefits?

▶ **On-the-job breaks (correct)**

- ▶ Annual holidays
- ▶ Flexi time
- ▶ Paid leaves

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 (Correct)**
- ▶ Below market rate
- ▶ At market rate
- ▶ All of the given options

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

What type of pay plan is being used when workers are paid a sum for each unit they produce?

- ▶ Base pay
- ▶ Competency-based pay

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- ▶ Bonus pay
- ▶ **Piecework pay (Correct)**

The term *piecework* simply describes a type of employment for which an employee is paid a fixed *piece rate* for each unit produced or action performed.

<http://business.yourdictionary.com/piecework>

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

To make the 'Ranking Method' of job evaluation more effective:

- ▶ Perform performance appraisals on regular basis
- ▶ Train employees prior to appraisals
- ▶ Develop high compensation packages
- ▶ **Clearly define job description initially (Correct)**

Question No: 20 (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 (Correct)**
- ▶ Suggesting her a better occupation to adopt

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

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 (Correct)**

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

Which of the following plays a role in assessing interests, seeking out career information and utilizing development opportunities in career development?

- ▶ Individual
- ▶ **Manager (Correct)**
- ▶ Supervisor
- ▶ Company

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

The lifelong series of activities that contribute to a person's career exploration,

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establishment, success, and fulfillment is called:

- ▶ Organizational development
- ▶ Career management
- ▶ **Career development (correct)**
- ▶ Career planning

<http://wenku.baidu.com/view/d99cd72d7375a417866f8faf.html>

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

How do compensation and benefits with a career development focus differ from compensation and benefits with a traditional focus?

- ▶ Employee's productivity is rewarded
- ▶ Employee's efficiency is rewarded
- ▶ Enhancement in abilities is rewarded
- ▶ **All of the given options (Correct)**

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

Amjad has reached the age of full retirement, but he still wants to continue his job. Moreover, organization has not yet found any replacement to him. In such situation Amjad should pursue:

- ▶ Counseling to utilize his leisure time
- ▶ Search careers outside the company
- ▶ Psychological counseling to prepare for retirement
- ▶ **Extension of current job within company (Correct)**

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

Which of the given objective is mainly focused during pre-retirement educational programs?

- ▶ Improve job satisfaction among senior staff
- ▶ Enhance employee performances through such concerns
- ▶ **Prepare employees for their upcoming retired life**
- ▶ Minimize medical claims from retirees

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

During which stage of socialization, employees successfully internalize the organizational norms & beliefs?

- ▶ Pre-arrival stage
- ▶ Encounter stage
- ▶ **Metamorphosis stage (Correct)**
- ▶ Post-retirement stage

Metamorphosis Stage:

Finally the new member must workout any problems discovered during the encounter

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stage. This may mean going through changes. Hence the last stage is termed as metamorphosis stage. Metamorphosis is complete as is the socialization process – when new members have become comfortable with the organization and their work teams. In this situation they will have internalized the norms of the organization and their coworkers; and they understand and accept these norms.

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

During which of the following interview, an interviewer asks probing and open-ended questions?

- ▶ Structured interview
- ▶ **Unstructured interview (Correct)**
- ▶ Formal interview
- ▶ Planned interview

Unstructured interview is an interview where probing, open-ended questions are asked

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

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 (Correct)**
- ▶ Staffing
- ▶ Enrollment

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

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

- ▶ Power
- ▶ **Influence (Correct)**
- ▶ Authority
- ▶ Command

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

Which of the following practice involves the selling off portions of the company and making severe staff reductions?

- ▶ Redesigning
- ▶ **Restructuring (Correct)**

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- ▶ Organizational designing
- ▶ Reengineering

A significant modification made to the debt, operations or structure of a company. This type of corporate action is usually made when there are significant problems in a company, which are causing some form of financial harm and putting the overall business in jeopardy. The hope is that through restructuring, a company can eliminate financial harm and improve the business.

<http://www.answers.com/topic/restructuring#ixzz1CRcUXeA0>

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

People can be more productive while working in:

- ▶ Isolation
- ▶ **Groups (Correct)**
- ▶ Crowd
- ▶ None of the given options

Group

A group is defined as two or more interacting and interdependent individuals who come together to achieve particular objectives.

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

The MOST common reason that an expatriate fails at an international assignment is _____.

- ▶ Incompetency
- ▶ Technical demands of the job
- ▶ Expense
- ▶ **Family pressures (Correct)**

The definition of expatriate failure according to expatriates is beyond the boundaries of premature return, as shown by most literature. Participants have found that other measures such as the inability to adapt, undervaluing of the repatriates skills, not achieving assignment objectives and the lack of family assimilation to be more accurate indicators of expatriate failure. This is a significant finding as it raises the need for new literature to take these additional aspects into consideration when defining expatriate failure.

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

Previous company records & customer satisfaction surveys may serve as a source for:

- ▶ **Cultivating learning culture within the organization (Correct)**
- ▶ Determining deficiencies that require training
- ▶ Developing career development plans for employees
- ▶ Identifying training outcomes through evaluation

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

The best hiring occurs when the goals of which of the following should consistent to each other?

- ▶ HR managers, Finance managers
- ▶ Head office, Branch
- ▶ **Organization, Individual (Correct)**
- ▶ Lower managers, Top managers

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

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

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

Sources of work force Diversity

Today diversity refers to far more than skin color and gender. It is a broad term used to refer to all kinds of differences. These differences include women in business, dual-career families, workers of color, older workers persons with disabilities, immigrants, young persons with limited education or skills, educational level of employees.

- i. Racial & Ethnical Groups
- ii. Older Workers
- iii. Gender
- iv. Education
- v. Dual-career Families
- vi. Religions & Culture
- vii. Persons with Disabilities
- viii. Immigrants
- ix. Young persons with limited education or skills
- x. Competitive advantage though work force diversity
- xi. Marketing
- xii. Creativity, innovation, and problem solving
- xiii. Flexibility

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

Due to which of the following reason, subordinates may feel dissatisfied with their appraisal interviews?

- ▶ **They feel threatened during the interview (Correct)**
- ▶ They can influence the course of the interview
- ▶ Constructive interviewer is conducting the interview

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- ▶ Their poor performance is being highlighted

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

Which of the given solution served as the best one for reducing the problem of central tendency in performance appraisals?

- ▶ Rank employees
- ▶ **Train supervisors to avoid it (Correct)**
- ▶ Impose a distribution for performance
- ▶ Consider the purpose of the appraisal

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

Some supervisors, when filling in rating scales, tend to avoid the highs and lows on the scale and rate most people in the middle. This type of evaluation is said to be effected by:

- ▶ Stereotyping
- ▶ **Central tendency (Correct)**
- ▶ Strictness
- ▶ Leniency

Central Tendency—Occurs when employees are incorrectly rated near the average or middle of the scale.

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

“Ongoing process of managing & evaluating both the behavior & outcomes in the workplace” is known as:

- ▶ Training & development
- ▶ **Performance appraisal (Correct)**
- ▶ Compensation management
- ▶ Job analysis

Personnel evaluation method seeking the measurement of employee work effectiveness using objective criteria. Performance appraisal systems hope to achieve higher productivity outcomes by delineating how employees meet job specifications. A major challenge for performance appraisal systems is to define performance standards while maintaining objectivity.

<http://www.answers.com/topic/performance-appraisal#ixzz1CRPJUEIB>

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

Employees' routine working is now being monitored through computers electronically; this trend has affected the Performance Appraisal (PA) system in which of the following manner?

- ▶ Development of PA on more frequent basis
- ▶ Enhanced importance of PA for employees

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► **PA have become more accurate & efficient one**

► Human involvement is completely removed

http://www.vuzs.net/index.php?option=com_content&view=article&id=1289:fall-2008finaltermmgt501-s2solved&catid=300:mgt501-human-resource-management&Itemid=54

Question No: 42 (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: 43 (Marks: 1) - Please choose one

The frequency of conducting the performance appraisal depends on:

► Environmental challenges

► Training sessions

► Job analysis

► **Organizational policies (Correct)**

Question No: 44 (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: 45 (Marks: 1) - Please choose one

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

► Scientific approach

► Rational approach

► Human relations approach

► **Systematic approach (Correct)**

http://managementhelp.org/trng_dev/basics/isd.htm

Adopting a systematic approach to training helps ensure that supervisors are getting the

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most out of themselves and their employees. A systematic approach to training includes taking the time to analyze what results the organization needs from its employees, if employees are accomplishing those results, and what training and development approaches are needed by employees to better accomplish those results. A systematic approach includes evaluating approaches before, during and after training to ensure employees truly benefited from the training in terms of enhanced results to the organization.

Effective training and development includes using sound principles of performance management and good, basic training techniques.

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

In Hawthorne studies which decisive factor was used in the variation of the workers' performance?

▶ Safety measures

▶ **Health condition**

▶ Light variation

▶ Salary bonuses

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

Which of the following signifies a term "Task" as a component of an organization?

▶ Organizational HR

▶ Organizational hierarchy

▶ Mechanical process

▶ **Existence purpose (Correct)**

Task: This component can be defined as a mission or purpose of the existence of organization. Every organization is having a purpose of existence that is accomplished by producing certain goods and services as an output, which is termed as task.

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

Which of the following abilities are categorized as the Technical skill of an individual?

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- ▶ Judgment & creativity
- ▶ Analysis & communication
- ▶ **Knowledge & proficiency (Correct)**
- ▶ Innovation & advancement

Question No: 49 (Marks: 1) - Please choose one

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

- ▶ Equal employment opportunity
- ▶ **Affirmative action (Correct)**
- ▶ HR planning
- ▶ Litigation process

Affirmative Action: Steps that are taken for eliminating the present effects of past discrimination

Question No: 50 (Marks: 1) - Please choose one

The cognitive component consists of a person's:

- ▶ Emotions
- ▶ **Knowledge (Correct)**
- ▶ Attitude
- ▶ Feelings

The cognitive component consists of a person's beliefs, opinions, knowledge, and information held by a person

Paper no 2
FINAL TERM EXAMINATION
Fall 2008
MGT501- Human Resource Management (Session - 1)

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

A psychological condition in which a person is put into a deep sleep-like state, while still remaining awake. It can be used to relieve pain & stress is called:

- ▶ **Hypnosis**
- ▶ Biofeedback
- ▶ Transcendental mediation
- ▶ Burnout

Hypnosis

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A trancelike state resembling sleep, usually induced by a therapist by focusing a subject's attention, that heightens the subject's receptivity to suggestion. The uses of hypnosis in medicine and psychology include recovering repressed memories, modifying or eliminating undesirable behavior (such as smoking), and treating certain chronic disorders, such as anxiety.

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

Employees quit the organizations at their own choice through:

- ▶ Outplacement, restructuring
- ▶ Discharging, layoff
- ▶ Transfer, demotion
- ▶ **Resigning, retirement**

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

According to which of the following it is better to convince the employees to abide by the company's rules, rather than promptly responding with written or oral warnings to employees?

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

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

General practice carried out by Mr. Aslam is to encourage the participation of his subordinates while making departmental decisions. He is therefore said to be:

- ▶ Involved in practicing his referent power
- ▶ Involved in practicing legitimate power
- ▶ **Involved in a leadership process**
- ▶ Involved in making efforts to get favors from employees

Question No: 5 (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: 6 (Marks: 1) - Please choose one

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

- ▶ **Leader**

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- ▶ Employee
- ▶ Organization
- ▶ HR department

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

United Nations sent a rescue team in the supervision of Mr. Kim from Geneva to the northern areas of Pakistan affected by the destructive earthquake of 2005. Mr. Kim is a/an:

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

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

Employee handbook is a tool used for:

- ▶ **Communicating rules & policies within an organization**
- ▶ Providing information to stakeholders outside the organization
- ▶ Manipulating the competitors with false information
- ▶ Providing information about salary scale only

Employees are provided with the Employee Handbook which serves many purposes like (1) it helps employees learn about company at their own pace. (2) Provides references regarding policies, rules, and benefits.

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

Organizational guarantee about the job security is a functional form of:

- ▶ **Statutory law**
- ▶ Contractual law
- ▶ Public policy
- ▶ Management rights

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

Ahmed has provided the personal contact numbers of his subordinates to one of his friend who is working as an insurance agent in a private insurance firm, to help him in achieving his monthly sales target. This practice is:

- ▶ Clear violation of labor laws
- ▶ Implementation of discrimination law
- ▶ **Prohibited by the privacy rights**
- ▶ Violation of employment at will

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

Organizations are bound to pay its employees at least the defined minimum wage as per government decision. This obligation resulted because:

- ▶ It is necessary to build goodwill

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- ▶ **It is the statutory right of an employee**
- ▶ It enhances the market share of a company's product
- ▶ It provides benefits to all of its stakeholders

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

The BEST indicator of an effective safety and health program of an organization is:

- ▶ Employees do not feel hesitant while sharing their problems
- ▶ Employees feel motivated to perform well and show loyalty
- ▶ Employees feel honor that organization is concerned about their problems
- ▶ **Employees do not face injuries and illnesses on regular basis**

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

The physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:

- ▶ Exhaustion
- ▶ **Burnout**
- ▶ Collapse
- ▶ Fatigue

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

For which of the following reason, union-membership in organizations losses it's importance during recent years?

- ▶ **Legislation protects workers in a better way**
- ▶ Unions give advantage to union leaders
- ▶ Union membership is quite expensive
- ▶ Companies do not hire union members

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

All of the following are reasons of conflicts in an organization, EXCEPT:

- ▶ Everyone competing for scarce resources
- ▶ **Interactionist view about employees**
- ▶ Poor coordination among employees
- ▶ Stereotypical views about employees

Question No: 16 (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

Gain sharing: Plans that are designed to bind employees to the firm's performance by providing an incentive payment based on improved company performance

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

Which one of the following does NOT categorized as 'pay-for-performance' program?

- ▶ Piecework plan
- ▶ Scanlon plan
- ▶ Gainsharing plan
- ▶ Profit sharing plan

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

Which of the given expression is termed as 'equity'?

- ▶ $\frac{\text{Output 1}}{\text{Input 1}} < \frac{\text{Output 2}}{\text{Input 2}}$
- ▶ $\frac{\text{Output 1}}{\text{Input 1}} = \frac{\text{Output 2}}{\text{Input 2}}$
- ▶ $\frac{\text{Output 1}}{\text{Input 1}} \leq \frac{\text{Output 2}}{\text{Input 2}}$
- ▶ $\frac{\text{Output 1}}{\text{Input 1}} > \frac{\text{Output 2}}{\text{Input 2}}$

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

An employee's compensation usually comprises of:

- ▶ High monetary rewards
- ▶ Quality rewards requested by employees
- ▶ Benefits like medical & transport allowances
- ▶ Financial & non-financial rewards

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

To make the 'Ranking Method' of job evaluation more effective:

- ▶ Perform performance appraisals on regular basis
- ▶ Train employees prior to appraisals
- ▶ Develop high compensation packages
- ▶ Clearly define job description initially

Question No: 21 (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

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

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Which is the best time or occasion to discuss career-related issues with an employee?

- ▶ Weekly staff meeting
- ▶ Social lunch
- ▶ **Employee's annual appraisal**
- ▶ Career success team meeting

Question No: 23 (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 Legally bound by government

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

Which of the following is a part of organization's role in the career development of an employee?

- ▶ Communicating the mission, policies and procedures
- ▶ Providing timely performance feedback
- ▶ **Participating in career development discussions**
- ▶ Seeking out career information

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

Amjad has reached the age of full retirement, but he still wants to continue his job. Moreover, organization has not yet found any replacement to him. In such situation Amjad should pursue:

- ▶ Counseling to utilize his leisure time
- ▶ Search careers outside the company
- ▶ Psychological counseling to prepare for retirement
- ▶ **Extension of current job within company**

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

Which of the following is the utmost preference of an organization while selecting a training and development program?

- ▶ **Ensure the cost effectiveness of the training session**
- ▶ Expert & professional trainers should be hired
- ▶ Training should be provided to all the employees
- ▶ Maximum training mediums should be used

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

Which of the following is the greatest contributor towards the success of an organization?

- ▶ Prevailed grapevine network of employees

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- ▶ Conduct frequent trainings to employees
- ▶ **Set goals to define the direction to pursue**
- ▶ Implementation of the newest technology

Question No: 28 (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**

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

Which of the following term reflects the process of preparing organizational people according to the future needs?

- ▶ Learning
- ▶ Training
- ▶ **Development**
- ▶ Need analysis

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

Which of the following is a test validation method that determines whether a test measures certain traits that are important in performing a job or not?

- ▶ Concept validity
- ▶ Criterion validity
- ▶ **Construct validity**
- ▶ Content validity

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

Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?

- ▶ **Curriculum vitae**
- ▶ Educational record
- ▶ Career goal
- ▶ Interview questioning

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

Which of the following force makes an individual eligible to make decisions, give orders & directing work activities of others?

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

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

Previous company records & customer satisfaction surveys may serve as a source for:

- ▶ Cultivating learning culture within the organization
- ▶ **Determining deficiencies that require training**
- ▶ Developing career development plans for employees
- ▶ Identifying training outcomes through evaluation

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

Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?

- ▶ Counseling simulations
- ▶ Vocational interest test
- ▶ Role playing
- ▶ **Employment interview**

THE EMPLOYMENT INTERVIEW: Interview is a goal-oriented conversation in which the interviewer and applicant exchange information. The employment interview is especially significant because the applicants who reach this stage are considered to be the most promising candidates.

Question No: 35 (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: 36 (Marks: 1) - Please choose one

As an HR manager, what should be your main focus while recruitment?

- ▶ The potential candidate must possess interpersonal and analytical skills
- ▶ The potential candidate should be very confident and sharp
- ▶ The potential candidate must be attractive enough to fit in the position
- ▶ **The potential candidate should match the requirements of the job**

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

What could be the main consideration of an HR manager during recruitment?

- ▶ Outsource the employee selection to recruiting agencies
- ▶ Screen the pool of appropriate applicants

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- ▶ **Attract a large number of applicants**
- ▶ Only hire the experienced candidates

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

'There is no need to make any new appointment'; therefore, the organization has transferred Mr. Azam to another branch. This step of the organization is taken to:

- ▶ Increase the labor supply than demand
- ▶ **Maintain the balance of labor supply and demand**
- ▶ Decrease the labor supply than demand
- ▶ Devastate the balance of labor supply and demand

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

Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:

- ▶ **Labor market**
- ▶ Employment market
- ▶ Employee market
- ▶ Job market

Usually an informal market where workers find paying work, employers find willing workers, and where wage rates are determined. Labor markets may be local or national (even international) in their scope and are made up of smaller, interacting labor markets for different qualifications, skills, and geographical locations. They depend on exchange of information between employers and job seekers about wage rates, conditions of employment, level of competition, and job location.

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

The best way of reducing the problems of leniency or strictness in performance appraisals is to:

- ▶ Rank employees
- ▶ Train supervisors to avoid it
- ▶ **Impose a distribution for performance**
- ▶ Consider the purpose of the appraisal

<http://www.docstoc.com/docs/25927945/Performance-Management-and-Appraisal>

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

Which of the following problem occurs when supervisors tend to rate all their subordinates consistently low?

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- ▶ Central tendency
- ▶ Leniency
- ▶ **Strictness**
- ▶ Halo effect

Leniency/Strictness—The giving of undeserved high or low ratings.

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

Rating a person high or low on all items because of one characteristic during performance appraisal, is known as:

- ▶ **Halo effect**
- ▶ Central tendency
- ▶ Stereotyping
- ▶ Biasness

Halo Effect:

Rating a person high or low on all items because of one characteristics on a performance appraisal.

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

Which of the following performance appraisal method is usually adopted for evaluating performance at managerial positions?

- ▶ Management by objective
- ▶ Critical incident
- ▶ **Paired comparison**
- ▶ Essay method

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

In which method supervisor keeps a log of positive and negative examples of a subordinate's work-related behavior?

- ▶ Management by objective
- ▶ Comparison method
- ▶ Essay method
- ▶ **Critical incident method**

Question No: 45 (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: 46 (Marks: 1) - Please choose one

Grouping of different jobs having similar job responsibilities & duties is called:

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- ▶ Classes
- ▶ **Grades**
- ▶ Scales
- ▶ Roles

Question No: 47 (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

A job evaluation method by which a number of classes or grades are defined to describe a group of jobs is known as Classification method.

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

Which of the following step is MOST important in creating job-fit?

- ▶ **An effective selection process**
- ▶ Promotion and transfer of existing employees
- ▶ Training of employees
- ▶ Competitive compensation packages

an effective selection process will improve the fit

Question No: 49 (Marks: 1) - Please choose one

Organization has legitimacy and rationale configuration that is why it is said to be a/an:

- ▶ **Formal organization**
- ▶ Informal organization
- ▶ Virtual organization
- ▶ Learning organization

Question No: 50 (Marks: 1) - Please choose one

According to the 'Hawthorne Studies' productivity of employees:

- ▶ Increased by increasing light intensity
- ▶ Decreased by decreasing light intensity
- ▶ **Increased by observing them** PG 15

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► None of the given options

Paper no 3
SOLVED BY CHANDA REHMAN

FINAL TERM EXAMINATION

Fall 2008

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

Which of the following statement shows the starting point in strategic management process?

- ☒ Analyzing current mission, strategies and objectives PG 195
- ☐ Identifying opportunities and threats
- ☐ Conducting an environmental scan
- ☐ Identifying opportunities and weaknesses

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

The supplies or raw materials needed to create a product are called:

- ☐ Outputs
- ☐ Investments
- ☐ Processes
- ☒ Inputs

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

To maximize the speed of communication, managers should use which of the following

networks?

☐ Social

☐ Neural

☒ Chain **Correct**

☐ Wheel

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

Which of the following is selected by the source and may be formal for job-related messages or informal for personal or social messages?

Message

☒ Channel **Correct**

☐ Feedback

Noise

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

Tone of voice, posture and nonverbal facial expressions are examples of which of the following?

☒ Body language **PG 151**

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☐ Feelings

☐ Formal communication

☐ Informal Communication

Incommunicating facts, the message may be encoded with words, numbers, or digital symbols; in communicating feelings, it may be encoded as body language or tone of voice.

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

All of the following are advantages of oral communication EXCEPT:

☐ It is easy to use

☐ It is accurate

☐ It facilitates feedback

☒ It can be done with little preparation Correct

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

Which of the following leaders provide vision and sense of mission, instill pride and gain the respect and trust of their followers?

☐ Transactional

☒ Charismatic

☐ Supportive

☐ Directive

Charisma is the leader's ability to inspire pride, faith, and respect; to recognize

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what is really important, and to articulate effectively a sense of mission, or vision, that inspires followers.

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

Women tend to use which of the following leadership style?

- ☐ Autocratic
- ☐ Laissez-faire
- ☐ Dictatorial

☒ **Democratic**

Women managers have been found to be more achievement oriented, understanding, patient, relationship oriented, socially sensitive, and communicative than men.

The ☒ **Democratic** style of leadership describes a leader who tends to involve employees in decision making, delegate authority, encourage participation in deciding work methods and goals, and use feedback as an opportunity for coaching employees.

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

A leader who involves employees in decision making, delegates authority and allows employees to have direct input into the final decision is using which of the following leadership style?

- ☐ Democratic-participative
- ☒ **Laissez-faire**
- ☐ Autocratic
- ☐ Democratic-consultative

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

According to Herzberg's Motivation-Hygiene Theory, which of the following is NOT a motivator?

- ☐ Recognition
- ☐ Responsibility
- ☐ Advancement
- ☒ Status

Motivators (e.g., challenging work, recognition, responsibility) that give positive satisfaction, arising from intrinsic conditions of the job itself, such as recognition, achievement, or personal growth

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

"Employees dislike work, they are lazy, dislike responsibilities and must be coerced to perform". Which of the following best describes this statement?

- ☐ Hygiene Factor Theory
- ☐ Resistance theory
- ☒ Theory X
- ☐ Two factors theory

McGregor's Theory-X represented the traditional management view that employees are lazy, was uninterested in work, and needed to be prodded to perform

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

According to Maslow's hierarchy of needs, which needs are predominantly satisfied

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internally?

☐ Safety

☒ Esteem

☐ Physiological

☐ social

3. Self-esteem conveys people's feelings of self-worth. • Membership can raise feelings of self-esteem--being accepted into a highly valued group.

4. Esteem: includes internal esteem factors such as self-respect, autonomy and achievement and external esteem factors such as status, recognition and attention.

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

What should a manager do while motivating employees?

☐ Increase wages and salaries

☐ Incorporate promotional opportunities

☐ Recognize individual differences

☒ Use employee-recognition program **Correct**

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

Which of the following factor is more important for men than women?

☐ Opportunity to learn

☐ Flexibility

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☐ **Autonomy**

☐ Convenient

Degree or level of **freedom** and **discretion** allowed to an **employee** over his or her job. As a general **rule**, jobs with **high** degree of autonomy engender a sense of **responsibility** and greater **job satisfaction** in the employee(s). Not every employee, however, prefers a job with high degree of responsibility. **Rule of law** that an **individual** must be **held** responsible for his or her **behavior**.

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

All of the following factors are the most challenging for the managers in today's competitive world EXCEPT:

☐ Meet the market demand of products

☒ **Motivating competitors to do work efficiently**

☐ Facing the competition

☐ Environmental uncertainty

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

Which of the following organization has a limitless span of control?

☐ Learning

☒ **Boundaryless** page88

☐ Team

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_ Matrix

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

A structure that is characterized by narrow span of management and many hierarchical levels is:

- ☒ **Tall Structure**
- ☐ Flat Structure
- ☐ Matrix Structure
- ☐ Divisional Structure

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

A company would have a characteristic of a mechanistic organization if:

- ☐ It contained cross-functional teams
- ☒ **It had narrow spans of control**
- ☐ There is low formalization
- ☐ There is a free flow of information

A mechanistic organization is an organizational structure that is characterized by high specialization, rigid departmentalization, narrow spans of control, high formalization, a limited information network, and little participation in decision making by low-level employees.

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

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Which of the following processes allows lower level employees to be involved in decision-making?

- ☐ Departmentalization
- ☐ Unity of command
- ☐ Span of control
- ☒ **Decentralization**

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

Identify the organizational design process which has a potential weakness that, managers will not be able to provide necessary leadership and support?

- ☐ Span of control
- ☒ **Decentralization**
- ☐ Departmentalization
- ☐ Chain of command

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

An organization that wants to be more responsive to changes in its environment, especially to customers, is likely to have which kind of organization structure?

- ☐ Decentralized
- ☐ Very formal and rule oriented

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☐ Highly centralized

☐ **Mechanistic**

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

Employees with more training and experience are able to work with less direct supervision which is the characteristics of which of the following?

☐ **Wide span of control and a flatter organization** **Correct**

☐ Violates Fayol's principle of chain of command

☐ A highly centralized organization

☐ **Very narrow span of control and more levels of managers**

http://wps.prenhall.com/bp_robbins_man_8/17/4530/1159781.cw/content/index.html

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

Explicit job descriptions and clearly defined procedures are part of which of the following organizational design process?

☐ **Formalized**

☐ Process

☐ Centralized

☐ Functional

<http://www.docstoc.com/docs/18568210/PART-FOUR>

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

The accounting department in an organization is an example of which of the

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following?

- ☐ Product departmentalization
- ☐ Customer departmentalization
- ☒ **Functional departmentalization**
- ☐ Geographical departmentalization

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

In BCG matrix which of the following businesses have a large share of a market that are not expected to grow substantially?

- ☐ Dogs
- ☐ Question mark
- ☐ Star
- ☒ **Cash cow**

Cash cows are units with high market share in a slow-growing industry. These units typically generate cash in excess of the amount of cash needed to maintain the business. They are regarded as staid and boring, in a "mature" market, and every corporation would be thrilled to own as many as possible. They are to be "milked" continuously with as little investment as possible, since such investment would be wasted in an industry with low growth.

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

A strategy in which an organization seeks to distinguish itself from competitors through the quality of its products or services is called:

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☐ Deliberate strategy

☒ **Differentiation strategy**

☐ Emergent strategy

☐ Focus Strategy

Differentiation may occur in brand image, technology, customer service, features, quality, and election.

Differentiation A differentiation strategy is a competitive strategy in which a company seeks to be unique in its industry in a way that is valued by the customers.

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

ABC Company is in the process of buying a smaller competitor and incorporating that company's resources into his business. This is an example of which of the following types of strategies?

☐ Merger

☐ Stability

☐ Retrenchment

☒ **Acquisition**

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

Which one of the following is a strength of MBO?

☐ Overemphasis of quantitative goals

☐ Requires training of employees

☒ **Clarify priorities and expectation**

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_ Tends to falter without strong commitment

http://www.zainbooks.com/books/management/principles-of-management_24_management-by-objective.html

The strengths of MBO are that it

1. Aids coordination of goals and plans.
2. Helps clarify priorities and expectations.
3. Facilitates vertical and horizontal communications.
4. Fosters employee motivation.

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

Most managers believe that if an MBO (management by objective) program is to be successful, it must start at:

_ Non-managerial level

_ **Top Level**

_ Middle level

_ Lower level

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

Organizations that exploit their distinctive competencies often attain above normal economic performance and obtain which of the following?

_ Distinctive competencies

_ Common strength

_ **Competitive edge**

_ Competitive parity

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

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Which of the following is a strategy that promotes a superior alignment between the organization and its environment and the achievement of strategic goals?

- ☐ **Effective strategy**
- ☐ Scope
- ☐ Emergent strategy
- ☐ Deliberate strategy

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

Sony Recently set a goal of reducing its reliance on the consumer electronics market. Manager believes that the volatile nature of market made reliance too risky. It comes under which of the following goals?

- ☐ **Strategic goal**
- ☐ Operational goal
- ☐ Tactical goal
- ☐ Personal goal

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

Mission Statement of Hoover Universal Inc is:

“Hoover universal is a diversified multi-industry corporation with strong manufacturing

capabilities, entrepreneurial policies and individual business unit autonomy”

This statement shows which of the following attributes of mission statement?

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- ☐ Customers
- ☐ Location
- ☐ Self concept
- ☒ **Desired public image**

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

Competitor intelligence allows managers to do which of the following?

- ☐ React to competitor actions
- ☐ Cut cost below the competition
- ☐ Increase market diversification
- ☒ **Predict competitor actions**

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

Tactical and strategic plans differ in all of the following ways EXCEPT:

- ☐ Time frame
- ☐ Scope
- ☐ Known set of organizational objectives
- ☒ **Environmental effects**

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

A single use plan of less scope and complexity which may be a part of broader program or may be a self contained plan is called:

☐ A Program

☒ A project

☐ A policy

☐ A rule

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

When a manager evaluates alternatives, selects it and then goes on to other problems without considering the remaining rational alternatives, it is known as:

☐ Optimizing

☐ Satisficing

☒ Bounded Rationality

☐ Rational decision-making

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

Suppose you need a subject to take in order to graduate. There are five different courses you could take. You call one friend and on the basis of her excellent experiences in mathematics, you choose it. Which of the following would best describe this situation?

☐ Bounded rationality

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- ☐ Unbounded rationality
- ☐ Escalation of commitment
- ☒ **Rational decision-making**

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

Only employees with top-secret clearance may enter the sealed room, is an example of which of the following?

- ☒ **Rule**
- ☐ Procedure
- ☐ Policy
- ☐ Plan

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

"Whenever possible, we promote from within" is an example of which of the following?

- ☐ Rule
- ☐ Procedure
- ☒ **Policy**
- ☐ Plan

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

Once a manager has identified a problem, the next step would be the identification

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of:

☐ Discrepancies

☐ **Decision criteria**

☐ Scenarios

☐ Factor weights

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

In decision making process, ideas should be evaluated on the basis of:

☐ **Acceptability**

☐ Durability

☐ Accountability

☐ Liability

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

All of the following are the assumptions of rational decision making EXCEPT:

☐ Alternatives are known

☐ Possible outcomes known

☐ Optimal decision is possible

☐ **Information is unknown**

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http://www.slidefinder.net/t/the_rational_decision_making_process/9085600

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

The choice of alternative is influenced by the limited amount of information available to the decision maker and by the psychological orientation of the decision maker under the conditions of:

☐ Certainty

☒ **Uncertainty**

☐ Risk

☐ Intuition

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

All of the following are Dimensions of organizational culture EXCEPT:

☐ Innovation

☐ Aggressiveness

☐ Stability

☒ **Customer orientation**

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

Which of the following is called an input to a system?

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☐ **Human**

☐ Products

☐ Services

☐ Employee behavior

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

Group of studies that was conducted at Western Electric's during 1920 and 1930 are called:

☐ Social studies

☐ Moral studies

☐ Ethical studies

☐ **Hawthorne studies**

http://www.assemblymag.com/Archives/0cdaaa2e0d5c9010VgnVCM100000f932a8c0__

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

Which of the following is NOT one of Fredrick Taylor's four principles of management?

☐ **Avoid cooperation with workers**

☐ Scientifically select and then train workers

☐ Divide work and responsibility

☐ Study tasks scientifically and develop best method to perform it

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Question No: 49 (Marks: 1) - Please choose one

Which of the following theory describes that effective group performance depends on the proper match between the leader's style of interacting with employees and the degree to which the situation gives control and influence to the leader?

- ☐ Fiedler's contingency model
- ☒ **Path-goal theory**
- ☐ Hersey and Blanchard's model
- ☐ The Ohio State studies

Question No: 50 (Marks: 1) - Please choose one

A leader who emphasizes the technical aspects of the job and is concerned with accomplishing the group's tasks is said to be _____ according to the University of Michigan studies.

- ☐ Employee-oriented
- ☐ Initiating
- ☐ Considerate
- ☒ **Production-oriented**

http://wps.prenhall.com/bp_robbins_ob_11/24/6316/1616986.cw/content/index.html

Paper no 4

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FINAL TERM EXAMINATION
Fall 2008

Time: 120 min

Marks: 85

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

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

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

Demotion—Demotions have long been associated with failure, but limited promotional opportunities in the future and the fast pace of technological change may make them more legitimate career options.

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

Which of the following can be an alternative decision to employee termination?

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

Layoff is the temporary suspension or permanent termination of employment of an employee or (more commonly) a group of employees for business reason

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

If the frequency of banned behavior of an employee increases, it is better to:

- ▶ Provide employee some sort of counseling
- ▶ Inform top management about it and take no action
- ▶ Monitor employees' behavior on regular basis
- ▶ **Increase the intensity of the disciplinary action against him**

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

Leadership will mostly be considered failed if:

- ▶ Leaders are appointed by top management
- ▶ Leader established high goals to be achieved
- ▶ Leader also plays the role of a manager in an organization
- ▶ **Followers stop sharing their issues with a leader**

U r no mere leader (a) When people don't come to u with their problems, because they now, that u cant solve the problem or u don't care.

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

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Expertise in a particular field/area helps leaders in:

- ▶ Building their power to influence followers
- ▶ **Increasing their referant power to influence others**
- ▶ Enhancing their political network
- ▶ Creating upward communication channel

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

_____ refers bringing a manager back home after a foreign assignment has been completed.

- ▶ Expatriation
- ▶ **Repatriation PG 190**
- ▶ Culture shock
- ▶ Expatriate failure

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

Amjad is a Pakistani born national who is working in Saudi Arabia as a HR manager for an American company. So, Amjad is a/an:

- ▶ Expatriate
- ▶ **Third-country national PG190**
- ▶ Home-country national
- ▶ Host-country national

Third-country national (TCN): A citizen of one country, working in a second country, and employed by an organization headquartered in a third country.

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

_____ are citizens of the country in which the multinational company has its headquarters.

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

Host-country national (HCN): An employee working in a firm who is a citizen of the country in which the firm is located, but where the firm is operated by an organization headquartered in another country. Normally the bulk of employees in international offices will be host-country nationals

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

Smoking is strictly prohibited in all organizations & public places according to rules imposed by federal government as part of:

- ▶ Contractual rights
- ▶ Employee rights
- ▶ Management rights

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► **Statutory rights** PG 169

a) Statutory Rights

The key statutory rights can be found in laws such in Civil Rights Acts, the Occupational Safety and Health Act (OSHA), and the National Labor Relations Act (NLRA). These rights Protect employees from discrimination, Safe working conditions, Right to form unions

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

Commissions are awarded to employees on the basis of the respective sales made by them. This commission is distributed among employees according to:

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

<http://www.answers.com/topic/distributive-justice>

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

Organizations are bound to pay its employees at least the defined minimum wage as per government decision. This obligation resulted because:

- It is necessary to build goodwill
- **It is the statutory right of an employee**
- It enhances the market share of a company's product
- It provides benefits to all of its stakeholders

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

Occupational health & safety refers to which of the following dimensions of a workforce that result from the work environment provided by the organization?

- Physical & physiological
- Physiological & Mycological
- Chronological & psychological
- **Physiological & psychological**

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

The system designed to solve employees' physical, mental and emotional problems is known as:

- PBGC (Pension Benefit Gauranty Corporation)
- OSHA (Occupational Safety & Health Administration)
- **EAP (Employee Assistance Programs)**
- ERISA (Employee Retirement Income Security Act)

Employee Assistance Programs (EAPs):

Specific programs designed to help employees with personal problems. No matter what

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kind of organization one works in, one thing is certain. Whether that problem is job stress, legal, marital, financial, or health related, one commonality exists: if an employee experiences a personal problem, sooner or later it will manifest itself at the work place in terms of lowered productivity, increased absenteeism, or turnover. To help employees deal with these personal problems, more and more companies are implementing employee assistance programs

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

To ensure the effectiveness of safety and health program to whom it must be communicated?

- ▶ Upper management
- ▶ Lower management
- ▶ Middle management
- ▶ **All of the given options**

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

For which of the following reason, union-membership in organizations losses it's importance during recent years?

- ▶ **Legislation protects workers in a better way**
- ▶ Unions give advantage to union leaders
- ▶ Union membership is quite expensive
- ▶ Companies do not hire union members

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

The labor union of 'SAGA Trading Pvt Ltd' is demanding company to buy resources from their settled place. Company didn't bother about raising such issue by the union, as the issue comes under:

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

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

Which of the following does not signifies the usefulness of conflict?

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

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

What type of pay plan is being used when workers are paid a sum for each unit they produce?

- ▶ Base pay

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- ▶ Competency-based pay
- ▶ Bonus pay
- ▶ Piecework pay

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

An employee's compensation usually comprises of:

- ▶ High monetary rewards
- ▶ Quality rewards requested by employees
- ▶ Benefits like medical & transport allowances
- ▶ Financial & non-financial rewards

Question No: 20 (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 from net

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

While conducting an appraisal interview supervisors should do all of the following, EXCEPT:

- ▶ Compare employee's performance with a standard
- ▶ Encourage employees to share their issues
- ▶ Give specific examples of poor performance
- ▶ Compare employee's performance to that of other employees

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

Graphic rating scales are subjected to all of the following problems, EXCEPT:

- ▶ Halo effects
- ▶ Complexity
- ▶ Central tendency
- ▶ Leniency

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

Valid performance measuring instruments, immediate response to performance in term of rewards and continuous feedback for performance improvements, all lead to:

- ▶ Sustainable desired performance
- ▶ Enhanced production capacity
- ▶ Development of better non-financial rewards
- ▶ Effective compensation packages

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

Which of the following could be the best measure to make the career development

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procedure most effective one?

- ▶ Conducting frequent training sessions
- ▶ Assessing employees' skills on regular basis
- ▶ Offering high salary packages
- ▶ Providing flexible working hours

Question No: 25 (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: 26 (Marks: 1) - Please choose one

Which of the following plays a role in providing training & development opportunities and career information & programs in career development of employees?

- ▶ Individual
- ▶ Manager
- ▶ Supervisor
- ▶ Organization

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

How do compensation and benefits with a career development focus differ from compensation and benefits with a traditional focus?

- ▶ Employee's productivity is rewarded
- ▶ Employee's efficiency is rewarded
- ▶ Enhancement in abilities is rewarded
- ▶ All of the given options

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

Which of the following is the utmost preference of an organization while selecting a training and development program?

- ▶ Ensure the cost effectiveness of the training session
- ▶ Expert & professional trainers should be hired
- ▶ Training should be provided to all the employees
- ▶ Maximum training mediums should be used

Cost Effectiveness: Any training or development implemented in an organization must be cost effective. That is the benefits gained by such programs must outweigh the cost associated with providing the learning experience. If measured the effectiveness of the training process, there should be air justification of assigning training programs in the organization because if

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organizations are not able to have advantages or development and enhancement of the performance after training it is only wastages of the resources.

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

What could be the main reason to perform initial screening of applicants while making employee selection decisions?

- ▶ Get maximum information about applicant
- ▶ Reduce the number of applicants to manageable size
- ▶ Ensure the authenticity of information provided by an applicant
- ▶ Contact the provided references for comments about the applicant

Initial Screening

INITIAL SCREENING: The selection process often begins with an initial screening of applicants to remove individuals who obviously do not meet the position requirements. At this stage, a few straightforward questions are asked. An applicant may obviously be unqualified to fill the advertised position, but be well qualified to work in other open positions. The Purpose of Screening is to decrease the number of applicants being considered for selection.

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

The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

- ▶ Application ratio
- ▶ Recruitment ratio
- ▶ Selection ratio
- ▶ Employment ratio

Applicant Pool

The number of applicants for a particular job can also affect the selection process. The process can be truly selective only if there are several qualified applicants for a particular position. The number of people hired for a particular job compared to the individuals in the applicant pool is often expressed as a selection ratio

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

Which of the following is a unique form of recruitment where every employee becomes a company's recruiter?

- ▶ Employee referrals
- ▶ Walk-in-applicants
- ▶ Trade associations
- ▶ Foreign nationals

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

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

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

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

An attitude is composed of three components that are:

- ▶ **Cognition, affect and behavior**
- ▶ Cognition, intuition and behavior
- ▶ Cognition, intuition and feelings
- ▶ Cognition, intuition and senses

Cognitive -- thinking

Affective -- feeling

Behavioral -- doing

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

Who is responsible for hiring the wrong person for the particular job?

- ▶ **HR manager**
- ▶ Regional manager
- ▶ Regional head
- ▶ CEO

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

Cost of human resource increases considerably due to which of the following?

- ▶ Complicated technology
- ▶ Outdated equipment
- ▶ Cost of production
- ▶ **Rate of absenteeism**

Cost of Human Resource

Human resource activities have become increasingly important because of the high cost of personal problem. The largest single expense in most organizations is labor cost, which is often considerably higher than the necessary because of such problems as absenteeism tardiness and discrimination.

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

The MOST common reason that an expatriate fails at an international assignment is _____.

- ▶ Incompetency
- ▶ Technical demands of the job
- ▶ Expense
- ▶ **Family pressures**

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Why International Assignments End in Failure

The failure, expatriates is estimated to be in the 20 to 40 percent range. Six factors account for most failures.

1. Career blockage
2. Culture shock
3. Lack of pre-departure cross-cultural training
4. Overemphasis on technical qualifications
5. Getting rid of a troublesome employee
6. Family problems

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

What could be the main consideration of an HR manager during recruitment?

- ▶ Outsource the employee selection to recruiting agencies
- ▶ Screen the pool of appropriate applicants
- ▶ **Attract a large number of applicants**
- ▶ Only hire the experienced candidates

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

When an employee's personal characteristics such as age, race, and gender influence supervisor's evaluation of his or her performance, which of the following problem can be occurred?

- ▶ **Biasness**
- ▶ Stereotyping
- ▶ Halo affect
- ▶ Strictness

Personal Bias—Supervisors doing performance appraisals may have biases related to their employees' personal characteristics such as race, religion, gender, disability, or age group.

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

Which of the following performance appraisal method is usually adopted for evaluating performance at managerial positions?

- ▶ Management by objective
- ▶ Critical incident
- ▶ **Paired comparison**
- ▶ Essay method

Question No: 40 (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

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► **Employee competency**

- Achievement of objectives

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

What usually occurs when employees rate themselves in a performance appraisal?

- Appraisals are subject to halo effects
- Ratings are higher than rated by supervisors
- No significant difference occurs
- Influence of stereotype is greater

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

“Ongoing process of managing & evaluating both the behavior & outcomes in the workplace” is known as:

- Training & development
- **Performance appraisal**
- Compensation management
- Job analysis

Question No: 43 (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: 44 (Marks: 1) - Please choose one

Which of the following best reflects the responsibility of a Disseminator?

- Represent the organization to the outsiders
- Hire, train, motivate employees
- Perform duties that are symbolic & ceremonial in nature
- **Transmit information to organizational members**

Disseminator—a conduit to transmit information to organizational members

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

Which of the following terms correctly represents different types of managers?

- **Tactical, operational, functional**
- Tactical, operational, strategic

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- ▶ Executive, CEO, director
- ▶ Dimensional, functional, strategic

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

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

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

Age Discrimination in Employment Act of 1967 (ADEA)

The Age Discrimination in Employment Act (ADEA) (amended 1978, 1986) prohibits employers from discriminating against individuals who are over 40 years of age. The latest amendment not only gives older employees the option to continue working past age 70, but the health care provision of the amendment also provides them with an additional incentive to continue to do so. The ADA has three major sections. Title I contains the employment provisions. Titles II and III concern the operation of state and local governments and places of public accommodation such as hotels, restaurants, and grocery stores.

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

The major concern of the organizations during 1990s was:

- ▶ Productivity
- ▶ Efficiency
- ▶ Quality
- ▶ All of the given options

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

HR department maintains _____ records.

- ▶ Inventory
- ▶ Employee
- ▶ Sales
- ▶ Production

Question No: 49 (Marks: 1) - Please choose one

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Mental and physical capacities to perform various tasks which comes from knowledge, learning, and experiences is termed as:

- ▶ Perception
- ▶ Emotions
- ▶ Values
- ▶ **Abilities**

Skills & Abilities:

Mental and physical capacities to perform various tasks. This comes from knowledge, learning, and experiences.

Question No: 50 (Marks: 1) - Please choose one

Analyze the given data & select the appropriate option to represent this data:

Name	Mr. Ali
Marital Status	Single
Designation	Asst. Manager Finance
Date of joining	March 12, 2006
Date of promotion/transfer	October 25, 2008

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

Paper no 5

FINAL TERM EXAMINATION

Fall 2008

MGT501- Human Resource Management (Session - 3)

Time: 120 min

Marks: 85

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

Which of the following employee benefits are legally imposed on organizations?

- ▶ **Social security**
- ▶ Stock options
- ▶ Care centers
- ▶ Flexible hours

Ref:

Employee Benefits: High performance work systems are beneficent for employee in absence that they are provided with opportunity of more involvement in organization, experience growth and satisfaction specifically through organizational training and developmental policies and can become more contributors towards achievement of goals

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and mission of the organization.

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

Leadership will mostly be considered failed if:

- ▶ Leaders are appointed by top management
- ▶ Leader established high goals to be achieved
- ▶ Leader also plays the role of a manager in an organization
- ▶ **Followers stop sharing their issues with a leader**

Leadership

Leadership is a process where Leader/Person, who influences individuals and groups in an organization, helps them establish goals, guides them toward achievement of those goals, and allows them to be effective as a result. Leaders fill many roles simultaneously. Leaders not only influence others to achieve desired goals, they interact with and motivate subordinates, and deal with conflict and any other issues that may arise.

Question No: 3 (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: 4 (Marks: 1) - Please choose one

'Unilever' comes under which of the following categories while conducting its business globally?

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

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

Which group of employees may also be known as expatriate?

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

REF:

http://www.blackwellreference.com/public/tocnode?id=g9780631233176_chunk_g978063123493719_ss1-8

Citizens of the country in which the parent company is established. Parent country nationals may be called upon to become expatriates if the company decides to offer them

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overseas positions.

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

_____ are citizens of the country in which the multinational company has its headquarters.

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

Expatriate: An employee working in a firm who is not a citizen of the country in which the firm is located but is a citizen of the country in which the organization is headquartered.

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

Neither an organization nor any organizational member can provide the employee database information to any person/organization without the permission of the concerned employee. This restriction is supported by:

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

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

Communication in which information flows from the top of the organizational management hierarchy to the employees telling them what is the mission and what are the policies of the organization is known as:

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

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

All of the following would be considered as sources of conflicts, EXCEPT:

- ▶ Goal incompatibility
- ▶ Different values and beliefs
- ▶ Lack of resources and finances
- ▶ **Strengthened team dynamics**

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

The labor union of 'SAGA Trading Pvt Ltd' is demanding company to buy resources from their settled place. Company didn't bother about raising such issue by the union, as the issue comes under:

- ▶ Labor issues

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

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

According to which of the following view, "conflict should be encouraged and managed"?

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

Managers can manage conflict by either preventing or reducing high levels of conflict or stimulating low levels of conflict. To do this, managers can apply a behavioral approach or an attitudinal approach

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

Asif has punished his subordinate for the reason that he had refused to drop Asif's children at school. What type of power Asif practiced over his subordinate?

- ▶ Referent power
- ▶ Social power
- ▶ **Personal power**
- ▶ Charismatic power

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

If being a manager you have the power to dismiss, suspend or demote your subordinates, you are said to have which of the following power?

- ▶ Charismatic power
- ▶ Referent power
- ▶ Coercive power
- ▶ **Legitimate power**

Legitimate Power Based on a person holding a formal position. Others comply because they believe in the legitimacy of the power holder.

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

Performance measures include all of the following, EXCEPT:

- ▶ Individual's productivity
- ▶ Team's productivity
- ▶ Departmental productivity
- ▶ **Market productivity**

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

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

Which of the following is NOT included in time-off benefits?

- ▶ **On-the-job breaks**
- ▶ Annual holidays
- ▶ Flexi time
- ▶ Paid leaves

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

For which of the following reason, organizations consider employee benefits important?

- ▶ To attract new blood in the organizations
- ▶ To retain the valuable employees
- ▶ To create good reputation in the market
- ▶ **All of the given options**

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

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

- ▶ Wages
- ▶ Insurance
- ▶ Commissions
- ▶ **Incentive**

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

When an employee's performance is so poor that a written warning is required, that warning should:

- ▶ Identify the standards by which the employee is judged
- ▶ Contain examples of employees who met the standards
- ▶ Provide previous examples when employee met the standards
- ▶ **Be sent to the employee in question and to the superior manager**

Question No: 19 (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

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

Which of the following depicts today's major barrier to career advancement of the working ladies?

- ▶ Top management is usually male oriented

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- ▶ Lack of educational opportunities for women
- ▶ Common perception that woman can never be a better boss
- ▶ **Difficulty in balancing the work and family life**

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

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

http://en.wikipedia.org/wiki/Performance_appraisal

A performance appraisal, employee appraisal, performance review, or (career) development discussion^[3] is a method by which the job performance of an employee is evaluated (generally in terms of quality, quantity, cost, and time) typically by the corresponding manager or supervisor. A performance appraisal is a part of guiding and managing career development.

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

Which of the following is a part of organization's role in the career development of an employee?

- ▶ Communicating the mission, policies and procedures
- ▶ Providing timely performance feedback
- ▶ **Participating in career development discussions**
- ▶ Seeking out career information

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

Which of the following term is used to represent the shift in job position without any change in salary or grade?

- ▶ Promotion
- ▶ **Transfer**
- ▶ Demotion
- ▶ Resignation

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

Employee commitment had suffered a lot in recent years due to which of the following reasons?

- ▶ **Structural downsizing**
- ▶ Skill inadequacy
- ▶ Rational appraisals
- ▶ Organizational expansion

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

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Shehzad planed 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: 26 (Marks: 1) - Please choose one

How organizations prepare their employees for retirement?

- ▶ Provide leisure time counseling
- ▶ Search careers outside the company
- ▶ Explanation of social security benefits
- ▶ **Psychological counseling to accept retirement**

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

Which of the following measures are taken to assess the intensity of employees' satisfaction and their attitude toward the training program?

- ▶ **Continuous feedback**
- ▶ Profitability rate
- ▶ Market share
- ▶ Productivity levels

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

Which of the following is the greatest contributor towards the success of an organization?

- ▶ Prevailed grapevine network of employees
- ▶ Conduct frequent trainings to employees
- ▶ **Set goals to define the direction to pursue**
- ▶ Implementation of the newest technology

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

Which of the following test is used to measure a candidate's knowledge regarding job duties he/she is supposed to perform in a particular job position?

- ▶ Work knowledge test
- ▶ Trade knowledge test
- ▶ **Job knowledge test**
- ▶ Position knowledge test

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

The extent to which an employment selection test provides consistent results is

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known as:

- ▶ Reliability
- ▶ Dependability
- ▶ **Consistency**
- ▶ Trustworthiness

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

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

- ▶ **Red flag**
- ▶ Red alert
- ▶ High alert
- ▶ Alarming situation

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

Which of the following method is used to inform employees about the company's job openings?

- ▶ Job publishing
- ▶ Job declaration
- ▶ **Job posting PG 77**
- ▶ Job listing

In the job posting system the organization notifies its present employees about job openings through the use of bulletin boards, company publications, or personal letters.

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

Organizations started focusing on quality, productivity and efficiency during:

- ▶ Mechanistic period
- ▶ Legalistic period
- ▶ Organistic period
- ▶ **Strategic period**

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

Which of the following aspect should be considered during task analysis, before conducting the training in an organization?

- ▶ **Individuals who require training**
- ▶ Shortcomings in existing technology
- ▶ Ineffective feedback system of organization
- ▶ Areas where training is required

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

'Due to lack of knowledge among employees, they are unable to operate the computerized MIS', which of the following addresses this problem?

- ▶ Provision of new computers
- ▶ **Conduct relevant training**
- ▶ Supply input devices
- ▶ Supply output devices

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

The process by which people acquire skills & abilities required to perform jobs at hand, is known as:

- ▶ Learning
- ▶ **Training**
- ▶ Development
- ▶ Need analysis

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

According to which of the following interview type, several applicants are being interviewed by one or more company representatives?

- ▶ One-to-one interview
- ▶ **Panel interview**
- ▶ Group interview
- ▶ Stress interview

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

Which of the following represents the basic goal of the recruitment?

- ▶ Communicate job opening positions clearly
- ▶ Attract maximum number of applicants
- ▶ Self select out the candidates to save time and money
- ▶ **Attract the qualified candidates & not the unqualified ones** PG 74

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

Which of the given solution served as the best one for reducing the problem of central tendency in performance appraisals?

- ▶ **Rank employees**
- ▶ Train supervisors to avoid it
- ▶ Impose a distribution for performance
- ▶ Consider the purpose of the appraisal

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

Rating a person high or low on all items because of one characteristic during performance appraisal, is known as:

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- ▶ Halo effect
- ▶ Central tendency
- ▶ Stereotyping
- ▶ Biasness

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

Management by objectives (MBO) refers to an appraisal method, which:

- ▶ Evaluates progress made toward the accomplishment of measurable goals
- ▶ **Assigning scale points with specific examples of good or poor performance**
- ▶ A log of positive and negative examples of a subordinate's work-related behavior
- ▶ Assigning predetermined percentages for different performance categories

Question No: 42 (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

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

Which of the following is NOT one of the guidelines for effective goal setting?

- ▶ Allocate specific goals
- ▶ Set challenging but achievable goals
- ▶ **Assign consequences for performance**
- ▶ Encourage employee participation

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

All of the following could be the reasons of an employee stress, EXCEPT:

- ▶ Supervisor's rude attitude
- ▶ No recognition of efforts
- ▶ Job insecurity and safety
- ▶ **Missing out the thanking notes**

Question No: 45 (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

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► **Management is biased**

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

Which one of the following is NOT the characteristic of a Virtual Team?

- Lack of nonverbal signals
- **Limited social contact**
- Increased social relationship
- Ability to overcome time and space constraints

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

Jobs are identified & grouped during which of the following managerial function?

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

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

As a result of which of the following activity, HRIS is gaining popularity day by day?

- Generating organizational reports
- Managing resources effectively
- **Retrieving timely information**
- Handling bundles of data

Question No: 49 (Marks: 1) - Please choose one

HRIS provides information that supports organizations in:

- **Designing compensation packages**
- Launching new equipments
- Forecasting financial budgets
- Anticipating customers' trend

Question No: 50 (Marks: 1) - Please choose one

'Job description' provides which of the following information?

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- ▶ Working conditions prevailing in an organization
- ▶ **Set of KSA required to perform a job**
- ▶ Level of experience mandatory for a particular job
- ▶ Individual's general attitude that affects the job performance

Paper no 6

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

Which of the following is a part of non-financial compensation?

- ▶ Monthly commission
- ▶ **Employee autonomy**
- ▶ Stock option
- ▶ Medical allowance

Non-financial Compensation—Consists of the satisfaction that a person receives from the job itself or from the psychological and/or physical environment in which the person works. All such rewards comprise a total compensation program

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

Which of the following employee benefits are legally imposed on organizations?

- ▶ **Social security**
- ▶ Stock options
- ▶ Care centers
- ▶ Flexible hours

Mandated Benefits (Legally Required)

Although most employee benefits are provided at the employer's discretion, others are required by law. Legally required benefits include Social Security, unemployment compensation, and workers' compensation.

a) Social Security—It is a system of retirement benefits that provides benefits like disability insurance, survivor's benefits, and, most recently, Medicare

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

Background and reference checks are made by HR department while hiring employees to:

- ▶ Evaluate employee's capability
- ▶ Meet requirements of federal law
- ▶ Check employee's communication network

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► **Check authenticity of provided information**

Negative Emphasis:

When an interviewer has received negative information about the candidate, through references or other sources, he or she will almost always view the candidate negatively. The best way to avoid this is to keep references or other information from the interviewer. If possible, have different people do the reference checks and the interviews and not share the information until afterwards

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

Hamid immediately left the organization for personal reasons during the office hours without informing his manager. Manager should take notice of it because:

- It is his responsibility to remain informed about employees' problems
- **It is a disciplinary problem that requires immediate action**
- It is about assigning Hamid's work to some other employee before leaving
- It is his responsibility to keep record of enter & exit of employees during office

hours

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

'Unilever' comes under which of the following categories while conducting its business globally?

- Domestic
- International
- **Multinational**
- Transnational

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

Mehmood, a Pakistani national is working in the HSBC, Pakistan branch of a China based multinational bank. Mehmood is therefore be classified as a/an:

- Expatriate
- Third-country national
- Home-country national
- **Host-country national**

Host-country national (HCN): An employee working in a firm who is a citizen of the country in

which the firm is located, but where the firm is operated by an organization headquartered in another country. Normally the bulk of employees in international offices will be host-country nationals.

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

Which group of employees may also be known as expatriates?

- **Parent-country nationals**
- Host-country nationals
- Third-country nationals

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- ▶ Local-country nationals

Repatriation Orientation and Training—Orientation and training is necessary prior to repatriation, which is the process of bringing expatriates home. Repatriation orientation and training is needed to prepare the employee, and the family, for a return to the home-country culture and to prepare the expatriate's new subordinates and supervisor for the return.

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

Amjad is a Pakistani born national who is working in Saudi Arabia as a HR manager for an American company. So, Amjad is a/an:

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

Third-Country Nationals

If required talent is not available in home or host country than national s of the third country can be hired as managers.

Advantages

- ☺ Salary and benefits requirements may be lower than for PCNs
- ☺ TCNs may be better informed than PCNs about the host country.

Disadvantages

- ☹ The host Government may resent the hiring of TCNs
- ☹ TCNs may not want to return to their own countries after assignment

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

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

- ▶ **Job competence**
- ▶ Past international travel
- ▶ Language skills
- ▶ Extraversion

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

Ali often gets aggressive on minute things, the counselor indicate his responses as:

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

Behavioral symptoms: Behavioral Symptoms include, talking too fast or, too loud
Bad
moods being irritable Defensiveness Being critical Aggression, Irrationality,

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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

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

The 2 factors used by Herzberg in 'Two factor theory' are:

- ▶ Expectancy & relatedness
- ▶ **Hygiene & motivators**
- ▶ People X & people Y
- ▶ Self-esteem & security

Herzberg's Two-Factor Approach

Herzberg Two-Factor theory divides Maslow's Hierarchy into a lower-level and a higher-level set of needs, and suggests that the best way to provide motivation for an employee is to offer to satisfy the person's higher-order needs, ego and self-actualization. Herzberg said that lower-order needs, or hygiene factors, are different from higher-order needs, or motivators. He maintains that adding more hygiene factors to the job is a very bad way to motivate because lower-order needs are quickly satisfied.

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

Organizational guarantee about the job security is a functional form of:

- ▶ Statutory law
- ▶ Contractual law
- ▶ Public policy
- ▶ **Management rights**

Statutory Rights

The key statutory rights can be found in laws such in Civil Rights Acts, the Occupational Safety and Health Act (OSHA), and the National Labor Relations Act (NLRA). These rights Protect employees from discrimination, Safe working conditions, Right to form unions

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

Occupational health & safety refers to which of the following dimensions of a workforce that result from the work environment provided by the organization?

- ▶ Physical & physiological
- ▶ Physiological & Mycological
- ▶ Chronological & psychological
- ▶ **Physiological & psychological**

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

Which one of the following is NOT included in the content of 'Employee Handbook'?

- ▶ Fringe benefits
- ▶ Safety procedures
- ▶ **Financial statements**
- ▶ Job duties

Employees are provided with the Employee Handbook which serves many purposes like (1) it helps employees learn about company at their own pace. (2) Provides references regarding policies, rules, and benefits. (3) Ensures HRM policies will be consistently applied. (4) Creates sense of security and commitment for employees. (5) Provides information to recruits. (6) May be interpreted as implied contract. (7) Should be updated continually but the important thing is that these purposes can be achieved only if the employee handbook is Well Organized, Clearly Written and legally limited. Employee handbook mainly includes the information both about the employee and employer for employee it provides information regarding the job description and for employer it provides information about the rules regulations of the organization and different compensation benefits etc related information to the employees.

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

The physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:

- ▶ Exhaustion
- ▶ **Burnout**
- ▶ Collapse
- ▶ Fatigue

Burnout

Burnout is a pattern of emotional, physical, and mental exhaustion in response to chronic job stressors. It is an incapacitating condition in which individuals lose a sense of the basic purpose and fulfillment of their work. Burnout has been described as a state of fatigue or frustration that stems from devotion to a cause, way of life, or relationship that did not provide the expected reward. It is often found in a midlife or mid-career crisis, but it can happen at different times to different people. Individuals in the helping professions such as teachers and counselors seem to be susceptible to burnout, whereas others may be vulnerable because of their upbringing, expectations, or their personalities. Burnout is frequently associated with people whose jobs require close relationships with others under stressful and tension-filled conditions. The dangerous part of burnout is that it is contagious. A highly cynical and pessimistic burnout victim can quickly transform an entire group into burnouts. It is important to deal with it quickly; once it has begun, it is difficult to stop.

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

The labor union of 'SAGA Trading Pvt Ltd' is demanding company to buy resources from their settled place. Company didn't bother about raising such issue by the union, as the issue comes under:

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

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

According to which of the following view, "conflict is bad and should be avoided"?

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

traditional view conflict is a process in which people disagree over significant issues, creating friction between parties. One view of conflict is that it is dysfunctional and harmful to organizations, because the struggle over incompatible goals is a waste of time that prevents people and organizations from being productive and reaching their potential.

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

Activities that people perform to acquire and enhance their power & other resources, to obtain their preferred outcomes, are represented as:

- ▶ Authorities
- ▶ **Influences**
- ▶ Politics
- ▶ Principles

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

Asif has punished his subordinate for the reason that he had refused to drop Asif's children at school. What type of power Asif practiced over his subordinate?

- ▶ Referent power
- ▶ Social power
- ▶ **Personal power**
- ▶ Charismatic power

Sources of Power

Three types of power derive from the person's formal position in the organization:

- ⌚ **Legitimate power:** It is based on a person holding a formal position;
- ⌚ **Reward Power:** reward power, based on a person's access to rewards.
- ⌚ **Coercive Power:** coercive power, based on a person's ability to punish.

Two types of power derive from the individual:

- ⌚ **Expert power,:** Expert power is based on personal expertise and knowledge

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☹ **Referent Power:** referent power, based on a person's attractiveness to others.

Question No: 20 (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: 21 (Marks: 1) - Please choose one

For which of the following reason, organizations consider employee benefits important?

- ▶ To attract new blood in the organizations
- ▶ To retain the valuable employees
- ▶ To create good reputation in the market
- ▶ **All of the given options**

Employee Benefits: High performance work systems are beneficent for employee in absence that they are provided with opportunity of more involvement in organization, experience growth and satisfaction specifically through organizational training and developmental policies and can become more contributors towards achievement of goals and mission of the organization

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

Which of the following pay category depicts the increase in salary, the firm awards to an individual employee based on his or her individual performance?

- ▶ **Merit pay**
- ▶ Variable pay
- ▶ Piecework pay
- ▶ Job-based pay

Merit Pay A pay increase given to employees based on their level of performance as indicated in the appraisal.

Individual Incentive Plans—A specific form of performance-based pay is an individual incentive plan

called *piecework*. In such a plan, employees are paid for each unit produced

Piecework is the plan name and merit pay which I suggested is the performance pay???

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

Rewards offered to individuals serving at the managerial positions on monthly

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basis are termed as:

- ▶ Commission
- ▶ **Salary**
- ▶ Wage
- ▶ Bonus

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

When an employee's performance is so poor that a written warning is required, that warning should:

- ▶ Identify the standards by which the employee is judged
- ▶ Contain examples of employees who met the standards
- ▶ Provide previous examples when employee met the standards
- ▶ **Be sent to the employee in question and to the superior manager**

Written Warning

The second step in the progressive discipline process is the written warning. In effect, it is the first formal stage of the disciplinary procedure. This is because the written warning becomes part of the employee's official personnel file. This is achieved by not only giving the warning to the employee but sending a copy to HRM to be inserted in the employee's permanent record. In all other ways, however, the procedure concerning the writing of the warning is the same as the written verbal warning; that is, the employee is advised in private of the violation, its effects, and potential consequences of future violations. The only difference is that the discussion concludes with the employee being told that a formal written warning will be issued. Then the manager writes up the warning-stating the problem, the rule that has been violated, any acknowledgment by the employee to correct her behavior, and the consequences form a recurrence of the deviant behavior-and sends it to HRM.

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

Which of the following methods of performance appraisal includes evaluating performance by assigning predetermined percentages of rates into performance categories?

- ▶ Alternation ranking
- ▶ Paired comparison
- ▶ **Forced distribution**
- ▶ Graphic ranking scale

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

Which of the following is MOST essential for sustainable performance of an employee?

- ▶ **Clearly defined job description**
- ▶ Career development opportunities
- ▶ Commitment from top management
- ▶ Feedback in term of appropriate rewards

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

Which of the following is a part of organization's role in the career development of an employee?

- ▶ Communicating the mission, policies and procedures
- ▶ Providing timely performance feedback
- ▶ **Participating in career development discussions**
- ▶ Seeking out career information

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

Which of the following plays a role in assessing interests, seeking out career information and utilizing development opportunities in career development?

- ▶ Individual
- ▶ **Manager**
- ▶ Supervisor
- ▶ Company

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

Employee commitment had suffered a lot in recent years due to which of the following reasons?

- ▶ **Structural downsizing**
- ▶ Skill inadequacy
- ▶ Rational appraisals
- ▶ Organizational expansion

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

How organizations prepare their employees for retirement?

- ▶ Provide leisure time counseling
- ▶ Search careers outside the company
- ▶ Explanation of social security benefits
- ▶ **Psychological counseling to accept retirement**

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

Which of the following phase includes the content development of training program?

- ▶ Training evaluation
- ▶ **Training design**
- ▶ Training need analysis
- ▶ Defining training objectives

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

Who is responsible for hiring the wrong person for the particular job?

- ▶ **HR manager**

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- ▶ Regional manager
- ▶ Regional head
- ▶ CEO

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

Which of the following strategy is said to be more effective to motivate contingent workers?

- ▶ **Facilitate with job security**
- ▶ Make jobs more appealing
- ▶ Develop interest through job rotation
- ▶ Provide challenging projects

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

The inner drive that directs a person's behavior towards goal attainment is known as:

- ▶ Attitude
- ▶ Performance
- ▶ **Motivation**
- ▶ Need

Question No: 35 (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: 36 (Marks: 1) - Please choose one

Ahmed, the supervisor of the manufacturing department, is in the process of evaluating his staff's performance. He has determined that 15% of the group will be identified as high performers, 20% as above average performers, 30% as average performers, 20% as below average performers, and 15% as poor performers. He is using a _____ method.

- ▶ Graphic rating scale
- ▶ Constant sum ranking scale
- ▶ **Forced distribution**
- ▶ Alternation ranking

Rating Scales—Rates employees according to defined factors. The factors chosen for evaluation are typically of two types: job related and personal characteristics.

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Question No: 37 (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

b. Classification method:

A job evaluation method by which a number of classes or grades are defined to describe a group of jobs is known as Classification method. The classifications are created by identifying some common denominators skills, knowledge, responsibilities –with the desired goal being the criterion of a number of distinct classes or grades of jobs. Once the classifications are established, they are ranked in an overall order of importance according to the criteria chosen, and each job is placed in its appropriate classification. This later action is generally done by comparing each position's job description against the classification description and benchmarked jobs. The classification method shares most of the disadvantages of the ranking approach, plus the difficulty of writing classification descriptions, judging which jobs go where, and dealing with jobs that appear to fall into more than one classification.

Question No: 38 (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: 39 (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

HR Generalists:

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: 40 (Marks: 1) - Please choose one

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Managers who are indulged in establishing policies & procedures are fall under which category?

- ▶ Staff
- ▶ Line
- ▶ **Functional**
- ▶ Operational

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

In Hawthorne studies which decisive factor was used in the variation of the workers' performance?

- ▶ Safety measures
- ▶ **Health condition**
- ▶ Light variation
- ▶ Salary bonuses

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

Which of the following term defined Management Sciences Department of the Virtual University (VU)?

- ▶ System
- ▶ **Subsystem**
- ▶ Board
- ▶ Arrangement

Subsystem

Systems theory also emphasizes that an organization is one level in a series of subsystems. For instance, Pakistan Air force is a subsystem of our defense industry and the flight crews are a subsystem of Pakistan Air force. Again, systems theory points out that each subsystem is a component of the whole and is interdependent with other subsystems.

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

Strategic managers are responsible for overall:

- ▶ Production
- ▶ **Planning**
- ▶ Controlling

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► Changes

Strategic Manager: Strategic managers are the senior executives of an organization and are responsible for its overall management. Major activities include developing the company's goals and plans. Typically strategic managers focus on long-term issues and emphasize the survival, growth, and overall effectiveness of the organization.

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

Which of the following terms correctly represents different types of managers?

- **Tactical, operational, functional**
- Tactical, operational, strategic
- Executive, CEO, director
- Dimensional, functional, strategic

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

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

- Civil rights
- **Equal pay**
- Worker compensation
- Age discrimination

Equal Pay Act of 1963

This law requires the same pay for men and women who do the same job in the same organization. Basically this law provides protection against discrimination based upon sex.

Civil Rights Act of 1964 (CRA) Title VII

Amended by Civil Rights Act of 1991 (Title VII of Civil Rights Act)

This act prohibits **discrimination** based on race, color, sex, religion, or national origin. The Civil Rights Act

of 1991 amended the Civil Rights Act of 1964 and had the following purposes:

☺ To provide appropriate remedies for intentional discrimination and unlawful

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

Which of the following Management functions are applicable w.r.t HRM?

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► **Planning, organizing, leading & controlling**

- Planning & organizing only
- Leading & controlling only
- None of the management functions applied

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

While developing laws, management should be able to:

- Implement laws by force
- Modify as per requirement
- Defend their decisions
- **Easily convey among employees**

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

The specific means used to attract potential candidates is referred as:

- Selection
- **Recruitment**
- HR planning
- Staffing

Question No: 49 (Marks: 1) - Please choose one

Which of the following emerged when individuals realized the strength they could gain by joining together to negotiate with employers?

- Trade unions
- Human relation movement
- Employment legislations
- **None of the given options**

Question No: 50 (Marks: 1) - Please choose one

Matching job description with the individual's qualification, is one of the important aspects of:

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

Paper no 7

FINAL TERM EXAMINATION
Fall 2008

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MGT501- Human Resource Management (Session - 1)

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

The actions of people at work place are studied under which of the following discipline?

- Psychology
- **Organizational behavior**
- Sociology
- Anthropology

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

Read carefully the following section of job advertisement.

- Management, both technical & administrative affairs. Promotion of marine R&D activities for the purpose of protection/preservation of marine environment.
- Exploration, exploitation & management of marine research & development within the marine zone of Pakistan.
- Any other responsibility assigned by the Ministry of Science & Technology, Government of Pakistan.

This section of job advertisement represents which of the following term?

- Job analysis
- **Job description**
- Job specification
- Job summary

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

Which of the following is served as criteria for declaring a particular job as worth-full?

- Physical motion
- **Significance of task (not sure)**
- Mental stress
- Long working hours

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

The thorough & detailed study regarding jobs within an organization is termed as:

- **Job analysis**
- Job description
- Job specification
- Job evaluation

Job Analysis is a process to identify and determine in detail the particular job duties and requirements and the relative importance of these duties for a given job. Job Analysis is a process where judgements are made about data collected on a job.

Purpose of Job Analysis

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The purpose of Job Analysis is to establish and document the 'job relatedness' of employment procedures such as training, selection, compensation, and performance appraisal.

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

Which of the following is said to be one of the major advantages of HRIS?

- **Reduce administrative costs**
- Involvement of computers
- New filing system
- Enhance employees involvement

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

Resources are allocated & assigned while:

- **Planning & Organizing (Allocation of resources is concerned with the budgeting and budgeting is the planning for future strategies to accomplish and achieve the financial goals)**
- Leading & Controlling
- Organizing & Controlling
- Controlling & Planning

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

Jobs are identified & grouped during which of the following managerial function?

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

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

Which of the following is mandatory for the formation of an organization?

- An individual
- **Two or more individuals**
- A proprietor
- An employee

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

The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:

- Task
- People
- Structure

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- Technology

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

GHOSIA BUILDERS is a construction company; construct official & residential buildings, you are appointed to evaluate the performance of its employees, what method you will select for their evaluation?

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

Question No: 11 (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

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

The frequency of conducting the performance appraisal depends on:

- Environmental challenges

I think performance appraisal is launched to meet the challenges of new era and update the employees according to the needs of particular environment.

- Training sessions
- Job analysis
- Organizational policies

Question No: 13 (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

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

What usually occurs when employees rate themselves in a performance appraisal?

- Appraisals are subject to halo effects
- Ratings are higher than rated by supervisors
- No significant difference occurs

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- Influence of stereotype is greater

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

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

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

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

Suppose you have five employees to rate. You make a chart of all possible couples of employees for each trait being evaluated. Then, you indicate the better employee from each couple. Finally, you add up the number of positives for each employee. In this case, which of the following method of performance appraisal you are going to use?

- Graphic ranking scale
- Alternation ranking
- **Paired comparison**
- Forced distribution

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

Mr. Faisal is generally considered unfriendly at work. His supervisor rates him low on the trait interpersonal relationships but also rates him lower on other traits like hardworking, work devotion, pressure handling etc . Faisal s performance appraisal may be effected due to:

- Biasness
- Stereotyping
- **Halo effects**
- Strictness

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

Some supervisors, when filling in rating scales, tend to avoid the highs and lows on the scale and rate most people in the middle. This type of evaluation is said to be effected by:

- Stereotyping
- **Central tendency**
- Strictness (Hardness, to rule)
- Leniency (mercy)

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

Which of the given solution served as the best one for reducing the problem of central tendency in performance appraisals?

- **Rank employees**

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- Train supervisors to avoid it
- Impose a distribution for performance
- Consider the purpose of the appraisal

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

Due to which of the following reason, subordinates may feel dissatisfied with their appraisal interviews?

- **They feel threatened during the interview**
- They can influence the course of the interview
- Constructive interviewer is conducting the interview
- Their poor performance is being highlighted

Question No: 21 (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

Upward Communication is the process of information flowing from the lower levels of a hierarchy to the upper levels. This type of communication is becoming more and more popular in organizations as traditional forms of communication are becoming less popular. The more traditional organization types such as a hierarchy, places people into separate ranks.

It has been found that structured groups with ranks limit the freedom of communication between the groups. These separate ranks created a one way flow of information in an organization and it was from top to bottom. This one way flow of information doesn't allow for feedback in internal communications. Upward communication allows feedback to be recognized and ensures that there is a freedom of communication between the ranks coming from lower ranks to the top.

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

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

- Multiple perspectives
- Greater openness to new ideas
- Increased creativity and flexibility

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- Decreased problem-solving skills

xii. Creativity, innovation, and problem solving

Question No: 23 (Marks: 1) - Please choose one
Organizational basic components are:

- Machinery, people, office building
- People, purpose, structure
- People, structure, finances
- People, strategies, resources

Question No: 24 (Marks: 1) - Please choose one
People can be more productive while working in:

- Isolation
- **Groups**
- Crowd
- None of the given options

Question No: 25 (Marks: 1) - Please choose one
'Career counseling' is part of which of the following functions of HRM?

- **Compensation & benefits**
- Planning & selection
- Training & development
- Maintenance of HRIS

Employee Benefits: This part provides the information about the benefits that are offered by the organization like; Pay scales & paydays, vacations rest break, training & education benefits, counseling, housing facilities, insurance benefits, retirement program, employee-provided services for employees, rehabilitation program

Question No: 26 (Marks: 1) - Please choose one
The hiring process comprises which of the following steps?

- Selection, Recruitment & performance appraisals
- **Recruitment, Selection & Socialization**
- Job analysis, Selection & Training
- Selection, Orientation & Development

Question No: 27 (Marks: 1) - Please choose one
Socialization is a process of :

- Enhancement
- **Development**
- Introduction

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- Evaluation

Socialization

In order to reduce the anxiety that new employees may experience, attempts should be made to integrate the person into the informal organization. The initial T&D effort designed for employees is Socialization, the guided adjustment of new employees to the company, the job, and the work group.

I. Purposes of Socialization

Socialization formats are unique to each firm. However, some basic purposes include emphasizing these areas: the employment situation (job, department, and company), company policies and rules, compensation and benefits, corporate culture, team membership, employee development, dealing with change, and socialization.

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

The framework of providing learning and experience to the employees in a definite time period to improve their job performance and growth, is referred to which of the following?

- **HRD (Human Resource Development)**
- HRP (Human Resource Planning)
- HRIS (Human Resource Information System)
- SHRM (Strategic Human Resource Management)

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

Which of the following term is used to represent the shift in job position without any change in salary or grade?

- Promotion
- **Transfer**
- Demotion
- Resignation

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

The process through which someone becomes aware of his/her personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals, is known as:

- Organizational development
- Career management
- Career development
- **Career planning**

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

Being a cashier, Ahmed is discontented with his job, why it is so?

- Job does not suit his preferences

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- Job involves physical toughness
- **Job requires mental toughness**
- Job involves extensive customer interaction

Question No: 32 (Marks: 1) - Please choose one
Organizations put maximum effort in measuring performance of organizational people because:

- It makes procedures cost effective
- It helps in ensuring legal compliance
- **It assists in implementing new technology**
- It leads to product innovation

Question No: 33 (Marks: 1) - Please choose one
All of the following are advantages of 'critical incident method' for appraising performance, EXCEPT:

- It provides examples of good performance
- **It provides results that are subjective**
- It provides examples of poor performance
- It provides incidents tied to performance goals

Critical Incidents—Requires written records be kept of highly favorable and highly unfavorable work actions

Question No: 34 (Marks: 1) - Please choose one
The first step in developing a behaviorally anchored rating scale is to:

- **Develop performance dimensions**
- Generate critical incidents
- Re-allocate incidents
- Scale incidents

Question No: 35 (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

Question No: 36 (Marks: 1) - Please choose one
Asif has punished his subordinate for the reason that he had refused to drop Asif's children at school. What type of power Asif practiced over his subordinate?

- Referent power
- Social power

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- Personal power
- Charismatic power

Question No: 37 (Marks: 1) - Please choose one
All of the following could be goals of conflict, EXCEPT:

- Satisfying monetary needs
- Achieving special tasks
- Attaining desired happiness
- **Avoiding failure blames**

Question No: 38 (Marks: 1) - Please choose one
Under a strong union influence, the union members demanded the salary increment as per the rate of increase in inflation. As an HR manager what will be your initial step?

- Rejecting the request as it is unnecessary
- Approving the demand immediately
- Asking union to make a contract
- **Arranging negotiation to discuss the issue**

Question No: 39 (Marks: 1) - Please choose one
In a management-union conflict, both parties are now ready to sign a contract including all the terms & conditions acceptable to both parties for a specific time period. In this situation both parties have reached which of the following phase of collective bargaining?

- Negotiating with each other's representatives
- Controlling the activities as per contract
- **Accepting the solution by formally authorizing it**
- Arranging negotiation with each other

Question No: 40 (Marks: 1) - Please choose one
Communication in which information flows from the top of the organizational management hierarchy to the employees telling them what is the mission and what are the policies of the organization is known as:

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

Downward Communication

Downward communication is transmitted from superior to subordinate on subjects like corporate vision and mission, what the job consists of, performance evaluations, job

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instruction, and organizational policies and practices. This format can help build commitment by keeping employees informed about what the organization plans to do. Some firms install open-book management programs that manage without concealment, and motivate all employees to focus on helping the business grow profitable and increasing the return on it human capital. Open-book management fosters trust and commitment among employees by treating them more like partners. When communicating with subordinates, remember that fairness and the appearance of fairness are keys. Make sure your body language comes across as open and receptive

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

To ensure the effectiveness of safety and health program to whom it must be communicated?

- Upper management
- Lower management
- Middle management
- All of the given options

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

Organizational guarantee about the job security is a functional form of:

- **Statutory law**
- Contractual law
- Public policy
- Management rights

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

What sort of relationship exists between negative-reinforcement & punishment?

- Both are similar concepts
- Punishment leads to negative-reinforcement
- **Negative-reinforcement leads to punishment**
- Both leads to similar consequences

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

Samsung tends to follow an ethnocentric staffing model. Thus, from which of the groups will it hire the employees for upper-level management positions?

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

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

Unilever comes under which of the following categories while conducting its business globally?

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- Domestic
- International
- **Multinational**
- Transnational

Question No: 46 (Marks: 1) - Please choose one
Overstating the performance records by an employee in front of management is considered which of the following?

- **Dishonesty**
- Damage
- Theft
- Insubordination

Question No: 47 (Marks: 1) - Please choose one
Which of the following can be an alternative decision to employee termination?

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

Question No: 48 (Marks: 1) - Please choose one
While downsizing, organizations sometimes reduce the number of its employees by offering early retirements because:

- **HR requirement is less than existing number of employees**
- HR requirement is greater than the existing number of employees
- Company's cost in terms of employee compensation can be saved
- Organizations can be more efficient by this action of management

Question No: 49 (Marks: 1) - Please choose one
Which of the following term is used to represent the employee's disappointment with their management & employers?

- Arbitration
- Mediation
- Boycott
- **Grievance**

Question No: 50 (Marks: 1) - Please choose one
Which of the following is a part of non-financial compensation?

- Monthly commission
- Employee autonomy
- Stock option
- **Medical allowance**

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Paper no 8

FINAL TERM EXAMINATION
Fall 2008
MGT501- Human Resource Management (Session - 1)

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

Impact of individuals' behavior within an organization is studied under:

Organizational culture

Organizational norms

Organizational behavior

Organizational rules

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

HRIS is used to facilitate the decisions related to:

Overall organization

Employment planning

Sales forecasting

Resource allocation

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

By retrieving required information timely, organizations are in the position to:

Take critical decisions

Support organizational activities

Facilitate organizational people

Implement strategies more efficiently

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

Rules & policies are designed to protect:

Organizational people

Employers

Employees

Managers

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

Under which of the following role, manager discusses issues and bargains with other units to gain advantages for their own unit?

Spokesperson

Disseminator

Entrepreneur

Negotiator

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

Organization has legitimacy and rationale configuration that is why it is said to be a/an:

Formal organization

Informal organization

Virtual organization

Learning organization

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

Which of the following statement depicts 'Permissible bargaining'?

Issues not necessarily to be bargained

Issues that have no legal standing

Legal issues necessary to resolve

Essential employees related issues

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

Employees' routine working is now being monitored through computers electronically; this trend has affected the Performance Appraisal (PA) system in which of the following manner?

Development of PA on more frequent basis

Enhanced importance of PA for employees

PA have become more accurate & efficient one

Human involvement is completely removed

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

According to which of the following appraisal method, a set of compensable aspects are identified for determining the job worth?

Ranking method

Classification method

Factor comparison method

Essay method

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

Which of the following appraisal method uses Benchmark jobs to identify the jobs worth by comparing different jobs?

Factor comparison method

Ranking method

Classification method

All of the given options

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Question No: 11 (Marks: 1) - Please choose one
Ongoing process of managing & evaluating both the behavior & outcomes in the workplace is known as:
Training & development
Performance appraisal
Compensation management
Job analysis

Question No: 12 (Marks: 1) - Please choose one
When different supervisors define levels of performance (good, fair, poor) differently, unfair appraisals could result due to a problem of:
Unclear standards
Halo effects
Central tendency
Leniency

Question No: 13 (Marks: 1) - Please choose one
In which method supervisor keeps a log of positive and negative examples of a subordinate's work-related behavior?
Management by objective
Comparison method
Essay method
Critical incident method

Question No: 14 (Marks: 1) - Please choose one
'Due to lack of knowledge among employees, they are unable to operate the computerized MIS', which of the following addresses this problem?
Provision of new computers
Conduct relevant training
Supply input devices
Supply output devices

Question No: 15 (Marks: 1) - Please choose one
Evaluation of training program is conducted:
At the initial stage while design a training
Prior to need assessment phase
Parallel to design a training content
At the last stage of training

Question No: 16 (Marks: 1) - Please choose one
Which one of the following is an outcome of 'organizing' function of management?

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Organization s strategy
Motivation & commitment
Organization s structure
Performance measurement

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

The study of organizational behavior helps managers:

To see the value of workforce diversity

To analyze the efficiency of an organization

To become environmental friendly

To achieve mass production

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

Paperless organizations are the organizations which use:

Extensive paper

No paper

Limited paper

None of the given options

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

How do companies facilitate workforce diversity?

By encouraging employees to challenge beliefs and values of other employees

By organizing social activities for organizational people to share experiences

By reinforcing traditional values within the organization, through organizational culture

By relying on external support systems for minority workers

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

Which of the following method uses organization's current level of employment as the starting point while estimating the future staffing needs of an organization?

Project forecasting

Conjecture forecasting

Labor forecasting

Zero-base forecasting

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

While conducting job analysis the 'Observation Method' is useful when:

Job requires more intellectual skills to complete

Job is repetitive in nature

Job is market oriented and requires more data

Job consists of observable physical activity

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

During which stage of socialization, employees successfully internalize the

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organizational norms & beliefs?

Pre-arrival stage

Encounter stage

Metamorphosis stage

Post-retirement stage

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

Which of the following is the greatest contributor towards the success of an organization?

Prevailed grapevine network of employees

Conduct frequent trainings to employees

Set goals to define the direction to pursue

Implementation of the newest technology

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

Which of the following measures are taken to assess the intensity of employees satisfaction and their attitude toward the training program?

Continuous feedback

Profitability rate

Market share

Productivity levels

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

How organizations prepare their employees for retirement?

Provide leisure time counseling

Search careers outside the company

Explanation of social security benefits

Psychological counseling to accept retirement

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

The process through which someone becomes aware of his/her personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals, is known as:

Organizational development

Career management

Career development

Career planning

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

Being a cashier, Ahmed is discontented with his job, why it is so?

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Job involves extensive customer interaction

Job does not suit his preferences

Job involves physical toughness

Job requires mental toughness

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

Alternative work arrangements include all of the following, EXCEPT:

Part-time work

Flexible hours

On-site child care

Job sharing

Question No: 29 (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: 30 (Marks: 1) - Please choose one

Performance is a function of:

Ability, effort, opportunity

Ability, expectancy, salary

Ability, skill, knowledge

Motivation, attractiveness, support

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

Performance indicator for a customer service department is:

Quantity of wasted material during production

Statistics of financial reports

Percentage of customer calls attended

Market share of company s product

Question No: 32 (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

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

Graphic rating scales are subjected to all of the following problems, EXCEPT:

Halo effects

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Complexity

Central tendency
Leniency

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

Ranking method is only effective for:

Large number of jobs

Non-managerial jobs
Few jobs to be evaluated
Executive level jobs only

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

What type of pay plan is being used when workers are paid a sum for each unit they produce?

Base pay

Competency-based pay

Bonus pay
Piecework pay

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

'Organizational politics' leads to which of the following?

Employee anxiety

Employee interrelationship
Efficient production
Job satisfaction

Question No: 37 (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

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

In the negotiation process, bargaining issues like deciding product price & design, deciding about new jobs etc. comes under:

Labor issues

Mandatory issues

Permissive issues

Prohibited issues

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

For which of the following reason, union-membership in organizations losses it s importance during recent years?

Legislation protects workers in a better way

Unions give advantage to union leaders

Union membership is quite expensive

Companies do not hire union members

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

Communication within a project team, emerged from different grades and departments of an organization is an example of:

Diagonal communication

Horizontal communication

Upward communication

Downward communication

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

Which of the following do not play any significant role in avoiding workplace accidents?

Maintenance of equipments

Rewards attached with safety measures

Safety trainings to employees

Increased employee empowerment

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

Smoking is strictly prohibited in all organizations & public places according to rules imposed by federal government as part of:

Statutory rights

Contractual rights

Employee rights

Management rights

Question No: 43 (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:

Expatriate

Third-country national

Home-country national

Host-country national

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

The CEO has appointed Amjad to lead the current project as he has the talent to handle

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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: 45 (Marks: 1) - Please choose one

Expertise in a particular field/area helps leaders in:

Building their power to influence followers

Increasing their referant power to influence others

Enhancing their political network

Creating upward communication channel

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

If the frequency of banned behavior of an employee increases, it is better to:

Provide employee some sort of counseling

Inform top management about it and take no action

Monitor employees behavior on regular basis

Increase the intensity of the disciplinary action against him

Question No: 47 (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: 48 (Marks: 1) - Please choose one

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

Retirement

Resignation

Lay-off

Demotion

Question No: 49 (Marks: 1) - Please choose one

Under which of the following category union can bargain with the management on appointing a particular person as union leader?

Mandatory bargaining issue

Permissive bargaining issue

Prohibited bargaining issue

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Obligatory bargaining issue

Question No: 50 (Marks: 1) - Please choose one

Which of the following employee benefits are legally imposed on organizations?

Social security

Stock options

Care centers

Flexible hours

Paper no 9

FINAL TERM EXAMINATION
Fall 2008
MGT501- Human Resource Management (Session - 1)

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

'Job description' provides which of the following information?

Working conditions prevailing in an organization

Set of KSA required to perform a job

Level of experience mandatory for a particular job

Individual's general attitude that affects the job performance

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

"Efficiency" is said to be achieved when:

Doing things right

Doing right things right

Doing things right at right place

Doing things right at right time

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

Who is responsible for creating a link between outsiders and the people inside the organization?

Entrepreneur

Spokesperson

Figurehead

Liaison

Question No: 4 (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

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Question No: 5 (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: 6 (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: 7 (Marks: 1) - Please choose one

Which of the following is an advantage of using the critical incident method for appraising performance?

Results achieved are quantitative

Entire performance is overlooked

Increases importance if incidents are inter-related

Incidents can be tied to performance goals

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

Which of the following problem occurs when supervisors tend to rate all their subordinates consistently low?

Central tendency

Leniency

Strictness

Halo effect

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

Which one of the following is NOT a barrier to effective communication?

Different codes applied by sender & receiver

Limited time is available to complete the communication

Careful listening by sender as well as receiver

Source creditability of the information to be conveyed

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

ABC Company is currently hiring employees from different provinces of a country.

ABC Company is said to be implementing _____.

Decentralization

Downsizing

Diversity

Retrenchment

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

The process of pursuing an inclusive culture where newcomers feel welcomed by existing employees and everyone sees the value of his or her job, is termed as:

Management of uniformity

Variety management

Managing stereotypes

Diversity management

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

How often HR planning process is implemented within an organization?

Continuously

Annually

Bi-annually

Quarterly

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

As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?

Maintaining and updating the jobs

Identify objectives of job analysis

Identify the job to be analyzed

Draft job description & job specification

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

Which of the following represents the basic goal of the recruitment?

Communicate job opening positions clearly

Attract maximum number of applicants

Self select out the candidates to save time and money

Attract the qualified candidates & not the unqualified ones

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

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

Gap analysis

Organizational analysis

Task analysis

Person analysis

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

Which of the following department of an organization perform the managerial function of matching organizational needs with the skills & abilities of the employees?

Finance department

Marketing department

Production department

Human Resource department

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

The hiring process comprises which of the following steps?

Job analysis, Selection & Training

Selection, Orientation & Development

Selection, Recruitment & performance appraisals

Recruitment, Selection & Socialization

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

Which of the following is a unique form of recruitment where every employee becomes a company's recruiter?

Employee referrals

Walk-in-applicants

Trade associations

Foreign nationals

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

Which selection tool is considered least by HR managers while hiring an individual?

Candidate interviews (not confirmed)

Reference letters

Application blanks

Academic records

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

When every applicant is scoring almost the same on attempting the same test, the test is said to be:

Valid

Reliable

Qualitative

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Traditional

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

Which of the following is the greatest contributor towards the success of an organization?

Prevailed grapevine network of employees

Conduct frequent trainings to employees

Set goals to define the direction to pursue

Implementation of the newest technology

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

Which of the following measures are taken to assess the intensity of employees satisfaction and their attitude toward the training program?

Continuous feedback

Profitability rate

Market share

Productivity levels

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

How organizations prepare their employees for retirement?

Provide leisure time counseling

Search careers outside the company

Explanation of social security benefits

Psychological counseling to accept retirement

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

How do compensation and benefits with a career development focus differ from compensation and benefits with a traditional focus?

Employee s productivity is rewarded

Employee s efficiency is rewarded

Enhancement in abilities is rewarded

All of the given options

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

Anum is working with a coach to identify her personal skills and interests. Then she plans to get information about opportunities that fit her skills and interests and set career goals for what she seeks to accomplish. Anum is said to be indulged in:

Career management

Career development

Career planning

Career allocation

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

Alternative work arrangements include all of the following, EXCEPT:

Part-time work

Flexible hours

On-site child care

Job sharing

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

Which demographic group MOSTLY experiences the difficulty with career progress within Pakistan?

Women

Old men

Professionals

Young men

Question No: 28 (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: 29 (Marks: 1) - Please choose one

When an employee's performance is so poor that a written warning is required, that warning should:

Identify the standards by which the employee is judged

Contain examples of employees who met the standards

Provide previous examples when employee met the standards

Be sent to the employee in question and to the superior manager

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

'Job evaluation' served as a strong base for which of the following area of an organization?

Compensation packages

Training modules

Organizational policies

Rules & regulations

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

What type of pay plan is being used when workers are paid a sum for each unit they produce?

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Base pay

Competency-based pay

Bonus pay

Piecework pay

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

"Higher efforts should be rewarded with higher rewards"; which of the following theory focuses this statement?

Motivational theory

Performance theory

Competency theory

Equity theory

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

The compensation philosophy; "higher pay for higher contribution" is known as:

Competency-based pay

Skilled-base pay

Merit-based pay

Seniority-based pay

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

Which one of the following is NOT a feature of 'Scanlon plan'?

A philosophy of cooperation

An emphasis on individual achievement

An involvement system

A sharing of ideas & issues

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

Department manager is authorized to evaluate & grade your performance, therefore:

Manager has strong relation with you

Your performance influences manager

You possess power on manager

Manager has the power on you

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

Teacher's right to evaluate student's performance emerges as a result of:

Gained power

Provided authority

Teacher's influence

Student's expectations

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

Asif has punished his subordinate for the reason that he had refused to drop Asif's children at school. What type of power Asif practiced over his subordinate?

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Referent power
Social power
Personal power
Charismatic power

Question No: 38 (Marks: 1) - Please choose one
In the negotiation process, bargaining issues like deciding product price & design, deciding about new jobs etc. comes under:

Labor issues
Mandatory issues
Permissive issues
Prohibited issues

Question No: 39 (Marks: 1) - Please choose one
For which of the following reason, union-membership in organizations losses its importance during recent years?

Legislation protects workers in a better way

Unions give advantage to union leaders
Union membership is quite expensive
Companies do not hire union members

Question No: 40 (Marks: 1) - Please choose one
Which of the following is never be a party in collective bargaining?

Union
Management
Government
Society

Question No: 41 (Marks: 1) - Please choose one
Under a strong union influence, the union members demanded the salary increment as per the rate of increase in inflation. As an HR manager what will be your initial step?

Rejecting the request as it is unnecessary
Approving the demand immediately
Asking union to make a contract
Arranging negotiation to discuss the issue

Question No: 42 (Marks: 1) - Please choose one
"Accounting staff of a EFU General Insurance Ltd, share information 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

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Question No: 43 (Marks: 1) - Please choose one
Which one of the following is NOT included in the content of 'Employee Handbook'?

- Safety procedures
- Financial statements**
- Job duties
- Fringe benefits

Question No: 44 (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: 45 (Marks: 1) - Please choose one
Motivational theories are adopted to:

- Produce expensive & quality products**
- Ensure imposed legal compliances
- Become a market leader for competitors
- Compensate employees effectively

Question No: 46 (Marks: 1) - Please choose one
United Nations sent a rescue team in the supervision of Mr. Kim from Geneva to the northern areas of Pakistan affected by the destructive earthquake of 2005. Mr. Kim is a/an:

- Parent-country national**
- Host-country national
- Third-country national
- Local-country national

Question No: 47 (Marks: 1) - Please choose one
_____ refers bringing a manager back home after a foreign assignment has been completed.

- Expatriation
- Repatriation
- Culture shock**
- Expatriate failure

Question No: 48 (Marks: 1) - Please choose one
Shaukat was accused of using organizational resources for personal use. He was

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caught red-handed thrice by his manager while misusing the company resources. If you were in place of his manager what actions will 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: 49 (Marks: 1) - Please choose one
Which of the following term is used to represents the employees disappointment with their management & employers?

Arbitration
Mediation
Boycott
Grievance

Question No: 50 (Marks: 1) - Please choose one
Under which of the following category union can bargain with the management on appointing a particular person as union leader?

Mandatory bargaining issue
Permissive bargaining issue
Prohibited bargaining issue
Obligatory bargaining issue

Question No: 51 (Marks: 5)

How performance indicators can be related to the organizational goals? Explain with the help of an example.

Organizational Goals

Organizational effectiveness is evaluated by both official and operative goals. Official goals are the formal mission of an organization. Operative goals are specific long-term and short-term goals that direct tasks.

Managers use operative goals to measure effectiveness. To measure control, managers examine market share and costs; to measure innovation, they review decision-making time. To measure efficiency, they use benchmarking to compare the company to competitors. A company may be effective in one area and ineffective in another. Operative goals must be consistent with official goals.

Question No: 52 (Marks: 10)

How an organization conduct the collective bargaining process?

The Collective Bargaining Process—Both external and internal environmental factors can influence

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the process. The first step in the collective bargaining process is preparing for negotiations. This step is often extensive and ongoing for both union and management. After the issues to be negotiated have been determined, the two sides confer to reach a mutually acceptable contract. Although breakdowns in negotiations can occur, both labor and management have at their disposal tools and arguments that can be used to convince the other side to accept their views. Eventually, however, management and the union usually reach an agreement that defines the rules of the game for the duration of the contract. The next step is for the union membership to ratify the agreement. There is a feedback loop from "Administration of the Agreement" to "Preparing for Negotiation." Collective bargaining is a continuous and dynamic process, and preparing for the next round of negotiations often begins the moment a contract is ratified.

Question No: 53 (Marks: 10)

Glaxo Smithkline has introduced a new machine in the production of medicines. Being an HR manager how would you guide your production workers so that they feel comfortable with this change?

Question No: 54 (Marks: 10)

Identify the methods that can be adopted to maximize the effectiveness of learning.

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

Paper no 10

FINAL TERM EXAMINATION

Fall 2008

MGT501- Human Resource Management (Session - 1)

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

The group of tasks performed within an organization is known as:

- **Duty**
- Responsibility
- Job

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- Position

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

Jobs are identified & grouped during which of the following managerial function?

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

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

Who is responsible for creating a link between outsiders and the people inside the organization?

- Entrepreneur
- Spokesperson
- Figurehead
- **Liaison**

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

Which of the following managers assist the line managers by providing them advices while taking major decisions?

- **Staff**
- Functional
- First-line
- Operational

Question No: 5 (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: 6 (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

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- Management is biased

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

The component of an effective performance management process that explains each employee's responsibility in terms of his or her day-to-day work is called ____.

Role clarification

Goal alignment

Direction sharing

Coaching and support

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

Ahmed, the supervisor of the manufacturing department, is in the process of evaluating his staff's performance. He has determined that 15% of the group will be identified as high performers, 20% as above average performers, 30% as average performers, 20% as below average performers, and 15% as poor performers. He is using a ____ method.

- Graphic rating scale
- Constant sum ranking scale
- **Forced distribution**
- Alternation ranking

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

When an employee's personal characteristics such as age, race, and gender influence supervisor's evaluation of his or her performance, which of the following problem can be occurred?

- **Biasness**
- Stereotyping
- Halo affect
- Strictness

Question No: 10 (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

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

'There is no need to make any new appointment'; therefore, the organization has transferred Mr. Azam to another branch. This step of the organization is taken to:

- Increase the labor supply than demand
- **Maintain the balance of labor supply and demand**

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- Decrease the labor supply than demand
- Devastate the balance of labor supply and demand

Question No: 12 (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: 13 (Marks: 1) - Please choose one

Which of the following represents the basic goal of the recruitment?

- Communicate job opening positions clearly
- Attract maximum number of applicants
- Self select out the candidates to save time and money
- Attract the qualified candidates & not the unqualified ones

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

As an HR manager, what should be your main focus while recruitment?

- The potential candidate must possess interpersonal and analytical skills
- The potential candidate should be very confident and sharp
- The potential candidate must be attractive enough to fit in the position
- The potential candidate should match the requirements of the job

Question No: 15 (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

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

Which of the following stage of training module identifies the mediums of training?

- Designing phase of training
- Training Need Analysis
- Determining training objectives
- Training evaluation

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

Which of the following strategy is said to be more effective to motivate contingent

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workers?

- Facilitate with job security
- Make jobs more appealing
- Develop interest through job rotation
- Provide challenging projects

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

Which of the following department of an organization perform the managerial function of matching organizational needs with the skills & abilities of the employees?

- Finance department
- Marketing department
- Production department
- Human Resource department

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

Initially the personnel department was only involved in:

- Recruitment & selection
- Compensation & benefits
- Training & development
- Scheduling vacations

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

The process of discovering potential candidates for actual or anticipated Organizational vacancies is known as:

- HR planning
- Job analysis
- Recruitment
- Selection

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

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

- Formal
- Informal
- Bureaucratic
- Learning

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

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

- Employee training
- Employee orientation
- Employee rights

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- Employee appraisals

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

Ali is dissatisfied with his current job, therefore is considering to change his career. What should he do before changing the occupation?

- Monitor the salary difference of the alternative jobs
- **Compare his ideal job to his current job**
- Adjust with the current job, as switching could be risky
- Directly switch the occupation, nothing need to be done

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

Which of the following is part of an employee's role regarding his or her own career development?

- Providing timely performance feedback
- Participating in career development discussions
- **Establishing goals and career plans**
- Offering a variety of career options

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

Which of the following depicts today's major barrier to career advancement of the working ladies?

- Top management is usually male oriented
- Lack of educational opportunities for women
- **Common perception that woman can never be a better boss not sure**
- Difficulty in balancing the work and family life

Question No: 26 (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

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

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

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

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

"Higher efforts should be rewarded with higher rewards"; which of the following theory

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focuses this statement?

- **Motivational theory**
- Performance theory
- Competancy theory
- Equity theory

Question No: 29 (Marks: 1) - Please choose one
Performance measures include all of the following, EXCEPT:

- Individual s productivity
- Team's productivity
- Departmental productivity
- **Market productivity**

Question No: 30 (Marks: 1) - Please choose one
Which one of the following is NOT a feature of 'Scanlon plan'?

- A philosophy of cooperation
- An emphasis on individual achievement
- An involvement system
- **A sharing of ideas & issues**

Question No: 31 (Marks: 1) - Please choose one
What type of pay plan is used when a worker is being paid for the number of units produced?

- Competency pay
- Job pay
- **Piecework pay**
- Bonus pay

Question No: 32 (Marks: 1) - Please choose one
If B is dependent on A, it means that:

- **A has the power to influence B s behavior**
- B has the power to influence A s behavior
- A is also dependent on B
- A cannot influence B by any means

Question No: 33 (Marks: 1) - Please choose one
Which of the following does not signifies the usefulness of conflict?

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

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

In the negotiation process, bargaining issues like deciding product price & design, deciding about new jobs etc. comes under:

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

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

Which one of the following is NOT included in the content of 'Employee Handbook'?

- Safety procedures
- **Financial statements**
- Job duties
- Fringe benefits

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

The system designed to solve employees physical, mental and emotional problems is known as:

- **EAP (Employee Assistance Programs)**
- ERISA (Employee Retirement Income Security Act)
- PBGC (Pension Benefit Gauranty Corporation)
- OSHA (Occupational Safety & Health Administration)

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

Which of the following facilitates the employer to hire, fire, demote or promote anyone, in the absence of any legal obligation?

- Discrimination law
- **Employment at will**
- Affirmative action
- Equal employment opportunity

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

'Federal law' requiring employers to give 60 days notice prior to plant closing or major layoff, as stated by:

- **Statutory right of employees**
- Employer itself
- Due process by an employer
- Union recommendations

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

The document having terms & conditions of employment gets signed by the employee

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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: 40 (Marks: 1) - Please choose one

Involuntary bodily pressures like heart beat rate are controlled through:

- Biofeedback
- Transcendental meditation
- Hypnosis
- Burnout

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

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

- Job competence
- Past international travel
- Language skills
- Extraversion

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

One of the common disadvantages of using expatriates to fill foreign subsidiary management positions is that:

- Expatriates are more expensive than using local managers
- Expatriates spend too much time to adjust in the foreign country
- Expatriates focus unnecessarily on long-term projects
- Expatriates bring a sense of policy implementation to the foreign facility

Question No: 43 (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

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

Hassan, a Pakistani citizen working as a branch manager in Allied Bank Limited (ABL), Anarkali branch. ABL has its branches in Middle East as well, but its headquarter is in Karachi. Hassan is a/an:

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- Expatriate
- Third-country national
- Home-country national
- Host-country national

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

There are multiple outlets of Shezan Bakers & Confectioners in different areas of Lahore. The management of Shezan Bakers states that We are the leading bakers & confectioners of Lahore for over two decades .

Their statement depicts that Shezan is a/an:

- Domestic organization
- International organization
- Multinational organization
- Transnational organization

Question No: 46 (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: 47 (Marks: 1) - Please choose one

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

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

General practice carried out by Mr. Aslam is to encourage the participation of his subordinates while making departmental decisions. He is therefore said to be:

- Involved in practicing his referent power
- Involved in practicing legitimate power
- Involved in a leadership process
- Involved in making efforts to get favors from employees

Question No: 49 (Marks: 1) - Please choose one

Farhan usually tries to create off-channel relationships with the high level bodies to:

- Be an effective leader

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- Gain power through upward influence
- Get quick promotions
- Expand his interpersonal network

Question No: 50 (Marks: 1) - Please choose one
Leadership will mostly be considered failed if:

- Leaders are appointed by top management
- Leader established high goals to be achieved
- Leader also plays the role of a manager in an organization
- Followers stop sharing their issues with a leader

Paper no 11

FINAL TERM EXAMINATION

Fall 2008

MGT501- Human Resource Management (Session - 1)

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

As a result of which of the following activity, HRIS is gaining popularity day by day?

- Generating organizational reports
- Managing resources effectively
- Retrieving timely information
- Handling bundles of data

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

The specific means used to attract potential candidates is referred as:

- Selection
- Recruitment
- HR planning
- Staffing

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

Which of the given statement reflects the Relationship between HRM & Management?

- Both are same
- Management is one aspect of HRM
- HRM is one aspect of Management
- No relationship exists

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

Controlling is mandatory to:

- All of the given options
- Large organizations

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- Small & medium enterprises
- Private organizations

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

"Efficiency" is said to be achieved when:

- Doing things right
- Doing right things right
- Doing things right at right place
- **Doing things right at right time**

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

Who is responsible for creating a link between outsiders and the people inside the organization?

- Entrepreneur
- Spokesperson
- Figurehead
- **Liaison**

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

Organizational activities are interrelated, due to this characteristic it is referred as:

- A closed system
- An isolated system
- **An open system**
- A clogged system

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

Ufone, appointed Mr. Ali just to develop training modules for its employees. In such a case Mr. Ali is said to be a/an:

- HR executive
- HR generalist
- **HR specialist**
- None of the given options

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

The frequency of conducting the performance appraisal depends on:

- **Environmental challenges**
- Training sessions
- Job analysis
- Organizational policies

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

Which of the following statement depicts 'Permissible bargaining'?

- Issues not necessarily to be bargained

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- Issues that have no legal standing
- Legal issues necessary to resolve
- **Essential employees related issues**

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

Employees' routine working is now being monitored through computers electronically; this trend has affected the Performance Appraisal (PA) system in which of the following manner?

- Development of PA on more frequent basis
- Enhanced importance of PA for employees
- **PA have become more accurate & efficient one**
- Human involvement is completely removed

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

Grouping of different jobs having similar job responsibilities & duties is called:

- Classes
- **Grades**
- Scales
- Roles

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

According to which of the following appraisal method, a set of compensable aspects are identified for determining the job worth?

- Essay method
- **Ranking method**
- Classification method
- Factor comparison method

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

When different supervisors define levels of performance (good, fair, poor) differently, unfair appraisals could result due to a problem of:

- **Unclear standards**
- Halo effects
- Central tendency
- Leniency

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

When subordinates provide feedback for supervisors, the comments should be presented anonymous because identifiable responses tend to result in:

- More critical ratings

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- More negative attitudes from managers
- More overstated ratings
- All of the given options

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

A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetes, heart diseases, neurological disorders etc, is termed as:

- Hereditary testing
- Gene testing
- Instinct testing
- Genetic testing

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

'Due to lack of knowledge among employees, they are unable to operate the computerized MIS', which of the following addresses this problem?

- Provision of new computers
- Conduct relevant training
- Supply input devices
- Supply output devices

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

The MOST common reason that an expatriate fails at an international assignment is _____.

- Incompetency
- Technical demands of the job
- Expense
- Family pressures

The definition of expatriate failure according to expatriates is beyond the boundaries of premature return, as shown by most literature. Participants have found that other measures such as the inability to adapt, undervaluing of the repatriates skills, not achieving assignment objectives and the lack of family assimilation to be more accurate indicators of expatriate failure. This is a significant finding as it raises the need for new literature to take these additional aspects into consideration when defining expatriate failure

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

A practice used by different companies to reduce costs by transferring portions of work to outside provider rather than completing it internally is termed as:

- Planning
- Decentralization
- Restructuring
- Outsourcing

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

Organizations started focusing on quality, productivity and efficiency during:

- Mechanistic period
- Legalistic period
- Organistic period
- Strategic period

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

Which of the following reflects the holding beliefs about people that place them in categories for recognizing and accepting differences?

- Stereotyping
- Backlash
- Mistrust
- Cohesiveness

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

Job specification is an important tool while:

- Defining rules & procedures
- Determining opportunities for an organization
- Dealing with health & safety issues
- Conducting selection process

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

All of the following are basic criteria for selecting an applicant, EXCEPT:

- Educational background of an applicant
- Provided references of an applicant
- Work experience of an applicant
- Skills & abilities of an applicant

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

The process of anticipating management needs, reviewing the skills inventory of a firm and creating replacement charts, is known as:

- Action planning
- Management development
- Management skills' inventory
- Succession planning

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

Shehzad planed 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

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- Pursue career outside the company
- **Counseling to utilize leisure time**
- All of the given options

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

Which of the following term is used to represent the shift in job position without any change in salary or grade?

- Promotion
- **Transfer**
- Demotion
- Resignation

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

Ali is dissatisfied with his current job, therefore is considering to change his career. What should he do before changing the occupation?

- Monitor the salary difference of the alternative jobs
- **Compare his ideal job to his current job**
- Adjust with the current job, as switching could be risky
- Directly switch the occupation, nothing need to be done

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

Which of the following plays a role in providing timely performance feedback, development assignments and support in career development of employees?

- Individual
- **Manager**
- Company
- Human resource specialist

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

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

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

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

If a performance appraisal focuses on employee's ability to identify and analyze problems or to maintain harmonious and effective working relationships, then the performance appraisal is focused on measuring :

- **Generic dimensions of performance**
- Performance of actual duties

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- Employee competency
- Achievement of objectives

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

Ms. Ayesha was selected as the best employee of the month for April as she had contributed maximum in the organization's sale but no special consideration was made by management on her efforts, this practice of the organization may:

- Decrease the importance of performance appraisal system of organization
- Increase the motivational level of employees of organization
- Increase the focus of employees towards their career development
- None of the given options

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

Which of the following performance appraisal method is worthless, when jobs are entirely different from each other?

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

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

What type of pay plan is being used when workers are paid a sum for each unit they produce?

- Base pay
- Competency-based pay
- Bonus pay
- Piecework pay

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

"Higher efforts should be rewarded with higher rewards"; which of the following theory focuses this statement?

- Motivational theory
- Performance theory
- Competency theory
- Equity theory

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

For which of the following reason, organizations consider employee benefits important?

- To attract new blood in the organizations
- To retain the valuable employees
- To create good reputation in the market

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- **All of the given options**

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

What type of pay plan is used when a worker is being paid for the number of units produced?

- Competency pay
- Job pay
- **Piecework pay**
- Bonus pay

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

If B is dependent on A, it means that:

- **A has the power to influence B's behavior**
- B has the power to influence A's behavior
- A is also dependent on B
- A cannot influence B by any means

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

Only HR manager has authorized access over the employees databases. The other organizational members have to ask for his permission to get any sort of employee related information. In this case which type of power the HR manager possesses?

- Coercive power
- Information power
- Referent power
- **Legitimate power**

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

All of the following are reasons of conflicts in an organization, EXCEPT:

- Everyone competing for scarce resources
- Interactionist view about employees
- **Poor coordination among employees**
- Stereotypical views about employees

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

According to which of the following view, "conflict should be encouraged and managed"?

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

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

Which of the following does not signifies the usefulness of conflict?

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

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

In the negotiation process, bargaining issues like deciding product price & design, deciding about new jobs etc. comes under:

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

Question No: 43 (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: 44 (Marks: 1) - Please choose one

The physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:

- Exhaustion
- **Burnout**
- Collapse
- Fatigue

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

All of the following would be considered appropriate practices for creating smoke- free environment in an organization, EXCEPT:

- Banning smoking completely
- **Refusing to hire chain smokers**
- Designating special areas as smoking rooms
- Restricting smoking in designated areas

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

Smoking is strictly prohibited in all organizations & public places according to rules imposed by federal government as part of:

- Contractual rights
- Employee rights

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- Management rights
- Statutory rights

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

If the frequency of banned behavior of an employee increases, it is better to:

- Provide employee some sort of counseling
- Inform top management about it and take no action
- Monitor employees behavior on regular basis
- Increase the intensity of the disciplinary action against him

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

Background and reference checks are made by HR department while hiring employees to:

- Evaluate employee s capability
- Meet requirements of federal law
- Check employee s communication network
- Check authenticity of provided information

Question No: 49 (Marks: 1) - Please choose one

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

- Retirement
- Resignation
- Lay-off
- Demotion

Paper no 12

FINAL TERM EXAMINATION

Fall 2008

MGT501- Human Resource Management (Session - 1)

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

The actions of people at work place are studied under which of the following discipline?

- Psychology
- Organizational behavior
- Sociology
- Anthropology

Definition Of Organizational Behavior: Organizational Behavior (OB) is a discipline that deals with the study and application of knowledge about how people as individuals and as groups act within organizations. Fred Luthans defines OB as "the understanding, prediction and management of human behavior in

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organizations." OB seeks to explain the behavior of individuals and their performance at work, both individually and in a group. The nature of social structures or organizations (comprising of several work groups) and organizational design are also dealt in the study of OB. Apart from these, it also attempts to explain the processes that contribute to individuals and groups adapting their behavior in response to the changing environmental conditions to achieve organizational goals. In this chapter, we will discuss the theoretical framework and would throw meaningful insights on individual and group behavior offered by OB which can help managers deal with complex situations at the workplace.

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

Why Interpersonal skills are essential for employees to remain effective in their jobs?

- Helpful in the employees' motivation
- Enhance the employees' skills
- Increase the profitability of an organization
- **Promote the centralized culture in an organization**

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

HR department became the main force behind all changes during:

- **Mechanistic period**
- Catalytic period
- Organistic period
- Strategic period

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

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

- **Equal pay**
- Worker compensation
- Age discrimination
- Civil rights

Equal Pay Act of 1963

This law requires the same pay for men and women who do the same job in the same organization.

Basically this law provides protection against discrimination based upon sex.

Civil Rights Act of 1964 (CRA) Title VII

Amended by Civil Rights Act of 1991 (Title VII of Civil Rights Act)

This act prohibits discrimination based on race, color, sex, religion, or national origin. The Civil Rights

Act of 1991 amended the Civil Rights Act of 1964 and had the following

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purposes:

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

A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

- Cooperative work
- Student placement
- **Internship program**
- Student leasing

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

Strategic managers are responsible for overall:

- Production
- **Planning**
- Controlling
- Changes

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

ABC is a small company having 30 employees only, to facilitate this number of employees, organization hire 2 people to perform all necessary HR functions for the organization. In such a case these HR personnel are considered as:

- HR executives
- **HR generalists**
- HR specialists
- HR department

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

Which of the following skill/s is/are required for an effective team?

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

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

Which of the following statement depicts 'Permissible bargaining'?

- Issues not necessarily to be bargained
- Issues that have no legal standing
- Legal issues necessary to resolve
- **Essential employees related issues**

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

Management has pointed out Mr. Haseeb as a low performer & shows their

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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: 12 (Marks: 1) - Please choose one

All of the following could be the reasons of an employee stress, EXCEPT:

- Supervisor s rude attitude
- No recognition of efforts
- Job insecurity and safety
- **Missing out the thanking notes**

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

Who is the primary person, responsible for doing the actual appraising of an employee s performance?

- The employee s direct supervisor
- The company's appraiser
- **The human resource manager**
- The EEO contact person

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

Suppose you have five employees to rate. You make a chart of all possible couples of employees for each trait being evaluated. Then, you indicate the better employee from each couple. Finally, you add up the number of positives for each employee. In this case, which of the following method of performance appraisal you are going to use?

- Graphic ranking scale
- Alternation ranking
- **Paired comparison**
- Forced distribution

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

Management by objectives (MBO) refers to an appraisal method, which:

- **Evaluates progress made toward the accomplishment of measurable goals**
- Assigning scale points with specific examples of good or poor performance
- A log of positive and negative examples of a subordinate s work-related behavior
- Assigning predetermined percentages for different performance categories

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

The best way of reducing the problems of leniency or strictness in performance appraisals is to:

- Rank employees
- Train supervisors to avoid it
- Impose a distribution for performance
- Consider the purpose of the appraisal

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

Due to which of the following reason, subordinates may feel dissatisfied with their appraisal interviews?

- They feel threatened during the interview
- They can influence the course of the interview
- Constructive interviewer is conducting the interview
- Their poor performance is being highlighted

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

Which one of the following is an example of downward communication?

- Birthday parties & official dinners
- Customers' responses through telephone calls
- Monthly performance discussion meetings
- Company's prospectus for stakeholders

Question No: 19 (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

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

Which of the following is a forecasting method in which requirement is estimated at department level and the information is gradually transmitted to upper level to make future hiring of employees?

- Top-down approach
- Bottom-up approach
- Zero-based approach
- Employee-based approach

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

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Which of the following method includes the exchange of information between organizational member & the applicant through a goal-oriented conversation?

- Counseling simulations
- Vocational interest test
- Role playing
- **Employment interview**

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

All of the following are sources of workforce diversity, EXCEPT:

- **Resentment**
- Education
- Age
- Gender

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

Few years back in Pakistan women advocates would not be able to appoint as high court judge due to which of the following constraint?

- **Reverse discrimination**
- Glass ceiling effect
- Grievance practices
- Equal employment opportunity

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

The process of discovering potential candidates for actual or anticipated organizational vacancies is known as:

- HR planning
- Job analysis
- **Recruitment**
- Selection

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

In order to make recruitment process more efficient, organizations shift this responsibility to outside firms with expertise in the recruitment services. Which of the given term represents this shifting of responsibility by an organization?

- **Outsourced hiring**
- Employee referrals
- Employee leasing
- Job advertising

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

Among the given methods, which is NOT a type of On-the-job training?

- Job rotation
- Action learning

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- Apprenticeship programs
- None of the given options

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

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

- It makes procedures cost effective
- It helps in ensuring legal compliance
- It assists in implementing new technology
- It leads to product innovation

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

Ranking method is only effective for:

- Large number of jobs
- Non-managerial jobs
- Few jobs to be evaluated
- Executive level jobs only

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

On achieving maximum recovery of dead loans, the bank has awarded Mr. Ali (recovery officer), with the title of best employee for the month. This award title is said to be:

- The most expensive reward for him
- The extrinsic reward for him
- The motivational effort made by the bank
- The intrinsic reward to appraise his efforts

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

What type of pay plan is being used when workers are paid a sum for each unit they produce?

- Base pay
- Competency-based pay
- Bonus pay
- Piecework pay

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

The compensation philosophy; "higher pay for higher contribution" is known as:

- Competency-based pay
- Skilled-base pay
- Merit-based pay
- Seniority-based pay

Merit-based pay is pay based on an employee's performance. That means that

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employees who put more effort into their work and perform better at their jobs get rewarded with higher raises and bonuses than those who put in just enough effort to get by.

What Are the Benefits of Merit-Based Pay? | eHow.com
http://www.ehow.com/info_7752963_benefits-meritbased-pay.html#ixzz1D0YroJIm

Question No: 32 (Marks: 1) - Please choose one
Which one of the following is NOT a feature of 'Scanlon plan'?

- A philosophy of cooperation
- An emphasis on individual achievement
- An involvement system
- A sharing of ideas & issues

Question No: 33 (Marks: 1) - Please choose one
When an employee is being rewarded on the basis of his or her individual performance, it is said to be a:

- Merit-based pay
- Variable pay
- Job-based pay
- Piecework pay

Question No: 34 (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

Question No: 35 (Marks: 1) - Please choose one
Asif has punished his subordinate for the reason that he had refused to drop Asif's children at school. What type of power Asif practiced over his subordinate?

- Referent power
- Social power
- Personal power
- Charismatic power

Question No: 36 (Marks: 1) - Please choose one
According to which of the following view, "conflict is bad and should be avoided"?

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

http://books.google.com.pk/books?id=V38OVrz5z5sC&pg=PA61&lpg=PA61&dq=%22conflict+is+bad+and+should+be+avoided%22%2BTraditional+View&source=bl&ots=RmowKGnvdg&sig=ltIfI4UHc8HajazFGlla-0qZq44&hl=en&ei=ujJMTeDhIorRhAeiwa3gDg&sa=X&oi=book_result&ct=result&resnum=2&ved=0CBwQ6AEwAQ

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

The labor union of 'SAGA Trading Pvt Ltd' is demanding company to buy resources from their settled place. Company didn't bother about raising such issue by the union, as the issue comes under:

- Labor issues
- Mandatory issues
- Permissive issues
- Prohibited issues

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

All of the following would be considered as sources of conflicts, EXCEPT:

- Goal incompatibility
- Different values and beliefs
- Lack of resources and finances
- Strengthened team dynamics

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

Which of the following is never be a party in collective bargaining?

- Society
- Union
- Management
- Government

Question No: 40 (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

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

"Sales managers of different regions of a company circulate details of potential customers to each other". Identify this type of communication.

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

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

Which one of the following is NOT included in the content of 'Employee Handbook'?

- Fringe benefits
- Safety procedures
- **Financial statements**
- Job duties

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

'Honda Pakistan', implemented a safety & health program for its employees after consulting experts and management in the organization. But, no reduction in the accidents or injuries is observed. Identify a reason which is least possible to the failure of this Safety & Health program?

Company is not considering inputs of employees regarding safety decisions

Safety & health program is not communicated properly to all employees

Proper safety & health training has not been provided to the employees

Proper budget is not allocated to safety and health program as required

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

Commissions are awarded to employees on the basis of the respective sales made by them. This commission is distributed among employees according to:

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

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

The 2 factors used by Herzberg in Two factor theory are:

- Expectancy & relatedness
- **Hygiene & motivators**
- People X & people Y
- Self-esteem & security

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

Involuntary bodily pressures like heart beat rate are controlled through:

- Biofeedback
- Transcendental meditation
- Hypnosis
- Burnout

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

Hassan, a Pakistani citizen working as a branch manager in Allied Bank Limited (ABL), Anarkali branch. ABL has its branches in Middle East as well, but its headquarter is in Karachi. Hassan is a/an:

Expatriate

- Third-country national
- Home-country national
- Host-country national

Question No: 48 (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

Expatriate failure is the early return of an expatriate manager to his/her home country because of an inability to perform the overseas assignment

http://www.google.com.pk/url?sa=t&source=web&cd=3&ved=0CCYQFjAC&url=http%3A%2F%2Fpgsm.co.uk%2Fmembers%2Fteaching%2Finternational_business%2Fchap20.ppt&ei=ySfMTafTLY2DhQex3YHJDg&usg=AFQjCNE4H5ihyT5YWxrRe1P9ssmoYe8SfQ

Question No: 49 (Marks: 1) - Please choose one

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

- Retirement
- Resignation
- Lay-off
- Demotion

Question No: 50 (Marks: 1) - Please choose one

Which of the following term is used to represents the employees disappointment with their management & employers?

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- Arbitration
- Mediation
- Boycott
- Grievance

Paper no 13

FINAL TERM EXAMINATION
Fall 2008

MGT501- Human Resource Management (Session - 1)

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

Self-motivated & result oriented individuals with sound knowledge of combined cycle gas turbine power plant operations and practical experience of mechanical, electrical and I&C maintenance of plant.

Should have working experience in integrated management system environment & have an understanding of the commercial aspects of IPPs. Must possess managerial skills to lead & deliver. This section of job advertisement represents which of the given term?

- Job evaluation
- Job analysis
- Job description
- Job specification

Question No: 2 (Marks: 1) - Please choose one
_____ is the main source of innovations.

Upgraded technology

- Human mind
- Competitors' pressure
- Research & Development

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

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appoint a new person to replace him, the company is said to be indulged in;

- Rightsizing
- Affirmative action
- Downsizing
- Discrimination

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

Which of the following statement represents "effectiveness"?

- Achieve organizational goals

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- Achieve most output with less time
- Achieve mass production
- Achieve most output with least input

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

Which of the following function involves activities like Goal setting, policy making & strategy formulation?

- Controlling
- Planning
- Organizing
- Leading

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

Which of the following best reflects the responsibility of a Disseminator?

- Represent the organization to the outsiders
- Hire, train, motivate employees
- Perform duties that are symbolic & ceremonial in nature
- Transmit information to organizational members

Question No: 7 (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: 8 (Marks: 1) - Please choose one

Members of an effective team should be more:

- Extrovert
- Homogeneous (hm jins)
- Inflexible (Ghair lachakdar)
- Introvert

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

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

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

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Question No: 10 (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: 11 (Marks: 1) - Please choose one

According to which of the following appraisal method, a set of compensable aspects are identified for determining the job worth?

- Ranking method
- Classification method
- Factor comparison method
- Essay method

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

When goal setting, performance appraisal, and development are consolidated into a single common system, designed to ensure that employee performance supports a company's strategy, it is called:

- Performance appraisal
- Human resource management
- Strategic management
- Performance management

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

Suppose you have five employees to rate. You make a chart of all possible couples of employees for each trait being evaluated. Then, you indicate the better employee from each couple. Finally, you add up the number of positives for each employee. In this case, which of the following method of performance appraisal you are going to use?

- Graphic ranking scale
- Alternation ranking
- Paired comparison
- Forced distribution

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

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Which of the following statement signifies 'Forced distribution' as an appraisal method?

- Evaluates progress made towards the goal accomplishment
- Assign scale points based on good or poor performance
- Supervisor keeps a log of subordinate s work-related behavior
- Assign predetermined percentages for particular performance categories

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

Which of the following is NOT included in job description?

- Job title
- Job authority
- Job competency
- Job status

job identification

- job summary
- relationships, responsibilities, and duties
- authority of incumbent
- standards of performance
- working conditions
- job specification

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

All of the following are included in the Job evaluation, EXCEPT:

- Compensation attached with job
- Value of job in an organization
- Job competency
- Employee promotions in an organization

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

As an HR manager, what should be your main focus while recruitment?

- The potential candidate must posses interpersonal and analytical skills
- The potential candidate should be very confident and sharp
- The potential candidate must be attractive enough to fit in the position
- The potential candidate should match the requirements of the job

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

A test conducted to ensure the biological fitness of an individual by identifying the presence of any inherited diseases like diabetease, heart diseases, neurological disorders etc, is termed as:

- Hereditary testing
- Gene testing

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- Instinct testing
- Genetic testing

Question No: 19 (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

Legal compliance is the process or procedure to ensure that an organization follows relevant laws, regulations and business rules.

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

Formulating the strategic plans depicts:

- **Setting challenging goals**
- Devising goals completion tactics
- Resolving organizational conflicts
- Performing SWOT analysis

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

In order to make recruitment process more efficient, organizations shift this responsibility to outside firms with expertise in the recruitment services. Which of the given term represents this shifting of responsibility by an organization?

- **Outsourced hiring**
- Employee referrals
- Employee leasing
- Job advertising

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

Which of the given objective is mainly focused during pre-retirement educational programs?

- Improve job satisfaction among senior staff
- Enhance employee performances through such concerns
- **Prepare employees for their upcoming retired life**
- Minimize medical claims from retirees

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

How organizations prepare their employees for retirement?

- Provide leisure time counseling
- Search careers outside the company
- Explanation of social security benefits
- **Psychological counseling to accept retirement**

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

Ms. Ayesha was selected as the best employee of the month for April as she had contributed maximum in the organization's sale but no special consideration was made by management on her efforts, this practice of the organization may:

- Decrease the importance of performance appraisal system of organization
- Increase the motivational level of employees of organization
- Increase the focus of employees towards their career development
- None of the given options

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

'Job evaluation' served as a strong base for which of the following area of an organization?

- Compensation packages
- Training modules
- Organizational policies
- Rules & regulations

Question No: 26 (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

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

An employee's compensation usually comprises of:

- High monetary rewards
- Quality rewards requested by employees
- Benefits like medical & transport allowances
- Financial & non-financial rewards

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

Rewards offered to individuals serving at the managerial positions on monthly basis are termed as:

- Commission
- Salary
- Wage
- Bonus

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

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Chenone has provided a commission of 10% of the sales made by Mr. Ahmed to him in order to recognize his efforts. This practice indicates that the company is providing:

- Intrinsic reward to recognize employee s efforts
- Increment due to new government regulation
- **Extrinsic reward offered to sustain employee's performance**
- Part of fringe benefits to the employee

Question No: 30 (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: 31 (Marks: 1) - Please choose one

Performance measures include all of the following, EXCEPT:

- Individual s productivity
- Team's productivity
- Departmental productivity
- **Market productivity**

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

Which one of the following is NOT a feature of 'Scanlon plan'?

- A philosophy of cooperation
- **An emphasis on individual achievement**
- An involvement system
- A sharing of ideas & issues

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

Activities that people perform to acquire and enhance their power & other resources, to obtain their preferred outcomes, are represented as:

- Authorities
- Influences
- **Politics**
- Principles

http://books.google.com.pk/books?id=-cRh6B1h5WYC&pg=PA147&lpg=PA147&dq=%22resources,+to+obtain+their+preferred+outcomes%22&source=bl&ots=nOKQyz5EMx&sig=gzkfQwCg6XBiS1Pz1nlkcTuzgGU&hl=en&ei=FT9MTfHqLc6ahQfZvpX4Dg&sa=X&oi=book_result&ct=result&resnum=1&ved=0CBQQ6AEwAA#v=onepage&q=%22resources%2C%20to%20obtain%20their%20preferred%20outcomes%22&f=false

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Question No: 34 (Marks: 1) - Please choose one
'Organizational politics' leads to which of the following?

- Employee anxiety
- Employee interrelationship
- Efficient production
- Job satisfaction

Question No: 35 (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

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

All of the following could be goals of conflict, EXCEPT:

- Satisfying monetary needs
- Achieving special tasks
- Attaining desired happiness
- Avoiding failure blames

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

Suppose you are representing the company's management while collectively bargaining with the union. As a company's representative you are trying to reach a mutually acceptable solution by putting multiple alternatives to the union representative. In such situation you are indulged in which of the following phase?

- Negotiating with the union leader
- Agreeing on the union's proposed solution
- Signing the contract with the union
- Arranging negotiation with the union

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

The system designed to solve employees' physical, mental and emotional problems is known as:

- PBGC (Pension Benefit Guaranty Corporation)
- OSHA (Occupational Safety & Health Administration)
- EAP (Employee Assistance Programs)
- ERISA (Employee Retirement Income Security Act)

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

Organizations are bound to pay its employees at least the defined minimum wage as per government decision. This obligation resulted because:

- It is necessary to build goodwill
- It is the statutory right of an employee
- It enhances the market share of a company's product
- It provides benefits to all of its stakeholders

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

Which of the following facilitates the employer to hire, fire, demote or promote anyone, in the absence of any legal obligation?

- Discrimination law
- Employment at will
- Affirmative action
- Equal employment opportunity

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

Smoking is strictly prohibited in all organizations & public places according to rules imposed by federal government as part of:

- Statutory rights
- Contractual rights
- Employee rights
- Management rights

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

An organization cannot terminate an individual, based on his/her age in order to save some money for the organization. The given statement falls under:

- Statutory rights
- Public policy
- Employee rights
- Management rights

Question No: 43 (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: 44 (Marks: 1) - Please choose one

Amjad is a Pakistani born national who is working in Saudi Arabia as a HR

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manager for an American company. So, Amjad is a/an:
Expatriate

- Third-country national
- Home-country national
- Host-country national

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

_____ refers bringing a manager back home after a foreign assignment has been completed.

- Expatriation
- Repatriation
- Culture shock
- Expatriate failure

Repatriation (from Late Latin repatriare) is the process of returning a person back to one's place of origin or citizenship. This includes the process of returning refugees or soldiers to their place of origin

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

Unilever comes under which of the following categories while conducting its business globally?

- Domestic
- International
- Multinational
- Transnational

Question No: 47 (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: 48 (Marks: 1) - Please choose one

Mr. Ali is perceived to be the best counselor among all of his followers. Thus, what kind of a leader Ali is?

1. Influential
2. Self-confident
3. Charismatic
4. Knowledgeable

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Question No: 49 (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: 50 (Marks: 1) - Please choose one

Which of the following employee benefits are legally imposed on organizations?

- Social security
- Stock options
- Care centers
- Flexible hours

Paper N0: 14

Mgt501 All 2009 solve final term papers

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

Who is said to be responsible for task allocation in order to fulfill the organizational goals?

- ▶ Stockholders
- ▶ Stakeholders
- ▶ Managers
- ▶ Investors

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

As a result of which of the following activity, HRIS is gaining popularity day by day?

- ▶ Generating organizational reports
- ▶ Managing resources effectively
- ▶ Retrieving timely information
- ▶ Handling bundles of data

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

According to the 'Hawthorne Studies' productivity of employees:

- ▶ Increased by increasing light intensity
- ▶ Decreased by decreasing light intensity
- ▶ Increased by observing them
- ▶ None of the given options

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

A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

- ▶ Cooperative work
- ▶ Student placement
- ▶ Internship program pg 78
- ▶ Student leasing

Question No: 5 (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

Conceptual Skills

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations,

Question No: 6 (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

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: 7 (Marks: 1) - Please choose one

Which one is NOT a type of teams?

- ▶ Virtual
- ▶ Problem-solving

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- ▶ Cross-functional
 - ▶ Team building
- Self managed Teams
2. Cross Departmental Team
 3. Quality Circles
 4. Virtual Teams

Problem solving Team

Problem solving also known as Quality circles

Making Teams Effective Through Team Building

Question No: 8 (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 pg 27
- ▶ Informal group

Question No: 9 (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

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

Which of the following appraisal method uses 'Benchmark jobs' to identify the jobs' worth by comparing different jobs?

- ▶ Factor comparison method pg 119
- ▶ Ranking method
- ▶ Classification method
- ▶ All of the given options

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

All of the following could be the reasons of an employee stress, EXCEPT:

- ▶ Supervisor's rude attitude

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- ▶ No recognition of efforts
- ▶ Job insecurity and safety
- ▶ Missing out the thanking notes

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

Which of the following statement signifies 'Forced distribution' as an appraisal method?

- ▶ Evaluates progress made towards the goal accomplishment
- ▶ Assign scale points based on good or poor performance
- ▶ Supervisor keeps a log of subordinate's work-related behavior
- ▶ Assign predetermined percentages for particular performance categories

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

In which method supervisor keeps a log of positive and negative examples of a subordinate's work-related behavior?

- ▶ Management by objective
- ▶ Comparison method
- ▶ Essay method
- ▶ Critical incident method

Critical Incidents—Requires written records be kept of highly favorable and highly unfavorable work actions.

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

Some supervisors, when filling in rating scales, tend to avoid the highs and lows on the scale and rate most people in the middle. This type of evaluation is said to be effected by:

- ▶ Stereotyping
- ▶ Central tendency
- ▶ Strictness
- ▶ Leniency

Central Tendency: Occurs when employees are incorrectly rated near the average or middle of the scale

Question No: 15 (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

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

Due to which of the following reason, subordinates may feel dissatisfied with their appraisal interviews?

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- ▶ They feel threatened during the interview
- ▶ They can influence the course of the interview
- ▶ Constructive interviewer is conducting the interview
- ▶ Their poor performance is being highlighted

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

Which of the following functions of HRM deals with 'Collective Bargaining'?

- ▶ Staffing
- ▶ Forecasting
- ▶ Employee-assistance management
- ▶ Employee-relations management

Employee Relations: The labor contract gives employees specific rights. The employees, through the collective bargaining process, have a voice in the development of work rules that affect their jobs.

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

Which of the following represents the basic goal of the recruitment?

- ▶ Communicate job opening positions clearly
- ▶ Attract maximum number of applicants
- ▶ Self select out the candidates to save time and money
- ▶ Attract the qualified candidates & not the unqualified ones

It is the process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications, and encouraging them to apply for jobs with an organization.

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

Which one is NOT the reason of joining groups by people?

- ▶ To get affiliation
- ▶ To gain power
- ▶ To get security
- ▶ To get promotions

Why Do People Join Groups?

There is no single reason why individuals join groups.

1. Security reflects strength in numbers.

• *The group helps the individual to feel stronger, have fewer self-doubts, and be more resistant to threats.*

2. Status indicates a prestige that comes from belonging to a particular group.

• *Inclusion in a group viewed as important provides recognition and status.*

3. Self-esteem conveys people's feelings of self-worth.

• *Membership can raise feelings of self-esteem--being accepted into a highly valued group.*

4. Affiliation with groups can fulfill one's social needs.

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

Which one of the following is NOT involved in 'Human Resource Planning'?

- ▶ Finding out the required number of people for the organization
- ▶ Giving chance to employees for designing their personal plans
- ▶ Identifying the skills needed to accomplish the tasks
- ▶ Ensuring that human resources will be available when needed

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

While conducting job analysis the 'Observation Method' is useful when:

- ▶ Job requires more intellectual skills to complete
- ▶ Job is repetitive in nature
- ▶ Job is market oriented and requires more data
- ▶ Job consists of observable physical activity

Pg 69

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

In order to make recruitment process more efficient, organizations shift this responsibility to outside firms with expertise in the recruitment services. Which of the given term represents this shifting of responsibility by an organization?

- ▶ Outsourced hiring
- ▶ Employee referrals
- ▶ Employee leasing
- ▶ Job advertising

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

Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?

- ▶ Cognitive aptitude test
- ▶ Job knowledge test
- ▶ Vocational interest test
- ▶ Psychomotor abilities test

Psychomotor Abilities Tests

This type of test is used to measure strength, coordination, and dexterity. It is feasible to measure many abilities that are involved in many routine production jobs and some office jobs

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

Alternative work arrangements include all of the following, EXCEPT:

- ▶ Part-time work
- ▶ Flexible hours
- ▶ On-site child care
- ▶ Job sharing

Question No: 25 (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: 26 (Marks: 1) - Please choose one

While conducting an appraisal interview supervisors should do all of the following, EXCEPT:

- ▶ Compare employee's performance with a standard
- ▶ Encourage employees to share their issues
- ▶ Give specific examples of poor performance
- ▶ Compare employee's performance to that of other employees

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

An employee's compensation usually comprises of:

- ▶ High monetary rewards
- ▶ Quality rewards requested by employees
- ▶ Benefits like medical & transport allowances
- ▶ Financial & non-financial rewards

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

On achieving maximum recovery of dead loans, the bank has awarded Mr. Ali (recovery officer), with the title of "best employee" for the month. This award title is said to be:

- ▶ The most expensive reward for him
- ▶ The extrinsic reward for him
- ▶ The motivational effort made by the bank
- ▶ The intrinsic reward to appraise his efforts

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

Ali was working as MTO in ABL & getting the package of Rs.20,000, few weeks ago

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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: 30 (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: 31 (Marks: 1) - Please choose one

The compensation philosophy; "higher pay for higher contribution" is known as:

- ▶ Competency-based pay
- ▶ Skilled-base pay
- ▶ Merit-based pay
- ▶ Seniority-based pay

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

Which one of the following does NOT categorized as 'pay-for-performance' program?

- ▶ Piecework plan pg 129
- ▶ Scanlon plan
- ▶ Gainsharing plan
- ▶ Profit sharing plan

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

Which incentive plan focuses on co-operation between managers and employees through sharing their problems, goals and ideas?

- ▶ Improshare plan
- ▶ Scanlon plan
- ▶ Profit-sharing plan
- ▶ Stock ownership plan

Question No: 34 (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

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- ▶ Intense

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

All of the following would be considered as sources of conflicts, EXCEPT:

- ▶ Goal incompatibility
- ▶ Different values and beliefs
- ▶ Lack of resources and finances
- ▶ Strengthened team dynamics

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

In a management-union conflict, both parties are now ready to sign a contract including all the terms & conditions acceptable to both parties for a specific time period. In this situation both parties have reached which of the following phase of collective bargaining?

- ▶ Negotiating with each other's representatives
- ▶ Controlling the activities as per contract
- ▶ Accepting the solution by formally authorizing it
- ▶ Arranging negotiation with each other

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

The physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:

- ▶ Exhaustion
- ▶ Burnout
- ▶ Collapse
- ▶ Fatigue

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

The BEST indicator of an effective safety and health program of an organization is:

- ▶ Employees do not feel hesitant while sharing their problems
- ▶ Employees feel motivated to perform well and show loyalty
- ▶ Employees feel honor that organization is concerned about their problems
- ▶ Employees do not face injuries and illnesses on regular basis

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

Motivational theories are adopted to:

- ▶ Produce expensive & quality products
- ▶ Ensure imposed legal compliances
- ▶ Become a market leader for competitors
- ▶ Compensate employees effectively

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

Ali often gets aggressive on minute things, the counselor indicate his responses as:

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

Question No: 41 (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

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

Mehmood, a Pakistani national is working in the HSBC, Pakistan branch of a China based multinational bank. Mehmood is therefore be classified as a/an:

- ▶ Expatriate
- ▶ Third-country national
- ▶ Home-country national
- ▶ Host-country national

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

‘Unilever’ comes under which of the following categories while conducting its business globally?

- ▶ Domestic
- ▶ International
- ▶ Multinational
- ▶ Transnational

Question No: 44 (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: 45 (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

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- ▶ Become invisible
- ▶ Be reduced

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

Background and reference checks are made by HR department while hiring employees to:

- ▶ Evaluate employee's capability
- ▶ Meet requirements of federal law
- ▶ Check employee's communication network
- ▶ Check authenticity of provided information

Question No: 47 (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"

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

Mental and physical capacities of an individual to perform various tasks which come from knowledge, learning, and experiences are termed as:

- ▶ Perceptions
- ▶ Emotions
- ▶ Values
- ▶ Abilities

Skills & Abilities:

Mental and physical capacities to perform various tasks. This comes from knowledge, learning, and experiences

Question No: 49 (Marks: 1) - Please choose one

Which of the following is an authority given to specific person with expertise in a certain area?

- ▶ Line authority
- ▶ Staff authority
- ▶ Operational authority
- ▶ Implied authority

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Question No: 50 (Marks: 1) - Please choose one

“Self-motivated & result oriented individuals with sound knowledge of combined cycle gas turbine power plant operations and practical experience of mechanical, electrical and I&C maintenance of plant.”

This section of job advertisement represents which of the given term?

- ▶ Job analysis
- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation

Question No: 51 (Marks: 1) - Please choose one

According to which of the following legal obligation employers are bound to give 60 days notice prior to plant closing or major layoffs?

- ▶ Due process by an employer
- ▶ Union recommendations
- ▶ Statutory right of employees
- ▶ Employer itself

Question No: 52 (Marks: 1) - Please choose one

United Nations sent a rescue team in the supervision of Mr. Kim from Geneva to the northern areas of Pakistan affected by the destructive earthquake of 2005. In this situation Mr. Kim is a/an:

- ▶ Parent-country national
- ▶ Host-country national
- ▶ Third-country national
- ▶ Local-country national

Question No: 53 (Marks: 1) - Please choose one

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

Job Rotation It involves moving employees to various positions in organization in an effort to expand their skills, knowledge and abilities.

Question No: 54 (Marks: 1) - Please choose one

A career path as moving upward to higher levels of management in the organization is known as;

- ▶ Traditional Career Path
- ▶ Network Career Path

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► Lateral Skill Path

► Dual-Career Path

Lateral Skill Path—Traditionally, a career path was viewed as moving upward to higher levels of management in the organization.

Question No: 55 (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: 56 (Marks: 1) - Please choose one

When an individual sets career goals and identifies the means to achieve them, the process is known as;

► Career Path

► **Career Planning**

► Career Short Sightedness

► Career Development

Career planning: Career planning is an ongoing process through which an individual sets career goals and identifies the means to achieve them.

Question No: 57 (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 objectives

Question No: 58 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

► **Bonuses**

► Interesting work

► Working conditions

► Promotion opportunities

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Question No: 59 (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 pg 173
- ▶ Second offense
- ▶ Third offense
- ▶ Fourth offense

Question No: 60 (Marks: 1) - Please choose one

ESOP stands for which of the following option?

- ▶ Employee Stock Option Plan pg 129
- ▶ Employee Stake Option Plan
- ▶ Employee Stress Option Plan
- ▶ Employee Strategically Option Plan

Question No: 61 (Marks: 1) - Please choose one

HMO stands for which of the following option?

- ▶ Health Maintenance Organizations pg 127
- ▶ House Maintenance Organizations
- ▶ Home Maintenance Organizations
- ▶ Horticulture Maintenance Organizations

Question No: 62 (Marks: 1) - Please choose one

Which of the following refers to the compensation method that recommends that person should be paid according to the quantity or quality of his work?

- ▶ Empowerment
- ▶ Job appraisal
- ▶ Pay for Performance
- ▶ Job acknowledgement

Question No: 63 (Marks: 1) - Please choose one

Love, affection, friendship and belongingness come under which stage of Maslow hierarchy of need?

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

Physiological (food, water, and shelter.)

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- 2. **Safety or security** (protection against threat and deprivation)
- 3. **Social** (friendship, affection, belonging, and love)
- 4. **Ego** (independence, achievement, freedom, status, recognition, and self-esteem)
- 5. **Self-actualization** (realizing one's full potential; becoming everything one is capable of being.)

Question No: 64 (Marks: 1) - Please choose one

"Administering an aversive consequence" refers to which of the following?

- ▶ **Punishment**
- ▶ Positive reinforcement
- ▶ Negative reinforcement
- ▶ Loyalty

Punishment- administering an aversive consequence. Examples include criticizing or shouting at an employee, assigning an unappealing task, and sending a worker home without pay

[Paper no 15](#)

FINAL TERM EXAMINATION
Fall 2009

MGT501- Human Resource Management (Session - 3)

Ref No: 1247891

Time: 120 min

Marks: 92

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

Which of the following is the main focus of Organizational Behavior?

- ▶ Society
- ▶ Stockholders
- ▶ **People at work**
- ▶ Union

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

Which of the following is said to be one of the major advantages of HRIS?

- ▶ **Reduce administrative costs**
- ▶ Involvement of computers

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- ▶ New filing system
- ▶ Enhance employees' involvement

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

Organizations started to think about the welfare of their employees during:

- ▶ 1900-10
- ▶ 1910-20
- ▶ 1920-30
- ▶ 1930-40

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

Which of the following had gained importance during 1970s to save the organizations from courts?

- ▶ Trade unions
- ▶ Human relation movement
- ▶ Employment legislations
- ▶ None of the given options

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

Which of the following function involves activities like Goal setting, policy making & strategy formulation?

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

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

Conceptual skills are required mostly by:

- ▶ First-line managers
- ▶ Top-level managers
- ▶ Middle-level managers
- ▶ Functional-level managers

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

Being a Figurehead, manager has to perform which of the following role?

- ▶ Informational roles
- ▶ Decisional roles
- ▶ **Interpersonal roles**
- ▶ Sequential roles

Interpersonal roles

- Figurehead—duties that are ceremonial and symbolic in nature
- Leadership—hire, train, motivate, and discipline employees
- Liaison contact outsiders who provide the manager with information. These may be individuals or groups inside or outside the organization.

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

Who is responsible for creating a link between outsiders and the people inside the organization?

- ▶ Entrepreneur
- ▶ Spokesperson
- ▶ Figurehead

▶ **Liaison**

- Liaison contact outsiders who provide the manager with information. These may be individuals or groups inside or outside the organization.

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

Organization has legitimacy and rationale configuration that is why it is said to be a/an:

- ▶ **Formal organization**
- ▶ Informal organization
- ▶ Virtual organization
- ▶ Learning organization

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

The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:

- ▶ Task
- ▶ People
- ▶ Structure
- ▶ Technology

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

Unilever is serving all around the world with its diversified products, it is said to be practicing:

- ▶ Technological advancements
- ▶ Rapid changes
- ▶ Stakeholders' management
- ▶ Business globalization

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

Under which of the following authority, an HR manager took the decision to provide training to its employees regarding the operations of newly installed machine?

- ▶ Staff
- ▶ Functional
- ▶ Line
- ▶ Implied

HR managers are generally staff managers.

Question No: 13 (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

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► Virtual

► Cross-functional

virtual team allows groups to meet without concern for space or time

Question No: 14 (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

Classification method:

A job evaluation method by which a number of classes or grades

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

Which of the following appraisal method uses 'Benchmark jobs' to identify the jobs' worth by comparing different jobs?

- Factor comparison method pg 119
- Ranking method
- Classification method
- All of the given options

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

Which of the following is NOT one of the guidelines for effective goal setting?

- Allocate specific goals
- Set challenging but achievable goals
- Assign consequences for performance
- Encourage employee participation

Question No: 17 (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: 18 (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

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- ▶ Performance of actual duties
- ▶ Employee competency
- ▶ Achievement of objectives

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

Which of the following performance appraisal method is usually adopted for evaluating performance at managerial positions?

- ▶ Management by objective
- ▶ Critical incident
- ▶ Paired comparison
- ▶ Essay method

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

Due to which of the following reason, subordinates may feel dissatisfied with their appraisal interviews?

- ▶ They feel threatened during the interview
- ▶ They can influence the course of the interview
- ▶ Constructive interviewer is conducting the interview
- ▶ Their poor performance is being highlighted

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

Which of the following term is used to anticipate the human resource needs of the organization based on some previous data or managerial judgment?

- ▶ Demand forecasting
- ▶ Supply forecasting pg 58
- ▶ Financial forecasting
- ▶ Sales forecasting

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

"People working in your organization are less than the actual requirements". Which of the following strategy you prefer to solve this problem?

- ▶ Downsizing
- ▶ Transfers
- ▶ Demotions
- ▶ Recruiting

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

Which of the following situation can be addressed through need assessment?

- ▶ The post training effects on organization
- ▶ The decisions regarding contents of training
- ▶ The selection of an appropriate medium for training
- ▶ The main issue that should be resolved through training

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

HRM is associated with the management of:

- ▶ General public
- ▶ Labor force
- ▶ **Organizational people**
- ▶ Employers

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

Which of the following is a test validation method that determines whether a test measures certain traits that are important in performing a job or not?

- ▶ Concept validity
- ▶ Criterion validity
- ▶ **Construct validity** pg 84
- ▶ Content validity

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

Decision regarding the delivery medium for training is made prior to which of the following step?

- ▶ Evaluating the training program
- ▶ **Designing the contents of training to be delivered**
- ▶ Identifying whether the training is required or not
- ▶ Conducting need assessment to identify issues

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

Which of the following is the greatest contributor towards the success of an organization?

- ▶ Prevailed grapevine network of employees
- ▶ Conduct frequent trainings to employees
- ▶ **Set goals to define the direction to pursue**
- ▶ Implementation of the newest technology

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

Which of the following area is NOT included in Human Resource Development?

- ▶ Orientation
- ▶ Education
- ▶ Development
- ▶ **Compensation**

Role of the HR Department in Training and Development

HRM department helps in Training and development program by performing the following functions.

- Provide employee orientation training.
- Contribute to management development programs.

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HRD programs are divided into three categories

(1) Training: Training is the acquisition of technology which permits employees to perform their present job to standards.

(2) Education: Education is training people to do a different job. It is often given to people who have been identified as being promotable, being considered for a new job either lateral or upwards

(3) Development: Development is training people to acquire new horizons, technology, or viewpoints. It enables leaders to guide their organizations onto new expectations by being proactive rather than reactive.

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

How organizations prepare their employees for retirement?

- ▶ Provide leisure time counseling
- ▶ Search careers outside the company
- ▶ Explanation of social security benefits
- ▶ Psychological counseling to accept retirement

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

Which of the following plays a role in providing timely performance feedback, development assignments and support in career development of employees?

- ▶ Individual
- ▶ Manager
- ▶ Company
- ▶ Human resource specialist

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

Which of the following plays a role in providing training & development opportunities and career information & programs in career development of employees?

- ▶ Individual
- ▶ Manager
- ▶ Supervisor
- ▶ Organization

Question No: 32 (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

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- ▶ Providing additional financial benefits
- ▶ Awarding seniority status
- ▶ Facilitating with career success teams

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

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

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

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

Company's financial statements represent which of the following?

- ▶ Customer satisfaction
- ▶ Material wastage
- ▶ **Monthly sales growth**
- ▶ Product life-cycle

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

Which of the following methods of performance appraisal includes evaluating performance by assigning predetermined percentages of rates into performance categories?

- ▶ Alternation ranking
- ▶ Paired comparison
- ▶ **Forced distribution**
- ▶ Graphic ranking scale

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

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

- ▶ **Classification method** pg 119
- ▶ Factor comparison method
- ▶ Point factor method
- ▶ Ranking method

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

Only HR manager has authorized access over the employees' databases. The other organizational members have to ask for his permission to get any sort of employee related information. In this case which type of power the HR manager possesses?

- ▶ **Legitimate power**
- ▶ Coercive power
- ▶ Information power
- ▶ Referent power

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Question No: 38 (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: 39 (Marks: 1) - Please choose one

The labor union of 'SAGA Trading Pvt Ltd' is demanding company to buy resources from their settled place. Company didn't bother about raising such issue by the union, as the issue comes under:

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

Permissive Bargaining Issues—May be raised, but neither side may insist that they be bargained over.

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

In a management-union conflict, both parties are now ready to sign a contract including all the terms & conditions acceptable to both parties for a specific time period. In this situation both parties have reached which of the following phase of collective bargaining?

- ▶ **Negotiating with each other's representatives**
- ▶ Controlling the activities as per contract
- ▶ Accepting the solution by formally authorizing it
- ▶ Arranging negotiation with each other

Question No: 41 (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: 42 (Marks: 1) - Please choose one

Communication in which information flows from the top of the organizational management hierarchy to the employees telling them what is the mission and what

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are the policies of the organization is known as:

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

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

"Sales managers of different regions of a company circulate details of potential customers to each other". Identify this type of communication.

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

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

Smoking is strictly prohibited in all organizations & public places according to rules imposed by federal government as part of:

- ▶ Statutory rights
- ▶ Contractual rights
- ▶ Employee rights
- ▶ Management rights

Question No: 45 (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:

- ▶ Expatriate
- ▶ Third-country national
- ▶ Home-country national
- ▶ Host-country national

Question No: 46 (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: 47 (Marks: 1) - Please choose one

Charismatic leaders are those who have the ability to:

- ▶ Resolve every problem prevailing in the organization
- ▶ Influence others in a desired manner

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- ▶ Command over larger number of employees
- ▶ Strictly impose the set rules

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

Mr. Ali is perceived to be the best counselor among all of his followers. Thus, what kind of a leader Ali is?

- ▶ Influential
- ▶ Self-confident
- ▶ Charismatic
- ▶ Knowledgeable

Question No: 49 (Marks: 1) - Please choose one

Overstating the performance records by an employee in front of management is considered which of the following?

- ▶ Theft
- ▶ Damage
- ▶ Dishonesty
- ▶ Insubordination

Question No: 50 (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: 51 (Marks: 1) - Please choose one

Background and reference checks are made by HR department while hiring employees to:

- ▶ Evaluate employee's capability
- ▶ Meet requirements of federal law
- ▶ Check employee's communication network
- ▶ Check authenticity of provided information

Question No: 52 (Marks: 1) - Please choose one

A psychological condition in which a person is put into a deep sleep-like state, while still remaining awake. It can be used to relieve pain & stress is called:

- ▶ Hypnosis
- ▶ Biofeedback
- ▶ Transcendental meditation
- ▶ Burnout

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Question No: 53 (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

Question No: 54 (Marks: 1) - Please choose one

Which one among the following statements, depicts 'Permissible bargaining'?

- ▶ Issues not necessarily to be bargained
- ▶ Issues that have no legal standing
- ▶ Legal issues necessary to resolve
- ▶ Essential employees related issues

Question No: 55 (Marks: 1) - Please choose one

Organizations are bound to pay employees at least the defined minimum wage as per government decision. This obligation is resulted because:

- ▶ It is necessary to build goodwill
- ▶ It is the statutory right of an employee
- ▶ It enhances the market share of a company's product
- ▶ It provides benefits to all of its stakeholders

Question No: 56 (Marks: 1) - Please choose one

Employee's inability to complete the assigned tasks within the deadline may lead to:

- ▶ Decline in his salary only
- ▶ Increased work burden
- ▶ Employee demotion only
- ▶ Disciplinary action against him

Question No: 57 (Marks: 1) - Please choose one

'Honda Pakistan', implemented a safety & health program for its employees after consulting experts and management in the organization. But, no reduction in the accidents or injuries has observed. Identify a reason which is least possible to the failure of this Safety & Health program?

- ▶ Company is not considering inputs of employees regarding safety decisions
- ▶ Safety & health program is not communicated properly to all employees
- ▶ Proper safety & health training has not been provided to the employees
- ▶ Proper budget is not allocated to safety and health program as required

Question No: 58 (Marks: 1) - Please choose one

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Which of the following is not included in intrinsic rewards?

- ▶ Promotion opportunities
- ▶ Working conditions
- ▶ Interesting work
- ▶ Food services

Question No: 59 (Marks: 1) - Please choose one

ESOP stands for which of the following option?

- ▶ Employee Stock Option Plan pg 129
- ▶ Employee Stake Option Plan
- ▶ Employee Stress Option Plan
- ▶ Employee Strategically Option Plan

Question No: 60 (Marks: 1) - Please choose one

PPO stands for which of the following option?

- ▶ Prefect Provider Organizations
- ▶ Premature Provider Organizations
- ▶ Preferred Provider Organizations pg 127
- ▶ Preferred Production Organizations

Question No: 61 (Marks: 1) - Please choose one

Which of the following means giving employees the authority, tools, and information they need to do their jobs with greater autonomy?

- ▶ Job enrichment
- ▶ Empowerment pg 135
- ▶ Job acknowledgement
- ▶ Job appraisal

Question No: 62 (Marks: 1) - Please choose one

According to the interactionist view about conflict which one of the following is the most appropriate advantage of conflict within the organization?

- ▶ Creativity is there but not synergy
- ▶ Creativity & synergy
- ▶ Synergy is there but not creativity
- ▶ Create trust for employee

Question No: 63 (Marks: 1) - Please choose one

Need of food, shelter and thirst come under which stage of Maslow hierarchy of need?

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

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- Physiological** (food, water, and shelter.)
2. **Safety or security** (protection against threat and deprivation)
3. **Social** (friendship, affection, belonging, and love)
4. **Ego** (independence, achievement, freedom, status, recognition, and self-esteem)
5. **Self-actualization**

Question No: 64 (Marks: 1) - Please choose one

According to Expectancy theory motivation is a function of three things. Which of the following combination is true?

- ▶ Expectancy, intuition and valance
- ▶ Expectancy, instrumentality and valance pg 139
- ▶ Existence, instrumentality and valance
- ▶ Existence, intuition and valance

[Paper no 16](#)

FINAL TERM EXAMINATION

Fall 2009

MGT501- Human Resource Management (Session - 2)

Ref No: 1247926

Time: 120 min

Marks: 92

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

Achievable & quality performance standards can be set with the help of accurate:

- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation
- ▶ Job analysis

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

Job specification is a statement that represents:

- ▶ Required skills
- ▶ Specific qualification
- ▶ Personality traits
- ▶ All of the given options

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

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Which of the following is a written statement that represents 'what job holder is supposed to do'?

- ▶ Job analysis
- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation

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

According to the 'Hawthorne Studies' productivity of employees:

- ▶ Increased by increasing light intensity
- ▶ Decreased by decreasing light intensity
- ▶ Increased by observing them
- ▶ None of the given options

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

In order to promote unbiased management, organizations should develop:

- ▶ Powerful union
- ▶ Legal compliance
- ▶ Strategic alliances
- ▶ Stakeholder influence

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

Resources are allocated & assigned while:

- ▶ Planning & Organizing
- ▶ Leading & Controlling
- ▶ Organizing & Controlling
- ▶ Controlling & Planning

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

Top level managers are said to performing _____ roles.

- ▶ Operational
- ▶ Functional
- ▶ Tactical
- ▶ Strategic

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

Which type of managers serve as a link between management & non-management personnel?

- ▶ Strategic managers
- ▶ Staff managers
- ▶ Operational managers
- ▶ Tactical managers

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

Terms "Interpersonal skills" and "Human skills" are used for:

- ▶ Two different skills
- ▶ Different managerial skills
- ▶ Operational skills
- ▶ Same managerial skills

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

GHOSIA BUILDERS is a construction company; construct official & residential buildings, you are appointed to evaluate the performance of its employees, what method you will select for their evaluation?

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

Question No: 11 (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: 12 (Marks: 1) - Please choose one

“Ongoing process of managing & evaluating both the behavior & outcomes in the workplace” is known as:

- ▶ Job analysis
- ▶ Training & development
- ▶ Performance appraisal
- ▶ Compensation management

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

When goal setting, performance appraisal, and development are consolidated into a single common system, designed to ensure that employee performance supports a company's strategy, it is called:

- ▶ Performance appraisal
- ▶ Human resource management
- ▶ Strategic management
- ▶ Performance management

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

When subordinates provide feedback for supervisors, the comments should be presented anonymous because identifiable responses tend to result in:

- ▶ More critical ratings
- ▶ More negative attitudes from managers
- ▶ More overstated ratings
- ▶ All of the given options

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

Suppose you have five employees to rate. You make a chart of all possible couples of employees for each trait being evaluated. Then, you indicate the better employee from each couple. Finally, you add up the number of positives for each employee. In this case, which of the following method of performance appraisal you are going to use?

- ▶ Graphic ranking scale
- ▶ Alternation ranking
- ▶ Paired comparison
- ▶ Forced distribution

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

Some supervisors, when filling in rating scales, tend to avoid the highs and lows on the scale and rate most people in the middle. This type of evaluation is said to be effected by:

- ▶ Stereotyping
- ▶ Central tendency

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- ▶ Strictness
- ▶ Leniency

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

The best way of reducing the problems of leniency or strictness in performance appraisals is to:

- ▶ Rank employees
- ▶ Train supervisors to avoid it
- ▶ Impose a distribution for performance
- ▶ Consider the purpose of the appraisal

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

The process of pursuing an inclusive culture where newcomers feel welcomed by existing employees and everyone sees the value of his or her job, is termed as:

- ▶ Management of uniformity
- ▶ Variety management
- ▶ Managing stereotypes
- ▶ Diversity management

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

Labor unions are established to assist workers in which of the following activity?

- ▶ Mass marketing for public
- ▶ Avoidance of employee's exploitation
- ▶ Communication with stakeholders of the organization
- ▶ Enhancing shareholders' contribution to equity

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

Which of the following is the main objective of 'Human Resource Planning'?

- ▶ Foresee the future HR needs and made practices to meet those needs
- ▶ Provide useful information about the job assignments and duties
- ▶ Assists organization to forecast sales of the firm
- ▶ Identify the recruiting and selection process of the organization not sure

Objectives of Human Resource Planning

Enable organizations to anticipate their future HR needs to identify practices that will help them meet those

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

As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?

- ▶ Maintaining and updating the jobs
- ▶ Identify objectives of job analysis
- ▶ Identify the job to be analyzed

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- ▶ Draft job description & job specification

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

Which of the following stage of training module identifies the mediums of training?

- ▶ Designing phase of training
- ▶ Training Need Analysis
- ▶ Determining training objectives
- ▶ Training evaluation

Question No: 23 (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

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

The inner drive that directs a person’s behavior towards goal attainment is known as:

- ▶ Performance
- ▶ Motivation pg137
- ▶ Need
- ▶ Attitude

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

All the organizational activities are directed towards the achievement of:

- ▶ Individual goals
- ▶ Common goals
- ▶ Country-wide goals
- ▶ Diverse goals

Question No: 26 (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: 27 (Marks: 1) - Please choose one

Which of the following term is used for choosing the individual that is best suited to

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a particular position and to the organization from a group of potential applicants?

► **Recruitment** pg 73

- Selection
- Staffing
- Enrollment

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

The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

- Application ratio
- Recruitment ratio
- **Selection ratio** pg80
- Employment ratio

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

Which of the following is the utmost preference of an organization while selecting a training and development program?

- **Ensure the cost effectiveness of the training session**
- Expert & professional trainers should be hired
- Training should be provided to all the employees
- Maximum training mediums should be used

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

Shehzad planed 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: 31 (Marks: 1) - Please choose one

Employee commitment had suffered a lot in recent years due to which of the following reasons?

- **Structural downsizing** pg141
- Skill inadequacy
- Rational appraisals
- Organizational expansion

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

Which of the following plays a role in assessing interests, seeking out career information and utilizing development opportunities in career development?

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- ▶ Individual
- ▶ **Manager**
- ▶ Supervisor
- ▶ Company

Question No: 33 (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

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

Which is the best time or occasion to discuss career-related issues with an employee?

- ▶ Weekly staff meeting
- ▶ Social lunch
- ▶ **Employee's annual appraisal**
- ▶ Career success team meeting

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

Graphic rating scales are subjected to all of the following problems, EXCEPT:

- ▶ Halo effects
- ▶ **Complexity**
- ▶ Central tendency
- ▶ Leniency

Question No: 36 (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**

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

Which of the following is the main reason that lessens the effectiveness of 'Ranking Method' of job evaluation?

- ▶ Simplest method among all
- ▶ **Ranking judgments are subjective**
- ▶ Limited to small organizations
- ▶ Very time consuming & inefficient

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

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

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

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

"Higher efforts should be rewarded with higher rewards"; which of the following theory focuses this statement?

- ▶ **Motivational theory**
- ▶ Performance theory
- ▶ Competancy theory
- ▶ Equity theory

Question No: 40 (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: 41 (Marks: 1) - Please choose one

All of the following are reasons of conflicts in an organization, EXCEPT:

- ▶ Everyone competing for scarce resources
- ▶ **Interactionist view about employees**
- ▶ Poor coordination among employees
- ▶ Stereotypical views about employees

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

All of the following would be considered as sources of conflicts, EXCEPT:

- ▶ Goal incompatibility
- ▶ Different values and beliefs
- ▶ Lack of resources and finances
- ▶ **Strengthened team dynamics**

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

"Sales managers of different regions of a company circulate details of potential customers to each other". Identify this type of communication.

- ▶ Diagonal communication
- ▶ **Horizontal communication**

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- ▶ Upward communication
- ▶ Downward communication

Question No: 44 (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: 45 (Marks: 1) - Please choose one

Amjad is a Pakistani born national who is working in Saudi Arabia as a HR manager for an American company. So, Amjad is a/an:

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

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

Which group of employees may also be known as expatriates?

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

Question No: 47 (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**

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

Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

- ▶ **Manager only**
- ▶ Charismatic leader
- ▶ Leader only
- ▶ Leader & manager at the same time

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Question No: 49 (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: 50 (Marks: 1) - Please choose one

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

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

Question No: 51 (Marks: 1) - Please choose one

Which of the following is a part of non-financial compensation?

- ▶ Monthly commission
- ▶ **Employee autonomy**
- ▶ Stock option
- ▶ Medical allowance

Question No: 52 (Marks: 1) - Please choose one

Hassan, a Pakistani citizen working as a branch manager in Allied Bank Limited (ABL), Lahore branch. ABL has its branches in Middle East as well, but its headquarter is in Karachi. Hassan is a/an:

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

Question No: 53 (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: 54 (Marks: 1) - Please choose one

Which of the following does not play any significant role in avoiding workplace accidents?

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- ▶ Safety trainings to employees
- ▶ **Increased employee empowerment**
- ▶ Maintenance of equipments
- ▶ Rewards attached with safety measures

Question No: 55 (Marks: 1) - Please choose one

Employee's inability to complete the assigned tasks within the deadline may lead to:

- ▶ Decline in his salary only
- ▶ Increased work burden
- ▶ Employee demotion only
- ▶ **Disciplinary action against him**

Question No: 56 (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

Question No: 57 (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**

Question No: 58 (Marks: 1) - Please choose one

When an individual sets career goals and identifies the means to achieve them, the process is known as;

- ▶ Career Path
- ▶ **Career Planning**
- ▶ Career Short Sightedness
- ▶ Career Development

Question No: 59 (Marks: 1) - Please choose one

A general course of action a person chooses to pursue throughout his or her working life is known as;

- ▶ Job
- ▶ **Career** pg105
- ▶ Employment

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- ▶ Unemployment

Question No: 60 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Working conditions
- ▶ Promotion opportunities
- ▶ Salary
- ▶ Interesting work

Question No: 61 (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

Question No: 62 (Marks: 1) - Please choose one

Protection from undesirable circumstances and safety come under which stage of Maslow hierarchy of need?

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

Physiological (food, water, and shelter.)

2. **Safety or security** (protection against threat and deprivation)

3. **Social** (friendship, affection, belonging, and love)

4. **Ego** (independence, achievement, freedom, status, recognition, and self-esteem)

5. **Self-actualization**

Question No: 63 (Marks: 1) - Please choose one

Who has presented the theory of Existence Relatedness Growth (ERG)?

- ▶ Alderfer pg 139
- ▶ McGregor
- ▶ Edward Thorndike
- ▶ McClelland

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Question No: 64 (Marks: 1) - Please choose one

Who has divided the Maslow Hierarchy into two basic levels or domains?

- ▶ Edward Thomdike
- ▶ McClelland
- ▶ McGregor
- ▶ Herzberg

Herzberg Two-Factor theory divides Maslow's Hierarchy into a lower-level and a higher-level set of needs,

Paper 17

FINAL TERM EXAMINATION
Fall 2009

MGT501- Human Resource Management (Session - 1)

Ref No: 1247921

Time: 120 min

Marks: 92

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

Impact of individuals' behavior within an organization is studied under:

- ▶ Organizational culture
- ▶ Organizational norms
- ▶ Organizational behavior
- ▶ Organizational rules

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

Which of the following term is used to identify the physical & mental skills, required to perform by an individual within a particular position in an organization?

- ▶ Job title
- ▶ Job specification
- ▶ Job description
- ▶ Job evaluation

A job specification is a document containing the minimum acceptable qualifications that a person should

possess in order to perform a particular job. Items typically included in the job specification are educational requirements, experience, personality traits, and physical abilities.

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

Job analysis is performed to define:

- ▶ Job description & job specification
- ▶ Job specification & job position
- ▶ Organizational rules & policies
- ▶ Job description & job duties

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

The group of tasks performed within an organization is known as:

- ▶ Duty
- ▶ Responsibility
- ▶ Job
- ▶ Position

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

Which of the following had gained importance during 1970s to save the organizations from courts?

- ▶ Trade unions
- ▶ Human relation movement
- ▶ Employment legislations
- ▶ None of the given options

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

Which of the following terminology describes the legal legislation in which job applicant should not be rejected on the basis of discriminatory practices?

- ▶ Affirmative action
- ▶ Legal compliance
- ▶ Equal employment opportunity
- ▶ Stereotype

Equal Employment Opportunity (EEO)

The concept of equal employment opportunity has undergone much modification and fine-tuning since the passage of the Civil Rights Act in 1964. Congress has passed numerous amendments to that act and has passed other legislation, as oversights in the initial act surfaced. Major Supreme Court decisions interpreting the provisions of the act have also been handed down. Executive orders were signed into law that further strengthened equal employment opportunity. EEO is a combination of legislative and judicial policy set forth by federal, state, and local governments that ensures fair and equal treatment of all persons. Job applicants may not be rejected based on discriminatory practices

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

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Entrepreneurs are said to perform the:

- ▶ Interpersonal role
- ▶ Informational role
- ▶ Supportive role
- ▶ Decisional role

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

Which is NOT a weakness of group decision-making?

- ▶ Group decisions are time-consuming
- ▶ Groups enhance creativity through diverse views
- ▶ Group members suffer from ambiguous responsibilities
- ▶ Groups can be dominated by one or a few members

Question No: 9 (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: 10 (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

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► Base timings method

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

When subordinates provide feedback for supervisors, the comments should be presented anonymous because identifiable responses tend to result in:

- More critical ratings
- More negative attitudes from managers
- More overstated ratings
- All of the given options

Question No: 12 (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

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

Due to which of the following reason, subordinates may feel dissatisfied with their appraisal interviews?

- They feel threatened during the interview
- They can influence the course of the interview
- Constructive interviewer is conducting the interview
- Their poor performance is being highlighted

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

Which of the following situation can be addressed through need assessment?

- The post training effects on organization
- The decisions regarding contents of training
- The selection of an appropriate medium for training
- The main issue that should be resolved through training

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

Customer complaints & employee grievances can be used to:

- Determine training needs
- Deliver training contents to employees
- Offer development packages
- Ensure continuous learning

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

Which of the following involves channeling the behavior of all personnel to accomplish the organization's mission and objectives while simultaneously helping them accomplish their own career objectives?

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

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

Initially the personnel department was only involved in:

- ▶ Recruitment & selection
- ▶ Compensation & benefits
- ▶ Training & development
- ▶ **Scheduling vacations**

In first stage the primary activities, which were carried out by personnel department, were, Planning Company picnics Scheduling vacations, Enrolling workers for health-insurance coverage, Planning retirement parties

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

The process of discovering potential candidates for actual or anticipated organizational vacancies is known as:

- ▶ HR planning
- ▶ Job analysis
- ▶ **Recruitment**
- ▶ Selection

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

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

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

Selection is the process through which the organization chooses, from a group of applicants, those individuals best suited both for open positions and for the company

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

Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?

- ▶ Cognitive aptitude test
- ▶ Job knowledge test
- ▶ Vocational interest test

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- ▶ Psychomotor abilities test

Psychomotor Abilities Tests

This type of test is used to measure strength, coordination, and dexterity. It is feasible to measure many abilities that are involved in many routine production jobs and some office jobs.

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

Background investigations and reference checks are considered to verify candidate's _____ .

- ▶ Age
- ▶ Marital status
- ▶ Credentials
- ▶ Gender

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

Which of the following department is responsible for the socialization of new employees?

- ▶ Human Resource Department
- ▶ Accounts Department
- ▶ Marketing Department
- ▶ Administration Department

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

The process of anticipating management needs, reviewing the skills inventory of a firm and creating replacement charts, is known as:

- ▶ Action planning
- ▶ Management development
- ▶ Management skills' inventory
- ▶ Succession planning

An organization that has human resource planning system uses succession plans and replacement charts to identify and prepare individuals for upper level positions. Skills inventories are useful in identifying individuals

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

Employee commitment had suffered a lot in recent years due to which of the following reasons?

- ▶ Structural downsizing pg 141
- ▶ Skill inadequacy
- ▶ Rational appraisals
- ▶ Organizational expansion

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

The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:

- ▶ Organizational development
- ▶ **Career management**
- ▶ Career development
- ▶ Career planning

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

The process through which someone becomes aware of his/her personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals, is known as:

- ▶ Organizational development
- ▶ Career management
- ▶ Career development
- ▶ Career planning

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

Which demographic group MOSTLY experiences the difficulty with career progress within Pakistan?

- ▶ **Women**
- ▶ Old men
- ▶ Professionals
- ▶ Young men

Question No: 28 (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

Question No: 29 (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

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

The first step in developing a behaviorally anchored rating scale is to:

- ▶ Develop performance dimensions
- ▶ Generate critical incidents
- ▶ Re-allocate incidents
- ▶ Scale incidents

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

'Job evaluation' served as a strong base for which of the following area of an organization?

- ▶ Compensation packages
- ▶ Training modules
- ▶ Organizational policies
- ▶ Rules & regulations

Question No: 32 (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

Question No: 33 (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: 34 (Marks: 1) - Please choose one

For which of the following reason, organizations consider employee benefits important?

- ▶ To attract new blood in the organizations
- ▶ To retain the valuable employees
- ▶ To create good reputation in the market
- ▶ All of the given options

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

Which of the following is NOT included in the indirect benefits?

- ▶ Medical assistance

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- ▶ Gain sharing
- ▶ Pension plans
- ▶ Paid vacations

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

Approximately, what percentage of the total payroll costs is contributed to benefits?

- ▶ Up to 40%
- ▶ Up to 10%
- ▶ Up to 90%
- ▶ Up to 80%

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

If being a manager you have the power to dismiss, suspend or demote your subordinates, you are said to have which of the following power?

- ▶ Charismatic power
- ▶ Referent power
- ▶ Coercive power
- ▶ Legitimate power

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

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

All of the following are reasons of conflicts in an organization, EXCEPT:

- ▶ Everyone competing for scarce resources
- ▶ Interactionist view about employees
- ▶ Poor coordination among employees
- ▶ Stereotypical views about employees

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

Communication within a project team, emerged from different grades and departments of an organization is an example of:

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

Question No: 40 (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

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- ▶ Satisfy the top management
- ▶ Get employee's written approval

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

Involuntary bodily pressures like heart beat rate are controlled through:

- ▶ Biofeedback
- ▶ Transcendental meditation
- ▶ Hypnosis
- ▶ Burnout

Biofeedback A method of learning to control involuntary bodily processes, such as blood pressure or heart rate.

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

_____ are always non-citizens of the countries in which they are working.

- ▶ Expatriates
- ▶ Third country nationals
- ▶ Home-country nationals
- ▶ Host-country nationals

Expatriate An employee working in a firm who is not a citizen of the country

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

Farhan usually tries to create off-channel relationships with the high level bodies to:

- ▶ Be an effective leader
- ▶ Gain power through upward influence
- ▶ Get quick promotions
- ▶ Expand his interpersonal network

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

If the frequency of banned behavior of an employee increases, it is better to:

- ▶ Provide employee some sort of counseling
- ▶ Inform top management about it and take no action
- ▶ Monitor employees' behavior on regular basis
- ▶ Increase the intensity of the disciplinary action against him

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

Which of the following employee benefits are legally imposed on organizations?

- ▶ Social security
- ▶ Stock options
- ▶ Care centers
- ▶ Flexible hours

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

Mental and physical capacities of an individual to perform various tasks which come from knowledge, learning, and experiences are termed as:

- ▶ Perceptions
- ▶ Emotions
- ▶ Values
- ▶ **Abilities**

Skills & Abilities:

Mental and physical capacities to perform various tasks. This comes from knowledge, learning, and experiences.

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

Which of the following term is used to represent the employees' disappointment with their management & employers?

- ▶ Arbitration
- ▶ Mediation
- ▶ Boycott
- ▶ **Grievance**

Grievance Procedure—It contains the means by which employees can voice dissatisfaction with specific management actions

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

United Nations sent a rescue team in the supervision of Mr. Kim from Geneva to the northern areas of Pakistan affected by the destructive earthquake of 2005. In this situation Mr. Kim is a/an:

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

Question No: 49 (Marks: 1) - Please choose one

All of the following could be goals of conflict, EXCEPT:

- ▶ Satisfying monetary needs
- ▶ Achieving special tasks
- ▶ Attaining desired happiness
- ▶ **Avoiding employee grievances**

Question No: 50 (Marks: 1) - Please choose one

The heart of a continuous effort designed to improve employee's competency and organizational performance is known as;

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- ▶ Development
- ▶ Learning
- ▶ **Training**
- ▶ Relevance

Question No: 51 (Marks: 1) - Please choose one

Learning about oneself is referred as;

- ▶ Self Actualization
- ▶ **Self Assessment**
- ▶ Self Reading
- ▶ Self Rationalization

Learning about oneself is referred to as *self-assessment*

Question No: 52 (Marks: 1) - Please choose one

A method of career path that contains both a vertical sequence of jobs and a series of horizontal opportunities is known as;

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

Network Career Path—A method of career pathing that contains both a vertical sequence of jobs and a series of horizontal opportunities

Question No: 53 (Marks: 1) - Please choose one

When an individual sets career goals and identifies the means to achieve them, the process is known as;

- ▶ Career Path
- ▶ **Career Planning**
- ▶ Career Short Sightedness
- ▶ Career Development

Career planning is an ongoing process through which an individual sets career goals and identifies the means to achieve them.

Question No: 54 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

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

Question No: 55 (Marks: 1) - Please choose one

OWBPA stands for which of the following act?

- ▶ **Older Workers Benefit Protection Act**

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- ▶ Older Women Benefit Protection Act
- ▶ Older Wife Benefit Protection Act
- ▶ Older Worth Benefit Protection Act

Question No: 56 (Marks: 1) - Please choose one

FMLA stands for which of the following act?

- ▶ **Family and Medical Leave Act of 1993** pg 126
- ▶ Family and Maternal Leave Act of 1993
- ▶ Family and Mother Leave Act of 1993
- ▶ Family and Mental Leave Act of 1993

Question No: 57 (Marks: 1) - Please choose one

POS stands for which of the following option?

- ▶ **Point-of-service** pg 127
- ▶ Person-of-service
- ▶ Point-of-solution
- ▶ Personality-of-service

Question No: 58 (Marks: 1) - Please choose one

Which one of the following option describes the individuals' capacity to influence decisions?

- ▶ Span of control
- ▶ Line authority
- ▶ Staff authority
- ▶ **Power**

Question No: 59 (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: 60 (Marks: 1) - Please choose one

The traditional view about conflict explains the concept in which of the following way?

- ▶ **Evidence of a failure in management**

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- ▶ Good for a group
- ▶ Improves productivity
- ▶ Cannot be evaded

Question No: 61 (Marks: 1) - Please choose one

Who has presented the theory of Existence Relatedness Growth (ERG)?

- ▶ Alderfer pg 139
- ▶ McGregor
- ▶ Edward Thorndike
- ▶ McClelland

Question No: 62 (Marks: 1) - Please choose one

Who has presented the Reinforcement Theory?

- ▶ Alderfer
- ▶ McGregor
- ▶ Edward Thorndike pg 139
- ▶ McClelland

Question No: 63 (Marks: 1) - Please choose one

Which of the following test is used by McClelland to prove his theory?

- ▶ Thematic Apperception Test pg 140
- ▶ Vibrant Test
- ▶ Simulation Test
- ▶ Personality Test

Question No: 64 (Marks: 1) - Please choose one

Which of the following term can be defined as “A state of mind, desire, energy or interest that translates into action”?

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

Paper 18

FINAL TERM EXAMINATION
Fall 2009

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

Which of the following is the main focus of Organizational Behavior?

- ▶ Society
- ▶ Stockholders

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▶ **People at work**

▶ Union

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

Which of the following is a written statement that represents 'what job holder is supposed to do'?

▶ Job analysis

▶ **Job description**

▶ Job specification

▶ Job evaluation

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

Organizations started to think about the welfare of their employees during:

▶ **1900-10**

▶ 1910-20

▶ 1920-30

▶ 1930-40

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

Which of the following process leads towards the Organization's strategy?

▶ Organizing

▶ Controlling

▶ **Planning**

▶ Leading

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

Jobs are identified & grouped during which of the following managerial function?

▶ Planning

▶ Organizing

▶ Leading

▶ **Controlling**

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

Controlling is mandatory to:

- ▶ Small & medium enterprises
- ▶ Private organizations
- ▶ **All of the given options**
- ▶ Large organizations

Question No: 7 (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

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

Strategic managers are responsible for overall:

- ▶ Production
- ▶ **Planning**
- ▶ Controlling
- ▶ Changes

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

Organizations shifted from manual to computerized system as a result of:

- ▶ Workforce diversity
- ▶ **Technological advancement**
- ▶ Stake holder's involvement

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- ▶ Globalization

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

Formal groups are formed by the _____.

- ▶ Informal structure

▶ **Organizational structure**

- ▶ Friendly relationship

- ▶ Common interest

Option a ,b ,and c are the example of informal group

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

On what grounds 'human resource management' with a career development focus differs from 'human resource management' with a traditional focus?

- ▶ It includes thorough job analysis to get JD & JS
- ▶ **It includes skill analysis prior to assigning jobs**
- ▶ It uses statistical data to ensure legal obligations
- ▶ It focuses on individual's interests and preferences

Question No: 12 (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

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

Which of the following statement signifies 'Forced distribution' as an appraisal method?

- ▶ Evaluates progress made towards the goal accomplishment
- ▶ Assign scale points based on good or poor performance
- ▶ Supervisor keeps a log of subordinate's work-related behavior
- ▶ **Assign predetermined percentages for particular performance categories**

Question No: 14 (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

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- ▶ Base appraisals on subjective supervisory observations
- ▶ Administer and score appraisals in a uniform manner
- ▶ Use clearly defined job performance dimensions

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

'Material wastage has increased to greater extent due to using outdated machinery'.

This issue can be resolved by:

- ▶ Train machine operators regarding its operations
- ▶ Replacing the existing machinery with the new one
- ▶ Using new raw material in production
- ▶ No action is required as it is not a noticeable issue

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

Which of the following strategy is said to be more effective to motivate contingent workers?

- ▶ Facilitate with job security
- ▶ Make jobs more appealing
- ▶ Develop interest through job rotation
- ▶ Provide challenging projects

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

How do companies facilitate workforce diversity?

- ▶ By encouraging employees to challenge beliefs and values of other employees
- ▶ By organizing social activities for organizational people to share experiences
- ▶ By reinforcing traditional values within the organization, through organizational culture
- ▶ By relying on external support systems for minority workers

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

'Career counseling' is part of which of the following functions of HRM?

- ▶ Compensation & benefits
- ▶ Planning & selection
- ▶ Training & development
- ▶ Maintenance of HRIS

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

The extent to which an employment selection test provides consistent results is known as:

- ▶ Reliability
- ▶ Dependability
- ▶ Consistency
- ▶ Trustworthiness

Reliability: The extent to which a selection test provides consistent results. If a test

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has

low reliability, its validity as a predictor will also be low. To validate reliability, a test must be verified

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

During which stage of socialization, employees successfully internalize the organizational norms & beliefs?

- ▶ Pre-arrival stage
- ▶ Encounter stage
- ▶ **Metamorphosis stage** pg 92
- ▶ Post-retirement stage

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

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

- ▶ Formal
- ▶ Informal
- ▶ Bureaucratic
- ▶ **Learning**

They are one whose employees continuously attempt to learn new things & to use what they learn to improve product or service quality.

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

Which of the following term is used to represent the shift in job position without any change in salary or grade?

- ▶ Promotion
- ▶ **Transfer**
- ▶ Demotion
- ▶ Resignation

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

Which of the following depicts today's major barrier to career advancement of the working ladies?

- ▶ Top management is usually male oriented
- ▶ Lack of educational opportunities for women
- ▶ Common perception that woman can never be a better boss
- ▶ **Difficulty in balancing the work and family life**

Question No: 24 (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

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- ▶ Awarding seniority status
- ▶ Facilitating with career success teams

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

Which of the following is MOST essential for sustainable performance of an employee?

- ▶ Career development opportunities
- ▶ Commitment from top management
- ▶ Feedback in term of appropriate rewards
- ▶ Clearly defined job description

Question No: 26 (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

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

All of the following are advantages of 'critical incident method' for appraising performance, EXCEPT:

- ▶ It provides examples of good performance
- ▶ It provides results that are subjective
- ▶ It provides examples of poor performance
- ▶ It provides incidents tied to performance goals

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

Which of the following is the main reason that lessen the effectiveness of 'Ranking Method' of job evaluation?

- ▶ Simplest method among all
- ▶ Ranking judgments are subjective
- ▶ Limited to small organizations
- ▶ Very time consuming & inefficient

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

To make the 'Ranking Method' of job evaluation more effective:

- ▶ Perform performance appraisals on regular basis
- ▶ Train employees prior to appraisals
- ▶ Develop high compensation packages
- ▶ Clearly define job description initially

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

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Chenone has provided a commission of 10% of the sales made by Mr. Ahmed to him in order to recognize his efforts. This practice indicates that the company is providing:

- ▶ Intrinsic reward to recognize employee's efforts
- ▶ Increment due to new government regulation
- ▶ Extrinsic reward offered to sustain employee's performance
- ▶ Part of fringe benefits to the employee

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

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

- ▶ Wages
- ▶ Bonuses
- ▶ Commissions
- ▶ Insurance

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

Which of the given expression is termed as 'equity'?

- ▶ $\frac{\text{Output 1}}{\text{Input}} < \frac{\text{Output 2}}{\text{Input}}$
- ▶ $\frac{\text{Output 1}}{\text{Input}} = \frac{\text{Output 2}}{\text{Input}}$
- ▶ $\frac{\text{Output 1}}{\text{Input}} \leq \frac{\text{Output 2}}{\text{Input}}$
- ▶ $\frac{\text{Output 1}}{\text{Input}} > \frac{\text{Output 2}}{\text{Input}}$

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

For which of the following reason, organizations consider employee benefits important?

- ▶ To attract new blood in the organizations
- ▶ To retain the valuable employees
- ▶ To create good reputation in the market
- ▶ All of the given options

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

Which of the following is NOT included in time-off benefits?

- ▶ On-the-job breaks
- ▶ Annual holidays
- ▶ Flexi time
- ▶ Paid leaves

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

Legitimate power includes which of the following?

- ▶ Acceptance of authority by organizational members
- ▶ Limited ability to reward employees
- ▶ Ability to only punish employees
- ▶ Limited control of company's physical resources

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

Under a strong union influence, the union members demanded the salary increment as per the rate of increase in inflation. As an HR manager what will be your initial step?

- ▶ Rejecting the request as it is unnecessary
- ▶ Approving the demand immediately
- ▶ Asking union to make a contract
- ▶ Arranging negotiation to discuss the issue

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

Communication in which information flows from the top of the organizational management hierarchy to the employees telling them what is the mission and what are the policies of the organization is known as:

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

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

To ensure the effectiveness of safety and health program to whom it must be communicated?

- ▶ Upper management
- ▶ Lower management
- ▶ Middle management
- ▶ All of the given options

Question No: 39 (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

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

Ali often gets aggressive on minute things, the counselor indicate his responses as:

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

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

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

- ▶ Job competence
- ▶ Past international travel
- ▶ Language skills
- ▶ Extraversion

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

'Unilever' comes under which of the following categories while conducting its business globally?

- ▶ Domestic
- ▶ International
- ▶ Multinational
- ▶ Transnational

Question No: 43 (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: 44 (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: 45 (Marks: 1) - Please choose one

Hamid immediately left the organization for personal reasons during the office hours without informing his manager. Manager should take notice of it because:

- ▶ It is his responsibility to remain informed about employees' problems

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- ▶ It is a disciplinary problem that requires immediate action
- ▶ It is about assigning Hamid's work to some other employee before leaving
- ▶ It is his responsibility to keep record of enter & exit of employees during office hours

Question No: 46 (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: 47 (Marks: 1) - Please choose one

Which of the following can be an alternative decision to employee termination?

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

Involuntary Separations

Involuntary separations occur when management decides to terminate its relationship with an employee due to economic necessity or a poor fit between the employee and the organization.

1. Discharges.
2. Layoffs.
3. Downsizing and rightsizing. A reduction in the number of people employed by a firm (also known as *restructuring* and *rightsizing*); essentially the reverse of a company growing and suggests a one-time change in the organization and the number of people employed

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

"We just do the work for which we are being paid for", employees' such perception is a great:

- ▶ Success of performance appraisal
- ▶ Advantage of conducted job analysis
- ▶ Hindrance for employee participation
- ▶ Impact of legally imposed rules

Question No: 49 (Marks: 1) - Please choose one

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- ▶ Workforce

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- ▶ Stakeholders
- ▶ Customers
- ▶ Stockholders

Question No: 50 (Marks: 1) - Please choose one

If in a country women advocates are not encouraged to be appointed as high court judges; which of the following constraint applies in this situation?

- ▶ Grievance practices
- ▶ Equal employment opportunity
- ▶ Glass ceiling effect
- ▶ Reverse discrimination

Question No: 51 (Marks: 1) - Please choose one

Read carefully the following section of job advertisement.

- a. "Management, both technical & administrative affairs.
- b. Promotion of marine R&D activities for the purpose of protection/preservation of marine environment.
- c. Exploration & management of marine research & development within the marine zone of Pakistan."

This section of job advertisement represents which of the following term?

- ▶ Job analysis
- ▶ Job description
- ▶ Job specification
- ▶ Job summary

Question No: 52 (Marks: 1) - Please choose one

Expertise in a particular field/area helps leaders in:

- ▶ Building their power to influence followers
- ▶ Increasing their referent power to influence others
- ▶ Enhancing their political network
- ▶ Creating upward communication channel

Question No: 53 (Marks: 1) - Please choose one

Which of the following term is used to represent the employees' disappointment with their management & employers?

- ▶ Arbitration
- ▶ Mediation
- ▶ Boycott
- ▶ Grievance

Question No: 54 (Marks: 1) - Please choose one

Which one among the following statements, depicts 'Permissible bargaining'?

- ▶ Issues not necessarily to be bargained

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- ▶ Issues that have no legal standing
- ▶ Legal issues necessary to resolve
- ▶ Essential employees related issues

Question No: 55 (Marks: 1) - Please choose one

According to which of the following legal obligation employers are bound to give 60 days notice prior to plant closing or major layoffs?

- ▶ Due process by an employer
- ▶ Union recommendations
- ▶ **Statutory right of employees**
- ▶ Employer itself

Question No: 56 (Marks: 1) - Please choose one

A firm that recognizes the critical importance of continuous performance-related training and development and takes appropriate action is known as;

- ▶ Closed Organization
- ▶ Dynamic Organization
- ▶ **Learning Organization**
- ▶ Multi-directional Organization

Question No: 57 (Marks: 1) - Please choose one

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

Question No: 58 (Marks: 1) - Please choose one

If Mr. Salman can dismiss, suspend, or demote any of his subordinate, which type of power Mr. Salman possess?

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

Question No: 59 (Marks: 1) - Please choose one

Which of the following situation is a most appropriate to solve problem?

- ▶ Win/lose
- ▶ Lose/lose
- ▶ **Win/win**

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- All are appropriate

Question No: 60 (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 should not be involved
- That conflict is always resolved by force
- It achieves a set of lasting agreements

Question No: 61 (Marks: 1) - Please choose one

Protection from undesirable circumstances and safety come under which stage of Maslow hierarchy of need?

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

Physiological (food, water, and shelter.)

2. **Safety or security** (protection against threat and deprivation)

Question No: 62 (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: 63 (Marks: 1) - Please choose one

Independence, achievement, freedom, status, recognition, and self-esteem come under which stage of Maslow hierarchy of need?

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

Physiological (food, water, and shelter.)

2. **Safety or security** (protection against threat and deprivation)

3. **Social** (friendship, affection, belonging, and love)

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4. **Ego** (independence, achievement, freedom, status, recognition, and self-esteem)
5. **Self-actualization** (realizing one's full potential; becoming everything one is capable of being.)

Question No: 64 (Marks: 1) - Please choose one

McClelland has presented a theory in which he has explained the association of three elements. Which of the following combination is true?

- ▶ **Affiliation, Power, and Achievement**
- ▶ Affiliation, Personality, and Achievement
- ▶ Affection, Power, and Achievement
- ▶ Affiliation, Personality, and Association

McClelland (Needs for Affiliation, Power, and Achievement) Theory
[Paper 19](#)

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

Jobs are compensated on the basis of:

- ▶ Job analysis
- ▶ Job specification
- ▶ **Job worth**
- ▶ Job description

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

Which of the following is served as criteria for declaring a particular job as worth-full?

- ▶ Physical motion
- ▶ **Significance of task**
- ▶ Mental stress
- ▶ Long working hours

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

HR department became the main force behind all changes during:

- ▶ **Mechanistic period**
- ▶ Catalytic period
- ▶ Organistic period
- ▶ Strategic period

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

The major concern of the organizations during 1990s was:

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- ▶ Productivity
- ▶ Efficiency
- ▶ Quality
- ▶ All of the given options

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

While developing laws, management should be able to:

- ▶ Implement laws by force
- ▶ Modify as per requirement
- ▶ Defend their decisions
- ▶ Easily convey among employees

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

Part-time workers, temporaries, independent contractors; all fall under which of the given category?

- ▶ Conditional workers
- ▶ Transitory workers
- ▶ Interim workers
- ▶ Contingent workers

Contingent Workers It is also known as part-timers, temporaries, and independent contractors, comprise the fastest-growing segment of our economy

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

Under which managerial function, managers ensure goal attainment?

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

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

Terms "Interpersonal skills" and "Human skills" are used for:

- ▶ Two different skills

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- ▶ Different managerial skills
- ▶ Operational skills
- ▶ Same managerial skills

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

Entrepreneurs are said to perform the:

- ▶ Interpersonal role
- ▶ Informational role
- ▶ Supportive role
- ▶ Decisional role

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

GHOSIA BUILDERS is a construction company; construct official & residential buildings, you are appointed to evaluate the performance of its employees, what method you will select for their evaluation?

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

Question No: 11 (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: 12 (Marks: 1) - Please choose one

Grouping of different jobs having similar job responsibilities & duties is called:

- ▶ Classes
- ▶ Grades

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- ▶ Scales
- ▶ Roles

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

According to which of the following appraisal method, a set of compensable aspects are identified for determining the job worth?

- ▶ Essay method
- ▶ **Ranking method**
- ▶ Classification method
- ▶ Factor comparison method

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

Majority of accidents at workplace occurred due to which of the given reasons?

- ▶ Toxic environment
- ▶ **Employee negligence**
- ▶ Unsafe equipment
- ▶ Poor ventilation

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

The best way of reducing the problems of leniency or strictness in performance appraisals is to:

- ▶ Rank employees
- ▶ **Train supervisors to avoid it**
- ▶ Impose a distribution for performance
- ▶ Consider the purpose of the appraisal

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

When an employee's personal characteristics such as age, race, and gender influence supervisor's evaluation of his or her performance, which of the following problem can be occurred?

- ▶ Biasness
- ▶ **Stereotyping**
- ▶ Halo affect
- ▶ Strictness

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

Which one of the following is an example of downward communication?

- ▶ Birthday parties & official dinners
- ▶ Customers' responses through telephone calls
- ▶ **Monthly performance discussion meetings**
- ▶ Company's prospectus for stakeholders

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

The best hiring occurs when the goals of which of the following should consistent to each other?

- ▶ HR managers, Finance managers
- ▶ Head office, Branch
- ▶ Organization, Individual
- ▶ Lower managers, Top managers

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

'Material wastage has increased to greater extent due to using outdated machinery'. This issue can be resolved by:

- ▶ Train machine operators regarding its operations
- ▶ Replacing the existing machinery with the new one
- ▶ Using new raw material in production
- ▶ No action is required as it is not a noticeable issue

Question No: 20 (Marks: 1) - Please choose one

All of the followings are characteristics of a well-functioning and effective groups, EXCEPT:

- ▶ Members are relaxed and comfortable
- ▶ Members express their feelings & ideas
- ▶ Conflict & disagreement are made on ideas not individuals
- ▶ Tasks to be performed are ambiguous & accepted

Characteristics of a well-functioning, effective group

A group is considered effective if it is having following characteristics.

- Relaxed, comfortable, informal atmosphere
- Task to be performed are well understood & accepted
- Members listen well & participate in given assignments
- Clear assignments made & accepted
- Group aware of its operation & function
- People express feelings & ideas
- Consensus decision making
- Conflict & disagreement center around ideas or method

Question No: 21 (Marks: 1) - Please choose one

Staffing is a process of hiring qualified employees at the right place and at the right time, to achieve:

- ▶ Targeted sales goals
- ▶ Individual career goals
- ▶ Return on investment
- ▶ Organizational objectives

Question No: 22 (Marks: 1) - Please choose one

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Which of the following specifies the relative value of each job in an organization?

- ▶ Job analysis
- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation

Job Evaluation—That part of a compensation system in which a firm determines the relative value of one job compared with that of another.

Question No: 23 (Marks: 1) - Please choose one

Which of the following is a unique form of recruitment where every employee becomes a company's recruiter?

- ▶ Employee referrals
- ▶ Walk-in-applicants
- ▶ Trade associations
- ▶ Foreign nationals

Question No: 24 (Marks: 1) - Please choose one

Which of the following measures are taken to assess the intensity of employees' satisfaction and their attitude toward the training program?

- ▶ Continuous feedback
- ▶ Profitability rate
- ▶ Market share
- ▶ Productivity levels

Question No: 25 (Marks: 1) - Please choose one

The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:

- ▶ Organizational development
- ▶ Career management
- ▶ Career development
- ▶ Career planning

Question No: 26 (Marks: 1) - Please choose one

Alternative work arrangements include all of the following, EXCEPT:

- ▶ Part-time work
- ▶ Flexible hours
- ▶ On-site child care

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- ▶ Job sharing

Question No: 27 (Marks: 1) - Please choose one

Which of the following plays a role in assessing interests, seeking out career information and utilizing development opportunities in career development?

- ▶ Individual
- ▶ Manager
- ▶ Supervisor
- ▶ Company

Question No: 28 (Marks: 1) - Please choose one

How companies can provide career counseling, development advice and therapy to the employees, seeking careers growth?

- ▶ By providing career coaches
- ▶ By offering career allowances
- ▶ By establishing a corporate campus
- ▶ By offering online career centers

Question No: 29 (Marks: 1) - Please choose one

Performance is a function of:

- ▶ Ability, effort, opportunity
- ▶ Ability, expectancy, salary
- ▶ Ability, skill, knowledge
- ▶ Motivation, attractiveness, support

Performance is the function of:

- a) **Ability:** The basic skills possessed by the individual that are required to give certain performance enhance the level of performance.
- b) **Motivation:** Activities in HRM concerned with helping employees exert high energy levels and to get performance in desirable direction.
- c) **Opportunity:** Circumstances under which performance is made they can be ideal or vice versa.

Question No: 30 (Marks: 1) - Please choose one

Company's financial statements represent which of the following?

- ▶ Customer satisfaction
- ▶ Material wastage
- ▶ Monthly sales growth
- ▶ Product life-cycle

Question No: 31 (Marks: 1) - Please choose one

Which performance appraisal technique lists the traits and a range of

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performance?

- ▶ Paired comparison
- ▶ Management by objective
- ▶ Alternation ranking
- ▶ Graphic rating scale

Question No: 32 (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

Question No: 33 (Marks: 1) - Please choose one

"Higher efforts should be rewarded with higher rewards"; which of the following theory focuses this statement?

- ▶ Motivational theory
- ▶ Performance theory
- ▶ Competancy theory
- ▶ Equity theory

Question No: 34 (Marks: 1) - Please choose one

Which of the given expression is termed as 'equity'?

- ▶ $\frac{\text{Output 1}}{\text{Input}} < \frac{\text{Output 2}}{\text{Input}}$
- ▶ $\frac{\text{Output 1}}{\text{Input}} = \frac{\text{Output 2}}{\text{Input}}$
- ▶ $\frac{\text{Output 1}}{\text{Input}} \leq \frac{\text{Output 2}}{\text{Input}}$
- ▶ $\frac{\text{Output 1}}{\text{Input}} > \frac{\text{Output 2}}{\text{Input}}$

Question No: 35 (Marks: 1) - Please choose one

Which of the following is NOT included in the indirect benefits?

- ▶ Medical assistance
- ▶ Gain sharing
- ▶ Pension plans
- ▶ Paid vacations

Question No: 36 (Marks: 1) - Please choose one

Approximately, what percentage of the total payroll costs is contributed to benefits?

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- ▶ Up to 40%
- ▶ Up to 10%
- ▶ Up to 90%
- ▶ Up to 80%

Question No: 37 (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: 38 (Marks: 1) - Please choose one

Which incentive plan focuses on co-operation between managers and employees through sharing their problems, goals and ideas?

- ▶ Improshare plan
- ▶ Scanlon plan
- ▶ Profit-sharing plan
- ▶ Stock ownership plan

Question No: 39 (Marks: 1) - Please choose one

Legitimate power includes which of the following?

- ▶ Acceptance of authority by organizational members
- ▶ Limited ability to reward employees
- ▶ Ability to only punish employees
- ▶ Limited control of company's physical resources

Legitimate Power Based on a person holding a formal position. Others comply because they believe in the legitimacy of the power holder.

Question No: 40 (Marks: 1) - Please choose one

According to which of the following view, "conflict is bad and should be avoided"?

- ▶ Behavioral view
- ▶ Traditional View
- ▶ Human Relations View
- ▶ Interactionist View

Question No: 41 (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

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- ▶ Prohibited issues

Mandatory Bargaining Issues—Fall within the definition of wages, hours, and other terms and conditions of employment.

⌚ **Permissive Bargaining Issues**—May be raised, but neither side may insist that they be bargained over.

⌚ **Prohibited Bargaining Issues**—Are statutorily outlawed.

Question No: 42 (Marks: 1) - Please choose one

The labor union of 'SAGA Trading Pvt Ltd' is demanding company to buy resources from their settled place. Company didn't bother about raising such issue by the union, as the issue comes under:

- ▶ Labor issues
- ▶ Mandatory issues
- ▶ **Permissive issues**
- ▶ Prohibited issues

Question No: 43 (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:

- ▶ **Expatriate**
- ▶ Third-country national
- ▶ Home-country national
- ▶ Host-country national

Question No: 44 (Marks: 1) - Please choose one

Leadership will mostly be considered failed if:

- ▶ Leaders are appointed by top management
- ▶ Leader established high goals to be achieved
- ▶ Leader also plays the role of a manager in an organization
- ▶ **Followers stop sharing their issues with a leader**

Question No: 45 (Marks: 1) - Please choose one

Hamid immediately left the organization for personal reasons during the office hours without informing his manager. Manager should take notice of it because:

- ▶ It is his responsibility to remain informed about employees' problems
- ▶ **It is a disciplinary problem that requires immediate action**
- ▶ It is about assigning Hamid's work to some other employee before leaving
- ▶ It is his responsibility to keep record of enter & exit of employees during office hours

Question No: 46 (Marks: 1) - Please choose one

Which of the following is a part of non-financial compensation?

- ▶ Monthly commission
- ▶ **Employee autonomy**

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- ▶ Stock option
- ▶ Medical allowance

Question No: 47 (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: 48 (Marks: 1) - Please choose one

One of the common disadvantages of using expatriates to fill foreign subsidiary management positions is that:

- ▶ Expatriates are more expensive than using local managers
- ▶ Expatriates are mostly indulged in informal relationships
- ▶ Expatriates focus unnecessarily on long-term projects
- ▶ Expatriates bring a sense of policy implementation to the foreign facility

Question No: 49 (Marks: 1) - Please choose one

What sort of relationship exists between 'negative-reinforcement' & 'punishment'?

- ▶ Both are similar concepts
- ▶ Punishment leads to negative-reinforcement
- ▶ Negative-reinforcement leads to strengthen behavior & vice versa
- ▶ Both leads to similar consequences

Question No: 50 (Marks: 1) - Please choose one

Asif has punished his subordinate for the reason that he had refused to drop Asif's children at school. What type of power Asif practiced over his subordinate?

- ▶ Referent power
- ▶ Social power
- ▶ Positional power
- ▶ Charismatic power

Question No: 51 (Marks: 5)

Discuss the roles of tactical, operational & strategic managers with the help of hierarchical diagram.

Question No: 52 (Marks: 10)

Glaxo Smithkline has introduced a new machine in the production of medicines. Being an HR manager how would you guide your production workers so that they feel comfortable with this change?

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Question No: 53 (Marks: 10)

As per your opinion which of the training mode is more beneficial? Defend your choice.

- a) On-the-job training
- b) Off-the-job training

Question No: 54 (Marks: 10)

Why & how the flow of information is an essential part of key business activities?

FINALTERM EXAMINATION
Paper 20

Question No: 1 (Marks: 1) - Please choose one

What could be the reason behind linking HRM with the strategic goals & objectives of an organization?

- ▶ Promote centralization
- ▶ **Foster innovation & flexibility**
- ▶ Support bureaucratic culture
- ▶ Develop rigid policies

Question No: 2 (Marks: 1) - Please choose one

Controlling is mandatory to:

- ▶ Small & medium enterprises
- ▶ Private organizations
- ▶ **All of the given options**
- ▶ Large organizations

Question No: 3 (Marks: 1) - Please choose one

By what means, organizations show concerns for their employees and earn their commitment?

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- ▶ 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

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: 5 (Marks: 1) - Please choose one

Ahmed, the supervisor of the manufacturing department, is in the process of evaluating his staff's performance. He has determined that 15% of the group will be identified as high performers, 20% as above average performers, 30% as average performers, 20% as below average performers, and 15% as poor performers. He is using a _____ method.

- ▶ Graphic rating scale
- ▶ Constant sum ranking scale
- ▶ Forced distribution
- ▶ Alternation ranking

Forced Distribution—An appraisal approach where the rater is required to assign individuals in the work group to a limited number of categories similar to a normal frequency distribution.

Question No: 6 (Marks: 1) - Please choose one

Management by objectives (MBO) refers to an appraisal method, which:

- ▶ Evaluates progress made toward the accomplishment of measurable goals
- ▶ Assigning scale points with specific examples of good or poor performance
- ▶ A log of positive and negative examples of a subordinate's work-related behavior
- ▶ Assigning predetermined percentages for different performance categories

Question No: 7 (Marks: 1) - Please choose one

When an employee's personal characteristics such as age, race, and gender influence supervisor's evaluation of his or her performance, which of the following problem can be occurred?

- ▶ Biasness

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- ▶ Stereotyping
- ▶ Halo affect
- ▶ Strictness

Question No: 8 (Marks: 1) - Please choose one

ABC Company is currently hiring employees from different provinces of a country. ABC Company is said to be implementing _____.

- ▶ Decentralization
- ▶ Downsizing
- ▶ **Diversity**
- ▶ Retrenchment

Question No: 9 (Marks: 1) - Please choose one

'There is no need to make any new appointment'; therefore, the organization has transferred Mr. Azam to another branch. This step of the organization is taken to:

- ▶ Increase the labor supply than demand
- ▶ **Maintain the balance of labor supply and demand**
- ▶ Decrease the labor supply than demand
- ▶ Devastate the balance of labor supply and demand

Question No: 10 (Marks: 1) - Please choose one

As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?

- ▶ Maintaining and updating the jobs
- ▶ Identify objectives of job analysis
- ▶ Identify the job to be analyzed
- ▶ **Draft job description & job specification**

Question No: 11 (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: 12 (Marks: 1) - Please choose one

The inner drive that directs a person's behavior towards goal attainment is known as:

- ▶ Performance
- ▶ **Motivation**
- ▶ Need

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- ▶ Attitude

Motivation is the inner drive that directs a person's behavior toward goals. Motivation

Question No: 13 (Marks: 1) - Please choose one

Who is responsible for hiring the wrong person for the particular job?

- ▶ **HR manager**
- ▶ Regional manager
- ▶ Regional head
- ▶ CEO

Question No: 14 (Marks: 1) - Please choose one

Which of the following expression defines "Productivity"?

- ▶ **Effectiveness x Efficiency**
- ▶ Effectiveness / Efficiency
- ▶ Effectiveness - Efficiency
- ▶ Effectiveness + Efficiency

Effectiveness & Efficiency

Productivity = Efficiency x Effectiveness

Question No: 15 (Marks: 1) - Please choose one

Which of the following term is used to study the collective behavior of individuals within an organization?

- ▶ Organizational culture
- ▶ Organizational norms
- ▶ **Organizational behavior**
- ▶ Organizational rules

Question No: 16 (Marks: 1) - Please choose one

Individual's behavior comprises of:

- ▶ Heritage
- ▶ **Perception**
- ▶ Emotions
- ▶ All of the given options

Focus of Organizational Behavior

OB looks at individual behavior, which includes personality, perception, learning, and motivation

Question No: 17 (Marks: 1) - Please choose one

Which one is NOT the reason of joining groups by people?

- ▶ To get affiliation
- ▶ To gain power
- ▶ To get security
- ▶ **To get promotions**

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Question No: 18 (Marks: 1) - Please choose one

Musharaf Government has increased women's reserved seats to 30% in the parliament. What does it represent?

- ▶ Increase total number of seats
- ▶ Decrease number of seats for men
- ▶ **Ensure affirmative action**
- ▶ Enhance equal employment opportunity

Question No: 19 (Marks: 1) - Please choose one

Which of the following is a measure to ensure minorities' involvement on equality basis who had been discriminated in the past?

- ▶ Equal employment opportunity
- ▶ Civil rights
- ▶ Anti-gender discrimination
- ▶ **Affirmative action**

Affirmative

action goes beyond equal employment opportunity by requiring the employer to make an extra effort to recruit, hire, promote, and compensate those in protected groups to eliminate the present effects of past discrimination.

Question No: 20 (Marks: 1) - Please choose one

What comes prior to environmental scanning of an organization?

- ▶ **Determining organizational mission**
- ▶ Monitoring the action plans
- ▶ Developing budgets for plans
- ▶ None of the given options

HR's role would include environmental scanning, competitive intelligence, internal strengths and weaknesses analysis, and the implementation of the strategies. HR process involves following activities or steps.

I. HR Planning Process:

a. Determine the organizational mission:

It states Organization's overall purpose and basic business scope and operations it provides information like, why does our organization exist? What unique contributions can it make?

Question No: 21 (Marks: 1) - Please choose one

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

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organization?

► Selection

► **Recruitment**

► Staffing

► Enrollment

It is the process of attracting individuals on a timely basis, in sufficient numbers and with appropriate qualifications, and encouraging them to apply for jobs with an organization.

Question No: 22 (Marks: 1) - Please choose one

Which of the following test is used to measure a candidate's knowledge regarding job duties he/she is supposed to perform in a particular job position?

► Work knowledge test

► Trade knowledge test

► **Job knowledge test**

► Position knowledge test

Job Knowledge Tests

This sort of test is designed to measure a candidate's knowledge of the duties of the position for which he or she is applying.

Question No: 23 (Marks: 1) - Please choose one

Socialization is a process of :

► Enhancement

► Development

► **Introduction**

► Evaluation

Question No: 24 (Marks: 1) - Please choose one

All of the following areas are covered in an employee orientation program, EXCEPT:

► Organizational history

► Employee benefits

► Organizational issues

► **Organizational politics**

Question No: 25 (Marks: 1) - Please choose one

The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:

► Organizational development

► **Career management**

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- ▶ Career development
- ▶ Career planning

Question No: 26 (Marks: 1) - Please choose one

Ali is dissatisfied with his current job, therefore is considering to change his career. What should he do before changing the occupation?

- ▶ Monitor the salary difference of the alternative jobs
- ▶ **Compare his ideal job to his current job**
- ▶ Adjust with the current job, as switching could be risky
- ▶ Directly switch the occupation, nothing need to be done

Question No: 27 (Marks: 1) - Please choose one

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**

Question No: 28 (Marks: 1) - Please choose one

Alternative work arrangements include all of the following, EXCEPT:

- ▶ Part-time work
- ▶ Flexible hours
- ▶ **On-site child care**
- ▶ Job sharing

Question No: 29 (Marks: 1) - Please choose one

When an employee's performance is so poor that a written warning is required, that warning should:

- ▶ Identify the standards by which the employee is judged
- ▶ Contain examples of employees who met the standards
- ▶ Provide previous examples when employee met the standards
- ▶ **Be sent to the employee in question and to the superior manager**

Question No: 30 (Marks: 1) - Please choose one

To make the 'Ranking Method' of job evaluation more effective:

- ▶ Perform performance appraisals on regular basis
- ▶ Train employees prior to appraisals
- ▶ Develop high compensation packages
- ▶ **Clearly define job description initially**

Question No: 31 (Marks: 1) - Please choose one

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Which of the following performance appraisal method is worthless, when jobs are entirely different from each other?

- ▶ Ranking method
- ▶ Factor comparison method
- ▶ **Classification method** pg 119
- ▶ Point factor method

Question No: 32 (Marks: 1) - Please choose one

Which of the following pay category depicts the increase in salary, the firm awards to an individual employee based on his or her individual performance?

- ▶ **Merit pay**
- ▶ Variable pay
- ▶ Piecework pay
- ▶ Job-based pay

Merit Pay: A pay increase given to employees based on their level of performance as indicated in the appraisal.

Question No: 33 (Marks: 1) - Please choose one

Which of the following constraints should be considered while designing any pay plan?

- ▶ Legal obligations
- ▶ Union bodies
- ▶ Equity factor
- ▶ All of the given options

Question No: 34 (Marks: 1) - Please choose one

According to which of the following view, "conflict should be encouraged and managed"?

- ▶ Traditional View
- ▶ Human Relations View
- ▶ **Interactionist View**
- ▶ Behavioral view

Question No: 35 (Marks: 1) - Please choose one

In the negotiation process, bargaining issues like deciding product price & design, deciding about new jobs etc. comes under:

- ▶ Labor issues
- ▶ Mandatory issues
- ▶ **Permissive issues**
- ▶ Prohibited issues

Question No: 36 (Marks: 1) - Please choose one

Which of the following criteria is said to be essential for an effective

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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: 37 (Marks: 1) - Please choose one

The BEST indicator of an effective safety and health program of an organization is:

- ▶ Employees do not feel hesitant while sharing their problems
- ▶ Employees feel motivated to perform well and show loyalty
- ▶ Employees feel honor that organization is concerned about their problems
- ▶ Employees do not face injuries and illnesses on regular basis

Question No: 38 (Marks: 1) - Please choose one

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

Question No: 39 (Marks: 1) - Please choose one

All of the following would be considered appropriate practices for creating smoke-free environment in an organization, EXCEPT:

- ▶ Banning smoking completely
- ▶ Refusing to hire chain smokers
- ▶ designate special areas as smoking rooms
- ▶ Restricting smoking in designated areas

Question No: 40 (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: 41 (Marks: 1) - Please choose one

Lack of concentration among employees is indicated as:

- ▶ Short-term physical symptom of stress
- ▶ Long-term physical symptom of stress
- ▶ Behavioral symptom of stress

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► **Internal symptom of stress**

Internal symptoms: Internal symptoms include Worry or anxiety, Confusion, and an inability to concentrate or make decisions, Feeling ill, Feeling out of control

Question No: 42 (Marks: 1) - Please choose one

There are multiple outlets of Shezan Bakers & Confectioners in different areas of Lahore. The management of Shezan Bakers states that “*We are the leading bakers & confectioners of Lahore for over two decades*”. Their statement depicts that Shezan is a/an:

- **Domestic organization**
- International organization
- Multinational organization
- Transnational organization

Question No: 43 (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

Question No: 44 (Marks: 1) - Please choose one

Mr. Ali is perceived to be the best counselor among all of his followers. Thus, what kind of a leader Ali is?

- **Influential**
- Self-confident
- Charismatic
- Knowledgeable

Question No: 45 (Marks: 1) - Please choose one

General practice carried out by Mr. Aslam is to encourage the participation of his subordinates while making departmental decisions. He is therefore said to be:

- Involved in practicing his referent power
- Involved in practicing legitimate power
- **Involved in a leadership process**
- Involved in making efforts to get favors from employees

Question No: 46 (Marks: 1) - Please choose one

Hamid immediately left the organization for personal reasons during the office hours without informing his manager. Manager should take notice of it because:

- It is his responsibility to remain informed about employees' problems
- **It is a disciplinary problem that requires immediate action**

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- ▶ It is about assigning Hamid's work to some other employee before leaving
- ▶ It is his responsibility to keep record of enter & exit of employees during office hours

Question No: 47 (Marks: 1) - Please choose one

Overstating the performance records by an employee in front of management is considered which of the following?

- ▶ Theft
- ▶ Damage
- ▶ Dishonesty
- ▶ Insubordination

Question No: 48 (Marks: 1) - Please choose one

If the frequency of banned behavior of an employee increases, it is better to:

- ▶ Provide employee some sort of counseling
- ▶ Inform top management about it and take no action
- ▶ Monitor employees' behavior on regular basis
- ▶ Increase the intensity of the disciplinary action against him

Question No: 49 (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: 50 (Marks: 1) - Please choose one

Which of the following is a part of non-financial compensation?

- ▶ Monthly commission
- ▶ Employee autonomy
- ▶ Stock option
- ▶ Medical allowance

Question No: 51 (Marks: 1) - Please choose one

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- ▶ Workforce
- ▶ Stakeholders
- ▶ Customers
- ▶ Stockholders

Question No: 52 (Marks: 1) - Please choose one

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'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: 53 (Marks: 1) - Please choose one

Ahmed has provided the personal contact numbers of his subordinates to one of his friends who is working as an insurance agent in a private insurance firm, to help him in achieving his monthly sales target. This practice is:

- ▶ **Prohibited by the privacy rights**
- ▶ Violation of employment at will
- ▶ Implementation of discrimination law
- ▶ Clear violation of labor laws

Question No: 54 (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

Question No: 55 (Marks: 1) - Please choose one

Which one of the following is not a function of HRM department which helps in training and development program?

- ▶ Provide employee orientation training
- ▶ Contribute to management development programs
- ▶ **Monetary satisfaction**
- ▶ Provide training and development.

Question No: 56 (Marks: 1) - Please choose one

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

Simulation refers

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to creating an artificial learning environment that approximates the actual job conditions as much as possible.

Question No: 57 (Marks: 1) - Please choose one

Which of the following is not included in extrinsic rewards?

- ▶ Salary
- ▶ Promotion opportunities
- ▶ Wage
- ▶ Recreation

Question No: 58 (Marks: 1) - Please choose one

Written warnings are received by the employees from the human resource department under the progressive discipline procedure belong to which offence ?

- ▶ Second offense pg 173
- ▶ Third offense
- ▶ Fourth offense
- ▶ First offense

Question No: 59 (Marks: 1) - Please choose one

FMLA stands for which of the following act?

- ▶ Family and Medical Leave Act of 1993 pg 173
- ▶ Family and Maternal Leave Act of 1993
- ▶ Family and Mother Leave Act of 1993
- ▶ Family and Mental Leave Act of 1993

Question No: 60 (Marks: 1) - Please choose one

Which of the following refers to the compensation method that recommends that person should be paid according to the quantity or quality of his work?

- ▶ Empowerment
- ▶ Job appraisal
- ▶ Pay for Performance
- ▶ Job acknowledgement

Question No: 61 (Marks: 1) - Please choose one

Which one of the following option describes the individuals' capacity to influence decisions?

- ▶ Span of control
- ▶ Line authority
- ▶ Staff authority

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► **Power**

Question No: 62 (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: 63 (Marks: 1) - Please choose one

Collective-bargaining process can't be completed without negotiations. What do management and union ensure?

- **That conflict is contained within manageable boundaries**
- Agreement between all parties should not be involved
- That conflict is always resolved by force
- It achieves a set of lasting agreements

Question No: 64 (Marks: 1) - Please choose one

Which of the following is the inner drive that directs a person's behavior toward goals?

- **Motivation**
- Stimuli
- Resentment
- Conation

Motivation Motivation is the inner drive that directs a person's behavior toward goals.

[Paper 21](#)

FINAL TERM EXAMINATION

Spring 2010

Question No: 1 (Marks: 1) - Please choose one

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

<http://www.referenceforbusiness.com/management/Ob-Or/Organizational-Behavior.html>

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Question No: 2 (Marks: 1) - Please choose one

Which of the following term describes the unique combination of psychological traits that describes a person's behaviors?

- ▶ Perception
- ▶ **Personality**
- ▶ Attitude
- ▶ Ability

Personality

The unique combination of the psychological traits we use to describe a person

Question No: 3 (Marks: 1) - Please choose one

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

- ▶ Scientific approach
- ▶ Rational approach
- ▶ **Human relations approach**
- ▶ Systematic approach

http://www.zainbooks.com/books/human-resource-management/human-resource-management1_3_organization-and-components-of-organization.html

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 work situation to influence performance. Human relations were the first major approach to emphasize informal work relationships and worker satisfaction

Question No: 4 (Marks: 1) - Please choose one

Which one is NOT a type of teams?

- ▶ Virtual
- ▶ Problem-solving
- ▶ Cross-functional
- ▶ **Team building** PG 25

Types of Teams

1. Self managed Teams
2. Cross Departmental Team
3. Quality Circles

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4. Virtual Teams

5. Problem solving Team

<http://managementconsultingcourses.com/Lesson29TypesOfTeams.pdf>

Question No: 5 (Marks: 1) - Please choose one

Which human resource area is concerned with the collective bargaining of labor union?

- ▶ Stockholder relations
- ▶ Industrial relations
- ▶ Personnel relations

▶ **Employee relations** PG 156

Employee Relations: The labor contract gives employees specific rights. The employees, through the collective bargaining process, have a voice in the development of work rules that affect their jobs.

Question No: 6 (Marks: 1) - Please choose one

'Fair employment legislation' is applicable to which of the following?

- ▶ **Collective bargaining**
- ▶ Planning & selection
- ▶ Training & development
- ▶ Grapevine network

Question No: 7 (Marks: 1) - Please choose one

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**

Treatment or consideration of, or making a distinction in favor of or against, a person or thing based on the group, class, or category to which that person or thing belongs rather than on individual merit: *racial and religious intolerance and discrimination*. The power of making fine distinctions; discriminating judgment: *She chose the colors with great discrimination*

Question No: 8 (Marks: 1) - Please choose one

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?

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► Selection

► **Recruitment**

► Staffing

► Enrollment

Recruitment is the process of attracting such individuals in sufficient numbers and encouraging them to apply for jobs with the organization.

Question No: 9 (Marks: 1) - Please choose one

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.

Question No: 10 (Marks: 1) - Please choose one

Which of the following is NOT a concern of Human Resource Development (HRD)

► Employee training

► Employee orientation

► Employee rights

► **Employee appraisals**

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

Being a cashier, Ahmed is discontented with his job, why it is so?

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- ▶ Job involves extensive customer interaction
- ▶ **Job does not suit his preferences**
- ▶ Job involves physical toughness
- ▶ Job requires mental toughness

Question No: 13 (Marks: 1) - Please choose one

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

Question No: 14 (Marks: 1) - Please choose one

Which of the following is part of a manager's role in the career development of an employee?

- ▶ Communicating the mission, policies and procedure
- ▶ Utilizing career development opportunities
- ▶ Participating in career development discussions
- ▶ **Establishing goals and career plans**

A performance appraisal, employee appraisal, performance review, or (career) development discussion[1] is a method by which the job performance of an employee is evaluated (generally in terms of quality, quantity, cost, and time) typically by the corresponding manager or supervisor. A performance appraisal is a part of guiding and managing career development.

Question No: 15 (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: 16 (Marks: 1) - Please choose one

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;

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Question No: 17 (Marks: 1) - Please choose one

According to which of the following view, "conflict should be encouraged and managed"?

- ▶ Traditional View
- ▶ Human Relations View
- ▶ **Interactionist View**
- ▶ Behavioral view

Managers can manage conflict by either preventing or reducing high levels of conflict or stimulating low levels of conflict. To do this, managers can apply a behavioral approach or an attitudinal approach

Question No: 18 (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: 19 (Marks: 1) - Please choose one

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**

<http://hrcouncil.ca/hr-toolkit/compensation-employee.cfm>

Employers that add online care as a component of their benefit mix have the potential to realize significant gains, including:

- Decreased medical expenses based on lower utilization of emergency room and urgent care services; online care provides an alternative access point to health care for employees.
- Reduced absenteeism, since employees can consult with physicians online rather than taking time off from work to visit a provider office for themselves or their children.
- Increased productivity that results from healthier employees on the job
- Improved access to health care services, which is especially important for employers in medically underserved areas or remote geographic regions.

Question No: 20 (Marks: 1) - Please choose one

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“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**

Discrimination laws essentially give people the right to work without being evaluated on the basis of non-job-relevant factors such as religion, origins, sex or race.

Question No: 21 (Marks: 1) - Please choose one

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**

Internal symptoms: Internal symptoms include Worry or anxiety, Confusion, and an inability to concentrate or make decisions, Feeling ill, Feeling out of control or overwhelmed by events, Mood changes, Depression, Frustration, Helplessness, Restlessness, Being more lethargic, Difficulty sleeping, drinking more alcohol and smoking more, Changing eating habits, relying more on medication.

Question No: 22 (Marks: 1) - Please choose one

Assessing an employee's probable success in handling a foreign transfer and the best predictor of future success is proved to be:

- ▶ **Job competence**
- ▶ Past international travel
- ▶ Language skills
- ▶ Extraversion

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

“Leaders are born not made”. Which of the following theory depicts the given statement?

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► **Trait Theory**

- Situational Theory
- Behavioral Theory
- Motivational Theory

The basic premise behind trait theory was that effective leaders are born, not made, Leadership Theories and Studies - organization, system, style, manager, definition, model, type, company, workplace, business, system, Historical development, Recent developments <http://www.referenceforbusiness.com/management/Int-Loc/Leadership-Theories-and-Studies.html#ixzz1CWvYwySH>

Question No: 25 (Marks: 1) - Please choose one

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

Question No: 26 (Marks: 1) - Please choose one

A process of shifting worker to lower level of duties & responsibilities along with the reduced pay is termed as:

- Retirement
- Resignation
- Lay-off
- **Demotion**

Question No: 27 (Marks: 1) - Please choose one

Which of the following is a force by which personality traits (expertise) affect others' behavior?

- **Power**
- Influence
- Authority
- Command

Question No: 28 (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

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Question No: 29 (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: 30 (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: 31 (Marks: 1) - Please choose one

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

Question No: 32 (Marks: 1) - Please choose one

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

Simulations

Simulators are training devices of varying degrees of complexity that duplicate the real world. Simulation refers to creating an artificial learning environment that approximates the actual job conditions as much as possible

Question No: 33 (Marks: 1) - Please choose one

Which of the following is not included in extrinsic rewards?

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- ▶ Salary
- ▶ Promotion opportunities
- ▶ Wage
- ▶ Recreation

Extrinsic: rewards that are external to the job, i.e., pay, bonuses, promotion, incentives, fringe benefits or tangible awards; or rewards that are administered by someone else (i.e. the carrot.)

Question No: 34 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Promotion opportunities
- ▶ Working conditions
- ▶ Insurance
- ▶ Interesting work

Intrinsic: rewards that are part of the job itself and the personal satisfaction of accomplishing something worthwhile, i.e., responsibility, challenge, autonomy, purpose and feedback; or rewards that are self-administered.

Question No: 35 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Retirement
- ▶ Interesting work
- ▶ Promotion opportunities
- ▶ Working conditions

Intrinsic: rewards that are part of the job itself and the personal satisfaction of accomplishing something worthwhile, i.e., responsibility, challenge, autonomy, purpose and feedback; or rewards that are self-administered.

Question No: 36 (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

Make disciplinary Action progressive. Although the type of disciplinary action that is appropriate may vary depending on the situation, it is generally desirable for discipline to be progressive. Only for the most serious violations will an employee be dismissed after a first offense. Typically, progressive disciplinary action begins with

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a verbal warning and proceeds through a written warning, suspension, and, only in the most serious cases, dismissal. More on this in a moment.

Question No: 37 (Marks: 1) - Please choose one

Who has presented the Reinforcement Theory?

- ▶ Alderfer
- ▶ McGregor
- ▶ **Edward Thorndike**
- ▶ McClelland

Reinforcement Theory

In 1911, psychologist Edward Thorndike formulated the law effect: Behavior that is followed by positive consequences probably will be repeated.

Question No: 38 (Marks: 1) - Please choose one

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**

Question No: 39 (Marks: 1) - Please choose one

What are the differences between employees' relation and labor relations?

▶ **Employee relations deal with the nonunion 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

<http://www.workforce.com/phpBB/viewtopic.php?topic=16758&forum=53&3>

Labor relations happens in a unionized environment and employee relations happens in a non-unionized environment.

Question No: 40 (Marks: 1) - Please choose one

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

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▶ They may try to inflate the importance of their job

Question No: 41 (Marks: 1) - Please choose one

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 is presented with an inventory of perhaps hundreds of specific duties or tasks.

http://ie.emu.edu.tr/development/dosyalar/%7Bu_Y-ux1-Esi%7DJA.doc

Question No: 42 (Marks: 1) - Please choose one

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**

<http://www.overcomebullying.org/stress-at-work.html>

Question No: 43 (Marks: 1) - Please choose one

Which of the following is MOST likely to affect the building of trust within a relationship?

- ▶ **Integrity**
- ▶ Loyalty
- ▶ Consistency
- ▶ Openness

Integrity refers to honesty, conscientiousness, and truthfulness. This one seems to be most critical when someone assesses another's trustworthiness

Question No: 44 (Marks: 1) - Please choose one

Which group of employees may also be known as expatriates?

- ▶ **Parent-country nationals**
- ▶ Host-country nationals
- ▶ Third-country nationals
- ▶ Local-country nationals

its broadest sense, an expatriate is any person living in a different country from where he

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or she is a citizen. In common usage, the term is often used in the context of professionals sent abroad by their companies, as opposed to locally hired staff (who can also be foreigners). The differentiation found in common usage usually comes down to socio-economic factors, so skilled professionals working in another country are described as expatriates, whereas a manual labourer who has moved to another country to earn more money might be labelled an 'immigrant'. There is no set definition and usage does vary depending on context and individual preferences and prejudices

Question No: 45 (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: 46 (Marks: 1) - Please choose one

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

Franchising—The parent company grants another firm the right to do business in a prescribed manner. Franchisees must follow stricter operational guidelines than do licensees. Licensing is usually limited to manufacturers, whereas franchising is popular with service firms such as restaurants and hotels.

Question No: 47 (Marks: 1) - Please choose one

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

http://books.google.com.pk/books?id=RidV6vh08xMC&pg=PA365&lpg=PA365&dq=%22will+prevent+accidental+violations+of+a+rule%22&source=bl&ots=TPqX8l_ecQ&sig=DZVEvPktq50s9GdvS19DxbR4bEQ&hl=en&ei=QrVJTdG2Cca3hAeHt8HIDg&sa=X&oi=book_result&ct=result&resnum=1&ved=0CBQQ6AEwAA#v=onepage&q=%22will%20prevent%20accidental%20violations%20of%20a%20rule%22&f=false

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Question No: 48 (Marks: 1) - Please choose one

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

Adam's Equity Theory

Adams's equity theory assumes that people have a need for fairness at work, and therefore, value and seek it. People are motivated to maintain a balance between what they perceive as their inputs or contributions and their rewards as compared to others. This theory seems to work when people feel they are underpaid, but inequity due to overpayment does not seem to have the positive effects on either quantity or quality that Adams's equity theory would predict.

Paper 22

SOLVED BY CHANDA REHMAN & Tariq

FINAL TERM EXAMINATION

Spring 2010

MGT501- Human Resource Management (Session - 3)

Time: 90 min

Marks: 69

Question No: 1 (Marks: 1) - Please choose one

HRIS is used to facilitate the decisions related to:

▶ **Overall organization** PG 62

- ▶ Employment planning
- ▶ Sales forecasting
- ▶ Resource allocation

Question No: 2 (Marks: 1) - Please choose one

If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

- ▶ Gaps
- ▶ **Effectiveness**
- ▶ Discrepancies
- ▶ Performance

<http://www.rci.rutgers.edu/~schuler/mainpages/SJ.htm>

Question No: 3 (Marks: 1) - Please choose one

The frequency of conducting the performance appraisal depends on:

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- ▶ Environmental challenges
- ▶ Training sessions
- ▶ Job analysis
- ▶ **Organizational policies**

Question No: 4 (Marks: 1) - Please choose one

Who is the primary person, responsible for doing the actual appraising of an employee's performance?

- ▶ The employee's direct supervisor
- ▶ The company's appraiser
- ▶ **The human resource manager PG 36**
- ▶ The EEO contact person

The human resource manager is primarily responsible for coordinating the management of human resources to help the organization achieve its goals.

Question No: 5 (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

Question No: 6 (Marks: 1) - Please choose one

Which of the following is a forecasting method in which requirement is estimated at department level and the information is gradually transmitted to upper level to make future hiring of employees?

- ▶ Top-down approach
- ▶ **Bottom-up approach**
- ▶ Zero-based approach
- ▶ Employee-based approach

Bottom-Up Approach

A forecasting method in which each successive level of the organization, starting with the lowest, and forecasts its employee requirements in order to, ultimately, provide an aggregate forecast of employment needs.

Question No: 7 (Marks: 1) - Please choose one

An organization posts advertisement in the news paper as:

“Approximate Gross salary is Rs. 24,000/ per month. In addition to above salary the candidate on appointment will also be entitled for other attractive benefits/facilities like pick and drop, indoor medical facility, housing subsidy etc”.

This represents:

- ▶ The organization's policy for attracting more potential candidates
- ▶ The organization is creating its positive image in the market
- ▶ **The organization is clearly defining the job position** not sure?

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- ▶ The organization's policy to retain valuable employees

Question No: 8 (Marks: 1) - Please choose one

Which of the following is said to be an output of an organization?

- ▶ Human resource
- ▶ Physical assets
- ▶ **Goods & services PG 13**
- ▶ Financial reserves

Question No: 9 (Marks: 1) - Please choose one

Which of the following is a forecasting technique that involves experimenting a real-world situation through a mathematical model?

- ▶ **Simulation PG 59**
- ▶ Modeling
- ▶ Mock-up
- ▶ Replication

Simulation

It is a technique for experimenting with a real-world situation through a mathematical model representing that situation. A model is an abstraction of the real world.

Question No: 10 (Marks: 1) - Please choose one

Which of the following test is used to measure a candidate's knowledge regarding job duties he/she is supposed to perform in a particular job position?

- ▶ Work knowledge test
- ▶ Trade knowledge test
- ▶ **Job knowledge test**
- ▶ Position knowledge test

Question No: 11 (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

Question No: 12 (Marks: 1) - Please choose one

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**

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- ▶ Establishing goals and career plans

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

Which of the following is the main reason that lessens the effectiveness of 'Ranking Method' of job evaluation?

- ▶ Simplest method among all
- ▶ **Ranking judgments are subjective** PG 120
- ▶ Limited to small organizations
- ▶ Very time consuming & inefficient

Question No: 15 (Marks: 1) - Please choose one

Which one of the following is NOT a feature of 'Scanlon plan'?

- ▶ A philosophy of cooperation
- ▶ **An emphasis on individual achievement**
- ▶ An involvement system
- ▶ A sharing of ideas & issues

Question No: 16 (Marks: 1) - Please choose one

What type of pay plan is used when a worker is being paid for the number of units produced?

- ▶ Competency pay
- ▶ Job pay
- ▶ **Piecework pay** Correct
- ▶ Bonus pay

Question No: 17 (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

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Question No: 18 (Marks: 1) - Please choose one

According to which of the following view, "conflict should be encouraged and managed"?

- ▶ Traditional View
- ▶ Human Relations View
- ▶ **Interactionist View** Correct
- ▶ Behavioral view

Conflict should be encouraged & managed

http://www.google.com.pk/url?sa=t&source=web&cd=6&ved=0CDgQFjAF&url=http%3A%2F%2Fvulms.vu.edu.pk%2FCourses%2FMGT501%2FLessons%2FLesson_36%2FLecture36.ppt&ei=x3NFTZC9Lc6mrAf6rcToDw&usg=AFQjCNHKHVKAdzLmA8zYWIZ089Vy01ecNw

Question No: 19 (Marks: 1) - Please choose one

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: 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

Question No: 20 (Marks: 1) - Please choose one

"Leaders are born not made". Which of the following theory depicts the given statement?

- ▶ **Trait Theory** correct
- ▶ Situational Theory
- ▶ Behavioral Theory
- ▶ Motivational Theory

The basic premise behind trait theory was that effective leaders are born, not made, Leadership Theories and Studies - organization, system, style, manager, definition, model, type, company, workplace, business, system, Historical development, Recent developments <http://www.referenceforbusiness.com/management/Int-Loc/Leadership-Theories-and-Studies.html#ixzz1CWvYwySH>

Question No: 21 (Marks: 1) - Please choose one

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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

http://www.academicleadership.org/article/Are_You_A_Charismatic_Leader

Question No: 22 (Marks: 1) - Please choose one
“People can be trained to be effective leaders”. This statement is said to be true as per which of the following theories?

- ▶ Trait Theory
- ▶ Situational Theory
- ▶ **Behavioral Theory**
- ▶ Motivational Theory

Behavioral Theories of Leadership:

According to this theory, there are behavioral determinants of leadership which can be learned.

People can be trained to be effective leaders.

www.scribd.com/doc/13733803/MGMT623-Leadership-Team-Management-Lecture-1-45

Question No: 23 (Marks: 1) - Please choose one

General practice carried out by Mr. Aslam is to encourage the participation of his subordinates while making departmental decisions. He is therefore said to be:

- ▶ Involved in practicing his referent power
- ▶ Involved in practicing legitimate power
- ▶ **Involved in a leadership process**
- ▶ Involved in making efforts to get favors from employees

Question No: 24 (Marks: 1) - Please choose one

Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

- ▶ **Manager only**
- ▶ Charismatic leader
- ▶ Leader only
- ▶ Leader & manager at the same time

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

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- ▶ Knowledge
- ▶ Dominance
- ▶ **Self-confidence**

Empower Employees

Empowerment means giving employees the authority, tools, and information they need to do their jobs with greater autonomy, as well as the self-confidence to perform new jobs effectively. Empowerment boosts employees' feelings of self-efficacy and enables them to use their potential more fully.

Question No: 26 (Marks: 1) - Please choose one

Which of the following skills are highly required by the supervisors to resolve various issues among employees?

- ▶ Tactical skills
- ▶ Human skills
- ▶ Technical skills
- ▶ **Conceptual skills** Correct

Conceptual Skills

Conceptual skills include the ability to think and to conceptualize about abstract and complex situations, to see the organization as a whole, and to understand the relationships among the various subunits, and to visualize how the organization fits into its broader environment. Conceptual skills include analytical ability, logical thinking, concept formation, and inductive reasoning. They manifest themselves in things like good judgment, creativity, and the ability to see the big picture. Top managers/CEO needs this type of skill the most.

Question No: 27 (Marks: 1) - Please choose one

A firm that recognizes the critical importance of continuous performance-related training and development and takes appropriate action is known as;

- ▶ Closed Organization
- ▶ Dynamic Organization
- ▶ **Learning Organization** PG 96
- ▶ Multi-directional Organization

Learning organization

Learning organizations are firms that recognize the critical importance of continuous performance-related.

Training takes appropriate action. They are one whose employees continuously attempt to learn new things & to use what they learn to improve product or service quality. The most important thing in

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learning is that all managers should understand the basic purposes and processes of both Training also recognize the role of learning theory in Training.

Question No: 28 (Marks: 1) - Please choose one

Which of the following can provide an opportunity for the employee to share in decision making, to learn by watching others, and to investigate specific organizational problems?

- ▶ Committee Assignments
- ▶ Simulations
- ▶ **Outdoor Training**
- ▶ Seminars

Outdoor Training: A trend in employee development has been the use of outdoor training.

The primary focus of such training is to teach trainees the importance of working together, of getting as teams. The purpose of these trainings is to see how employees react to the difficulties that nature presents to them.

Question No: 29 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Interesting work
- ▶ Promotion opportunities
- ▶ Paid vacations
- ▶ **Working conditions**

Intrinsic rewards are those that exist in the job itself. Examples of this include achievement, variety, challenge, autonomy, responsibility, professional growth, status, recognition, praise, and feels of self-esteem. The upside of intrinsic rewards is that they increase job satisfaction which is thought to be a great motivator in having employees work hard and to produce quality results.

Intrinsic Rewards:

- Positively related to client satisfaction levels.
- Positively related to perceived quality.
- No affect on delivering projects on time or within budget.

Question No: 30 (Marks: 1) - Please choose one

Which of the following means giving employees the authority, tools, and information they need to do their jobs with greater autonomy?

- ▶ Job enrichment
- ▶ **Empowerment** PG 37

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- ▶ Job acknowledgement
- ▶ Job appraisal

http://books.google.com.pk/books?id=--1oX58Ril8C&pg=PA52&lpg=PA52&dq=%22authority,+tools,+and+information+they+need+to+do+their+jobs+with+greater+autonomy%22&source=bl&ots=gxVm6LFXh4&sig=Y2WH8axJhBaibSaIaYOT0NUdfmU&hl=en&ei=GZpFTZC6IcXtrQfC5uEV&sa=X&oi=book_result&ct=result&resnum=2&ved=0CBgQ6AEwAQ#v=onepage&q=%22authority%20%20tools%20%20and%20information%20they%20need%20to%20do%20their%20jobs%20with%20greater%20autonomy%22&f=false

In essence, the process of empowerment entails providing workers with the skills and authority to make decisions that would traditionally be made by managers. The goal of empowerment is an organization consisting of enthusiastic, committed people who perform their work ably because they believe in it and enjoys doing it

Question No: 31 (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 **Correct**
- ▶ Agreement between all parties could not be involved
- ▶ That conflict is always resolved by force
- ▶ It achieves a set of lasting agreements

<http://www.oup.com/uk/orc/bin/9780199539376/01student/mcqs/ch10/?view=Standard>

Question No: 32 (Marks: 1) - Please choose one
“Administering an aversive consequence” refers to which of the following?

- ▶ **Punishment**
- ▶ Positive reinforcement
- ▶ Negative reinforcement
- ▶ Loyalty

Ref:

<http://www.google.com.pk/url?sa=t&source=web&cd=1&ved=0CBQQFjAA&url=http%3A%2F%2Fcob.bloomu.edu%2Fframing%2Fbatmgt5ppt%2Fchap013.ppt&ei=KJtFTe7rCsHPrQf0vwG&usg=AFQjCNEmj4HEiiNrSkre29Y44yvbSNXQKg>

Question No: 33 (Marks: 1) - Please choose one
Which of the following is considered as the last stage in the HRM/personnel development?

- ▶ Bureaucratic management
- ▶ Records and administration

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▶ Regulatory accountability

▶ **Competitive advantage** Correct

Shift of personnel management to HRM took place in three stages:

1. Records and Administration

2. Accountability Regulations

3. Competitive Advantage

Question No: 34 (Marks: 1) - Please choose one

All of the following can be the action of management when firms are faced with the shortage of workers. EXCEPT

▶ Creative recruiting

▶ Employee referrals

▶ Job fairs

▶ **Layoffs** PG60

Question No: 35 (Marks: 1) - Please choose one

Which of the following step comes first in the strategy process?

▶ **Determine desirable goals and/or strategies**

▶ Assess current situation and current strategy

▶ Search for and select suitable courses of action

▶ Implement changes

Question No: 36 (Marks: 1) - Please choose one

Which of the following is NOT a way of performing job analysis?

▶ Examining participants diary/log

▶ Observing the physical activity of assembly-line-workers

▶ **Reviewing exit interviews conducting with departing employees** PG 69 n 70

▶ Interviewing group of employees having same job

Observation

1. Direct observations are useful when jobs consist of mainly observable physical activity as

opposed to mental activity.

Participant Diary / Logs

1. The employee records every activity he/she engages in, in a diary or log along with the amount

of time to perform each activity to produce a complete picture of the job.

2. Employees may try to exaggerate some activities and underplay others.

The Interview

1. The three types of interviews managers use to collect job analysis data are: individual (to get the

employee's perspective on the job's duties and responsibilities, group (when large numbers of employees

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perform the same job

Question No: 37 (Marks: 1) - Please choose one

Which job analysis method is recommended for jobs like janitors, assembly line workers and accounting clerks?

- ▶ Observation
- ▶ Log/diary
- ▶ Structured questionnaire
- ▶ **Technical conference**

Question No: 38 (Marks: 1) - Please choose one

Microsoft Corporation receives more than 12000 job applications per month. Which of the following can be a reason?

- ▶ **Organizational image** **Correct**
- ▶ Job unattractiveness
- ▶ IT based jobs trend
- ▶ Government's influence

REF:

Image of the Organization.

If employees believe that their employer deals with them fairly, the positive word-of-mouth support they provide is of great value to the firm. It assists in establishing credibility with prospective employees.

Image of the organization is mainly assessed by its performance, salary, benefits provided by it potential

opportunities to excel and respect etc. If all these factors are good enough than the image of the organization

will be positive in the market that will help the organization to have reasonable number of applicants ready to

apply for then given job openings, But if the salary benefits provided by the organizations are not compatible

with the market there are no potential opportunities for the career development and to excel in future than these

factors will be contributing towards negative image of the organization. This bad image is hurdle in acquiring

good number of applicants through recruitment process specially if any firm is having business in the declining

industry and management is least bothered about the welfare and wellbeing of the employees

Question No: 39 (Marks: 1) - Please choose one

Telenore Pakistan gives a mobile set to each of its employees after completing one

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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

Rewards that are associated with the job itself, such as the opportunity to perform meaningful work, complete cycles of work, see finished products, experience variety, and receive feedback on work results.

Intrinsic reward

Question No: 40 (Marks: 1) - Please choose one

While downsizing, organizations sometimes reduce the number of employees by offering early retirements because:

- ▶ **HR requirement is less than existing number of employees**
- ▶ HR requirement is greater than the existing number of employees
- ▶ Company is expanding its manual operations and procedures
- ▶ Organizations can be more efficient by this action of management

Downsizing and rightsizing. A reduction in the number of people employed by a firm (also

known as restructuring and rightsizing); essentially the reverse of a company growing and suggests

a one-time change in the organization and the number of people employed

Question No: 41 (Marks: 1) - Please choose one

Which of the following dimension of trust is characterized by reliability, predictability, and good judgment in handling situations?

- ▶ Uniformity
- ▶ **Consistency**
- ▶ Competence
- ▶ Integrity

Consistency relates to an individual's reliability, predictability, and good judgment in handling situations. Loyalty is the willingness to protect and save face for another person. The final dimension of trust is openness.

Question No: 42 (Marks: 1) - Please choose one

Which group of employees may also be known as expatriates?

- ▶ Parent-country nationals
- ▶ Host-country nationals
- ▶ **Third-country nationals**
- ▶ Local-country nationals

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expatriate - A citizen who is a resident in another country

Third Country Nationals :A third country national, as the term is used here, is an employee, working temporarily in an assignment country, who is neither a national of the assignment country nor of the country in which the corporate headquarters is located

Question No: 43 (Marks: 1) - Please choose one

The aspect of organizational culture that an employee can NOT see is

- ▶ Dressing code
- ▶ Language
- ▶ **Role expectations**
- ▶ Daily work practices

Question No: 44 (Marks: 1) - Please choose one

Last month, it came to the knowledge of Tony's supervisor that he is using drugs. The supervisor talked to him about the rules of the organization that prohibit possession of narcotics or alcohol at workplace, and the consequences for such behavior that ultimately lead to dismissal. Yesterday, Tony has been fired because of having drugs with him. The action taken by management;

- ▶ Is totally unfair and biased
- ▶ Can reduce the motivational level of other employees
- ▶ **Sends a message to other employees about what will not be tolerated**
- ▶ Is against the privacy right of the employee

Question No: 45 (Marks: 1) - Please choose one

Which of the following stated law gives people the right to expect a certain base level of compensation for their work?

- ▶ Labor law
- ▶ **Minimum wage law** PG 169Correct
- ▶ Employee privacy law
- ▶ Discrimination laws

Minimum wage legislation gives people the right to expect a certain base level of compensation for their work.

Question No: 46 (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

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- ▶ An employee may have no access to his employment history file

REF:

employees files are HR records which is confidential

Question No: 47 (Marks: 1) - Please choose one

All of the following are considered as potential benefit of conflict EXCEPT

- ▶ Stimulates new ideas
- ▶ Promotes healthy competition
- ▶ **Facilitates downsizing**
- ▶ Energize behaviors

Question No: 48 (Marks: 1) - Please choose one

Qureshi as a team leader always supports the idea that conflict should be eliminated; he is supporting which of the following views of conflict?

- ▶ The traditional view
- ▶ **The human relations view PG 15**
- ▶ The interactionist view
- ▶ The optimistic view

The Human Relations Viewpoint

Human relations proponents argued that managers should stress primarily employee welfare, motivation, and communication.

[Paper 23](#)

Paper no 2

FINAL TERM EXAMINATION

Spring 2010

Question No: 1 (Marks: 1) - Please choose one

Which of the following structure is formed to facilitate the work flow for goals achievement?

- ▶ Society
- ▶ **Organization**
- ▶ Union
- ▶ Government

Question No: 2 (Marks: 1) - Please choose one

The set of tasks & duties assigned to a particular person is said to be his/her:

- ▶ Position
- ▶ **Duty**

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► Responsibility

► Work

So this process helps us to learn the following concepts:

- **Job:** A group of tasks that must be performed in an organization to achieve its goals.
- **Position:** The tasks and responsibilities performed by one person; there is a position for every individual in an organization.
- **Task:** A distinct, identifiable work activity composed of motions
- **Duty:** A larger work segment composed of several tasks that are performed by an individual.
- **Responsibility:** An obligation to perform certain tasks and duties.

Question No: 3 (Marks: 1) - Please choose one

Controlling is mandatory to:

- Small & medium enterprises
- Private organizations
- **All of the given options**
- Large organizations

Question No: 4 (Marks: 1) - Please choose one

Entrepreneurs are said to perform the:

- Interpersonal role
- Informational role
- Supportive role
- **Decisional role**

Decisional roles

- Entrepreneur—managers initiate and oversee new projects that will improve their organization's performance
- Disturbance handlers—take corrective action in response to unforeseen problems
- Resource allocators—responsible for allocating human, physical, and monetary resources
- Negotiator role—discuss issues and bargain with other units to gain advantages for their own unit

Question No: 5 (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**

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Question No: 6 (Marks: 1) - Please choose one

As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?

- ▶ Maintaining and updating the jobs
- ▶ Identify objectives of job analysis
- ▶ Identify the job to be analyzed
- ▶ **Draft job description & job specification**

Question No: 7 (Marks: 1) - Please choose one

Which one of the following data collection tool you prefer in order to obtain information from large number of employees in short time period for job analysis?

- ▶ **Questionnaires**
- ▶ Interviews
- ▶ Observations
- ▶ Employee diaries

Questionnaire method:

Having employees fill out questionnaires to describe their job-related duties & responsibilities is another good way to obtain job analysis information. We have to decide how structured the questionnaire should be and what question to include. Some questionnaires are very structured checklists. Each employee gets an inventory of perhaps hundreds of specific duties or tasks (such as “change and splice via”). He or she is asked to indicate whether or not he/she performs each tasks and, if so, how much time is normally spent on each. At the other extreme, the questionnaire can be open-ended and simply ask the employee to “describe the major duties of your job.” In practice, the best questionnaire often falls between these two extremes.

Pros & cons

A questionnaire is a quick and efficient way to obtain information from a large number of employees, its less costly than interviewing hundreds of workers, for instance. However, developing any questionnaire and testing it can be expensive and time-consuming.

Question No: 8 (Marks: 1) - Please choose one

What could be the main consideration of an HR manager during recruitment?

- ▶ Outsource the employee selection to recruiting agencies
- ▶ Screen the pool of appropriate applicants
- ▶ **Attract a large number of applicants**
- ▶ Only hire the experienced candidates

Question No: 9 (Marks: 1) - Please choose one

Which of the given employment testing approach requires individuals to perform

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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.

Simulations

Simulators are training devices of varying degrees of complexity that duplicate the real world. Simulation refers to creating an artificial learning environment that approximates the actual job conditions as much as possible.

Question No: 10 (Marks: 1) - Please choose one

Which of the following department is responsible for handling safety & health issues of employees?

- ▶ **HR department**
- ▶ Procurement department
- ▶ Finance department
- ▶ Marketing department

Question No: 11 (Marks: 1) - Please choose one

Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?

- ▶ **Curriculum vitae**
- ▶ Educational record
- ▶ Career goal
- ▶ Interview questioning

Question No: 12 (Marks: 1) - Please choose one

Shehzad planed 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: 13 (Marks: 1) - Please choose one

Which of the following term is used to represent the shift in job position without any change in salary or grade?

- ▶ Promotion

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- ▶ **Transfer**
- ▶ Demotion
- ▶ Resignation

Question No: 14 (Marks: 1) - Please choose one

The process through which someone becomes aware of his/her personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals, is known as:

- ▶ Organizational development
- ▶ Career management
- ▶ Career development
- ▶ **Career planning**

<http://www.scribd.com/doc/33769240/Human-Resources-Management-Quiz>

Career planning refers to the process through which someone becomes aware of personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals

Question No: 15 (Marks: 1) - Please choose one

Which of the following plays a role in providing timely performance feedback, development assignments and support in career development of employees?

- ▶ Individual
- ▶ **Manager**
- ▶ Company
- ▶ Human resource specialist

<http://www.scribd.com/doc/33769240/Human-Resources-Management-Quiz>

Question No: 16 (Marks: 1) - Please choose one

Which of the following plays a role in providing training & development opportunities and career information & programs in career development of employees?

- ▶ Individual
- ▶ **Manager**
- ▶ Supervisor
- ▶ Organization

<http://ucsfhr.ucsf.edu/index.php/pubs/hrguidearticle/chapter-11-employee-development-training/>

As a manager, one of your key responsibilities is to develop your staff. The Philosophy of Human Resources Management (Appendix B) states that you can: "Encourage growth and career development of employees by coaching, and by helping employees achieve their personal goals at UCSF and beyond...[you can develop] human resources by providing adequate training... encouragement of staff

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development, and opportunities for growth."

Career Development A formal approach taken by an organization to help people acquire the skills and experiences needed to perform current and future jobs is termed as career development.

Question No: 17 (Marks: 1) - Please choose one

Company's financial statements represent which of the following?

- ▶ Customer satisfaction
- ▶ Material wastage
- ▶ **Monthly sales growth**
- ▶ Product life-cycle

Question No: 18 (Marks: 1) - Please choose one

Rewards offered to individuals serving at the managerial positions on monthly basis are termed as:

- ▶ Commission
- ▶ **Salary**
- ▶ Wage
- ▶ Bonus

Question No: 19 (Marks: 1) - Please choose one

Which of the following is NOT included in the indirect benefits?

- ▶ **Medical assistance**
- ▶ Gain sharing
- ▶ Pension plans
- ▶ Paid vacations

Question No: 20 (Marks: 1) - Please choose one

Which incentive plan focuses on co-operation between managers and employees through sharing their problems, goals and ideas?

- ▶ Improshare plan
- ▶ **Scanlon plan**
- ▶ Profit-sharing plan
- ▶ Stock ownership plan

<http://171.1psu.edu.cn/rlzyzdkc/ybs/index1010.htm>

The Scanlon Plan

Scanlon Plan: Bonus incentive plan using employee and management committees to gain cost-reduction improvements. The philosophy behind the Scanlon Plan is that employees should offer ideas and suggestions to improve productivity and, in turn, be rewarded for their constructive efforts. The plan requires good management, leadership, trust and respect between employees and managers, and a workforce dedicated to responsible

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decision making. When correctly implemented, the Scanlon Plan can result in improved efficiency and profitability for the organization and steady employment and high compensation for employees. According to Scanlon's proponents, effective employee participation, which includes the use of committees on which employees are represented, is the most significant feature of the Scanlon Plan. This gives employees the opportunity to communicate their ideas and opinions and to exercise some degree of influence over decisions affecting their work and their welfare within the organization

Question No: 21 (Marks: 1) - Please choose one

In the negotiation process, bargaining issues like deciding product price & design, deciding about new jobs etc. comes under:

- ▶ Labor issues
- ▶ Mandatory issues
- ▶ **Permissive issues**
- ▶ Prohibited issues

Question No: 22 (Marks: 1) - Please choose one

The system designed to solve employees' physical, mental and emotional problems is known as:

- ▶ **EAP (Employee Assistance Programs)**
- ▶ ERISA (Employee Retirement Income Security Act)
- ▶ PBGC (Pension Benefit Guaranty Corporation)
- ▶ OSHA (Occupational Safety & Health Administration)

Employee Assistance Programs (EAPs)

EAPs are programs designed to help employees whose job performance is suffering because of physical, mental, or emotional problems.

Question No: 23 (Marks: 1) - Please choose one

Smoking is strictly prohibited in all organizations & public places according to rules imposed by federal government as part of:

- ▶ **Statutory rights**
- ▶ Contractual rights
- ▶ Employee rights
- ▶ Management rights

Statutory Rights

The key statutory rights can be found in laws such in Civil Rights Acts, the Occupational Safety and Health Act (OSHA), and the National Labor Relations Act (NLRA). These rights Protect employees from discrimination, Safe working conditions, Right to form unions

b) Contractual Rights

A written employment contract details the terms of the employment relationship. These contracts usually Baddress such issues as seniority, due process, and wrongful discharge. Besides written contracts, there are implied contracts. Employee

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handbooks, employment

policies, and statements made by an interviewer or manager may be interpreted by the courts as implied contracts.

c) Other Rights

Beyond statutory and contract rights, employees may have rights to ethical treatment, limited free speech, and limited privacy.

Question No: 24 (Marks: 1) - Please choose one

“People can be trained to be effective leaders”. This statement is said to be true as per which of the following theories?

- ▶ Trait Theory
- ▶ Situational Theory
- ▶ **Behavioral Theory**
- ▶ Motivational Theory

Behavioral Theories of Leadership:

According to this theory, there are behavioral determinants of leadership which can be learned. People can be trained to be effective leaders.

www.scribd.com/doc/13733803/MGMT623-Leadership-Team-Management-Lecture-1-45

Question No: 25 (Marks: 1) - Please choose one

Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

- ▶ **Manager only**
- ▶ Charismatic leader
- ▶ Leader only
- ▶ Leader & manager at the same time

Question No: 26 (Marks: 1) - Please choose one

According to which of the following it is better to convince the employees to abide by the company's rules, rather than promptly responding with written or oral warnings to employees?

- ▶ Hot stove rule
- ▶ **Positive discipline**
- ▶ Progressive discipline
- ▶ Implied discipline

Positive Discipline

Encouraging employees to monitor their own behaviors and assume responsibility for their own actions is called positive discipline. Management still intervenes, but with counseling sessions as opposed to punishment

Question No: 27 (Marks: 1) - Please choose one

Background and reference checks are made by HR department while hiring employees to:

- ▶ Evaluate employee's capability

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- ▶ Meet requirements of federal law
- ▶ Check employee's communication network
- ▶ **Check authenticity of provided information**

Background Investigations

This step is used to check accuracy of application form through former employers and references. Verification of education and legal status to work Credit history Criminal records is also made. Personal reference checks may provide additional insight into the information furnished by the applicant and allow verification of its accuracy. Past behavior is the best predictor of future behavior. It is important to gain as much information as possible about past behavior to understand what kinds of behavior one can expect in the future. Knowledge about attendance problems, insubordination issues, theft, or other behavioral problems can certainly help one avoid hiring someone who is likely to repeat those behaviors. Background investigations primarily seek data from references supplied by the applicant including his or her previous employers. The intensity of background investigations depends on the level of responsibility inherent in the position to be filled

Question No: 28 (Marks: 1) - Please choose one

Which of the following terms correctly represents different types of managers?

- ▶ **Tactical, operational, functional**
- ▶ Tactical, operational, strategic
- ▶ Executive, CEO, director
- ▶ Dimensional, functional, strategic

Question No: 29 (Marks: 1) - Please choose one

Ahmed has provided the personal contact numbers of his subordinates to one of his friends who is working as an insurance agent in a private insurance firm, to help him in achieving his monthly sales target. This practice is:

- ▶ **Prohibited by the privacy rights**
- ▶ Violation of employment at will
- ▶ Implementation of discrimination law
- ▶ Clear violation of labor laws

HRIS Security and Privacy

The HR department must develop policies and guidelines to protect the integrity and security of the HRIS so that private employee information does not fall into the wrong hands. To maintain the security and privacy of HRIS records, companies should control access, develop policies and guidelines that govern the utilization of information, and allow employees to check their reco

Question No: 30 (Marks: 1) - Please choose one

Learning about oneself is referred as;

- ▶ Self Actualization
- ▶ **Self Assessment**
- ▶ Self Reading

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► Self Rationalization

Individual career planning — Career planning begins with self-understanding. Then, the person is in a position to establish realistic goals and determine what to do to achieve these goals. Learning about oneself is referred to as *self-assessment*. Some useful tools include a strength/weakness balance sheet and a likes and dislikes survey

Question No: 31 (Marks: 1) - Please choose one

Classify which of the following statement is true?

- All leaders are not manager
- All managers are not leaders
- All managers are leader
- Managers are confusing in nature

This is absolutely true, anyone can be a manager but it takes a certain type of individual to be a leader. A great quote I read once states "leaders plan the journey and sell the tickets, managers drive the bus to the destination". In other words, managers carry out work FOR someone else whereas leaders will be creative, have a vision and bring others along with their vision.:

http://wiki.answers.com/Q/All_managers_are_leader_but_not_all_managers_are_leader#ixzz1Cu5AHesX

Question No: 32 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- Retirement
- Interesting work
- Promotion opportunities
- Working conditions

Question No: 33 (Marks: 1) - Please choose one

Which of the following right provides the shield from discrimination, secure working condition, union construction ?

- Statutory rights
- Contractual rights
- Employee rights
- Management rights

Statutory Rights

The key statutory rights can be found in laws such in Civil Rights Acts, the Occupational Safety and Health Act (OSHA), and the National Labor Relations Act (NLRA). These rights Protect employees from discrimination, Safe working conditions, Right to form unions

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Question No: 34 (Marks: 1) - Please choose one

The power of manager to punish his subordinate comes under which type of power?

- ▶ Rewarded power
- ▶ Coercive power
- ▶ Referent power
- ▶ **Legitimate power**

Sources of Power

Three types of power derive from the person's formal position in the organization:

- ☐ **Legitimate power:** It is based on a person holding a formal position;
- ☐ **Reward Power:** reward power, based on a person's access to rewards.
- ☐ **Coercive Power:** coercive power, based on a person's ability to punish.

Two types of power derive from the individual:

- ☐ **Expert power,:** Expert power is based on personal expertise and knowledge
- ☐ **Referent Power:** referent power, based on a person's attractiveness to others.

Question No: 35 (Marks: 1) - Please choose one

Which of the following views of conflict argues that some conflict is absolutely necessary for a group to perform effectively?

- ▶ **Human relations**
- ▶ Interactionist
- ▶ Traditional
- ▶ Functional

Under **traditional view** conflict is a process in which people disagree over significant issues, creating friction between parties. One view of conflict is that it is dysfunctional and harmful to organizations, because the struggle over incompatible goals is a waste of time that prevents people and organizations from being productive and reaching their potential. On the other hand, **interactionist view** states that when conflict is based on issues rather than personalities, it can enhance problem solving and creativity. Open discussions of differing viewpoints allows for a thorough consideration of alternatives and their consequences in the course of decision making. Conflict can also increase motivation and energize people to focus on a task. **Human relation** view states that Conflict is a natural occurrence and we should accept conflict.

Question No: 36 (Marks: 1) - Please choose one

Which one is the most common industrial action that unions take ?

- ▶ Unofficial action
- ▶ Meeting with higher management
- ▶ **Strike action**
- ▶ Absence

Question No: 37 (Marks: 1) - Please choose one

Recruiting efforts are usually lighter in which of the following organizations?

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- ▶ Organizations that are large, rather than small
- ▶ Organizations that are private, rather than government
- ▶ Organizations that have poor, rather than good, compensation packages
- ▶ Organizations that have good, rather than poor, working conditions

Question No: 38 (Marks: 1) - Please choose one

When the economy is stagnant and unemployment levels are high then;

- ▶ Organizations can not attract the applicants
- ▶ Organizations have to put much effort for attracting applicants
- ▶ Organizations can recruit employees from the global market
- ▶ Organizations can obtain large applicant pool with very little effort

Question No: 39 (Marks: 1) - Please choose one

The position of receptionist is vacant at Furniture Point, as a part of selection process each applicant is required to come and work for a day before final hiring decision are made. Why?

- ▶ This is a way to get work done with out paying
- ▶ This is an easy way of filling a vacancy
- ▶ This is a technique used to evaluate applicant's capabilities
- ▶ This process is very hectic and time consuming

Question No: 40 (Marks: 1) - Please choose one

How the workers involved in highly repetitive tasks can be motivated?

- ▶ Recruit and select employee that are fit for the job
- ▶ Create pleasant working environment
- ▶ Mechanize the most distasteful aspects of job
- ▶ All of the given above

Question No: 41 (Marks: 1) - Please choose one

It is said that stress is not always have negative effects sometimes the right amount of stress can play positive roles in our lives such as

- ▶ Encourage us to achieve goals
 - ▶ Provide needed energy boosts
 - ▶ Preparing us to meet difficult challenges
 - ▶ All of the given options
- Stress & Job Performance**

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Stress can affect the performance in positive as well as negative ways. Stress is a dynamic condition in which an individual is confronted with an opportunity, constraints or demand related to what he or she desires, and for which the outcome is perceived to be both uncertain and important. Stress is a complex issue, so let's look at it more closely. Stress can manifest itself both in positive and negative way. Stress is said to be positive when the situation offers an opportunity for one to gain something; for example, the "psyching-up" that an athlete goes through can be stressful, but this can lead to maximum performance. It is when constraints or demands are placed on us that stress can become negative. Constraints are barriers that keep us from doing what we desire. Demands, on the other hand, may cause you to give up something. Demands are desires that are backed by the purchasing power or affordability.

Question No: 42 (Marks: 1) - Please choose one

Which of the following is NOT an organizational factor related to stress?

- ▶ Economic conditions
- ▶ Task demands
- ▶ **Role demands** Doubted
- ▶ Interpersonal demands

Question No: 43 (Marks: 1) - Please choose one

Which of the following dimension of trust is characterized by reliability, predictability, and good judgment in handling situations?

- ▶ Uniformity
- ▶ **Consistency**
- ▶ Competence
- ▶ Integrity

Consistency

an individual's reliability, predictability, and good judgment in handling situations.

http://www.google.com/search?q=Which+of+the+following+dimension+of+trust+is+characterized+by+reliability%2C+predictability%2C+and+good+judgment+in+handling+situations%3F&hl=en&sourceid=gd&rlz=1Q1TSEA_en-GBPK363PK363&aq=t

Question No: 44 (Marks: 1) - Please choose one

Which of the following is MOST likely to affect the building of trust within a relationship?

- ▶ Integrity
- ▶ **Loyalty**

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- ▶ Consistency
- ▶ Openness

Recent evidence has identified five: integrity, competence, consistency, loyalty, and openness. Integrity refers to honesty, conscientiousness, and truthfulness. This one seems to be most critical when someone assesses another's trustworthiness. Competence encompasses an individual's technical and interpersonal knowledge and skills. Consistency relates to an individual's reliability, predictability, and good judgment in handling situations. Loyalty is the willingness to protect and save face for another person. The final dimension of trust is openness

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

Transnational

Operations Firms that reach this stage are often called transnational because they owe little allegiance to their country of origin. Operations are highly decentralized, with each business unit free to make personnel decisions with very loose control from corp. headquarters.

Question No: 46 (Marks: 1) - Please choose one

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

Franchising—The parent company grants another firm the right to do business in a prescribed manner. Franchisees must follow stricter operational guidelines than do licensees. Licensing is usually limited to manufacturers, whereas franchising is popular with service firms such as restaurants and hotels.

Question No: 47 (Marks: 1) - Please choose one

When people in a country accept the fact that power in institutions and

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organizations is distributed unequally then they are pointing which of the following dimension of culture?

▶ **Power distance**

- ▶ Individualism
- ▶ Uncertainty avoidance
- ▶ Masculinity/femininity

Different cultures often view the distribution of authority in their society differently. Geert Hofstede, the Dutch international business researcher, has called this dimension of cultural variation "power distance" defining this as "the extent to which a society accepts the fact that power in institutions and organizations is distributed unequally."

<http://www.referenceforbusiness.com/encyclopedia/Cos-Des/Cross-Cultural-International-Communication.html#ixzz1CuN5ZaMJ>

Question No: 48 (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

Paper 24

FINAL TERM EXAMINATION
Spring 2010

MGT501- Human Resource Management (Session - 4)

Ref No:
Time: 90 min
Marks: 69

Question No: 1 (Marks: 1) - Please choose one

Who is said to be responsible for task allocation in order to fulfill the organizational goals?

- ▶ Stockholders
- ▶ Stakeholders
- ▶ **Managers**
- ▶ Investors

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Question No: 2 (Marks: 1) - Please choose one

Job analysis is performed to define:

- ▶ Job description & job specification
- ▶ Job specification & job position
- ▶ Organizational rules & policies
- ▶ Job description & job duties

Question No: 3 (Marks: 1) - Please choose one

If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

- ▶ Gaps
- ▶ Effectiveness
- ▶ Discrepancies
- ▶ Performance

Question No: 4 (Marks: 1) - Please choose one

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

- ▶ Civil rights
- ▶ Equal pay
- ▶ Worker compensation
- ▶ Age discrimination

Equal Pay Act of 1963

This law requires the same pay for men and women who do the same job in the same organization. Basically this law provides protection against discrimination based upon sex.

Civil Rights Act of 1964 (CRA) Title VII

Amended by Civil Rights Act of 1991 (Title VII of Civil Rights Act)

Question No: 5 (Marks: 1) - Please choose one

Followings are included in contingent workers EXCEPT:

<http://vustudents.ning.com>

- ▶ Part-timers
- ▶ Contractors
- ▶ Directors
- ▶ Temporaries

Contingent Workers It is also known as part-timers, temporaries, and independent contractors, comprise the fastest-growing segment of our economy

Question No: 6 (Marks: 1) - Please choose one

_____ managers develop organizational wide goals.

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- ▶ Middle-level
- ▶ First-line level
- ▶ Low-level
- ▶ Top-level

Question No: 7 (Marks: 1) - Please choose one

Which of the following performance appraisal method is usually adopted for evaluating performance at managerial positions?

- ▶ Management by objective
- ▶ Critical incident
- ▶ Paired comparison
- ▶ Essay method

Question No: 8 (Marks: 1) - Please choose one

Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:

- ▶ Labor market
- ▶ Employment market
- ▶ Employee market
- ▶ Job market

Question No: 9 (Marks: 1) - Please choose one

People can be more productive while working in:

- ▶ Isolation
- ▶ Groups
- ▶ Crowd
- ▶ None of the given options

People can be more productive when working in groups

Question No: 10 (Marks: 1) - Please choose one

The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

- ▶ Application ratio
- ▶ Recruitment ratio
- ▶ Selection ratio
- ▶ Employment ratio

The number of people hired for a particular job compared to the individuals in the applicant pool is often expressed as a selection ratio

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Question No: 11 (Marks: 1) - Please choose one

Decision regarding the delivery medium for training is made prior to which of the following step?

- ▶ Evaluating the training program
- ▶ Designing the contents of training to be delivered
- ▶ Identifying whether the training is required or not
- ▶ Conducting need assessment to identify issues

Question No: 12 (Marks: 1) - Please choose one

The framework of providing learning and experience to the employees in a definite time period to improve their job performance and growth, is referred to which of the following?

- ▶ HRD (Human Resource Development)
- ▶ HRP (Human Resource Planning)
- ▶ HRIS (Human Resource Information System)
- ▶ SHRM (Strategic Human Resource Management)

Question No: 13 (Marks: 1) - Please choose one

Which of the following term is used to represent the shift in job position without any change in salary or grade?

- ▶ Promotion
- ▶ Transfer
- ▶ Demotion
- ▶ Resignation

Question No: 14 (Marks: 1) - Please choose one

The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:

- ▶ Organizational development
- ▶ Career management
- ▶ Career development
- ▶ Career planning

Question No: 15 (Marks: 1) - Please choose one

Anum is working with a coach to identify her personal skills and interests. Then she plans to get information about opportunities that fit her skills and interests and set career goals for what she seeks to accomplish. Anum is said to be indulged in:

- ▶ Career management
- ▶ Career development
- ▶ Career planning
- ▶ Career allocation

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Question No: 16 (Marks: 1) - Please choose one

Which of the following is a part of organization's role in the career development of an employee?

- ▶ Communicating the mission, policies and procedures
- ▶ Providing timely performance feedback
- ▶ Participating in career development discussions
- ▶ Seeking out career information

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 allownces
- ▶ Transportation facilities

Question No: 18 (Marks: 1) - Please choose one

Which incentive plan focuses on co-operation between managers and employees through sharing thier problems, goals and ideas?

- ▶ Improshare plan
- ▶ Scanlon plan
- ▶ Profit-sharing plan
- ▶ Stock ownership plan

Question No: 19 (Marks: 1) - Please choose one

'Organizational politics' leads to which of the following? <http://vustudents.ning.com>

- ▶ Employee anxiety
- ▶ Employee interrelationship
- ▶ Efficient production
- ▶ Job satisfaction

Question No: 20 (Marks: 1) - Please choose one

Interdepartmental communication by people at different levels is known as:

- ▶ Diagonal communication
- ▶ Horizontal communication
- ▶ Upward communication
- ▶ Downward communication

Question No: 21 (Marks: 1) - Please choose one

Mr. Ali is perceived to be the best counselor among all of his followers. Thus, what kind of a leader Ali is?

- ▶ Influential
- ▶ Self-confident

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- ▶ Charismatic
- ▶ Knowledgeable

Question No: 22 (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: 23 (Marks: 1) - Please choose one

Which of the following can be an alternative decision to employee termination?

- ▶ Demotion
- ▶ Retirement
- ▶ Resignation
- ▶ Lay-off

Involuntary separations occur when management decides to terminate its relationship with an employee

due to economic necessity or a poor fit between the employee and the organization.

1. Discharges.

2. Layoffs.

3. Downsizing and rightsizing. A reduction in the number of people employed by a firm (also

Question No: 24 (Marks: 1) - Please choose one

Paperless organizations are the organizations which are:

- ▶ Using computer terminal only
- ▶ Maintaining manual filing systems only
- ▶ Shifting from manual to computerized databases
- ▶ None of the given options

Question No: 25 (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: 26 (Marks: 1) - Please choose one

Which of the following does not play any significant role in avoiding workplace accidents?

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- ▶ Maintenance of equipments
- ▶ Rewards attached with safety measures
- ▶ Safety trainings to employees
- ▶ Increased employee empowerment

Question No: 27 (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

Question No: 28 (Marks: 1) - Please choose one

Which one of the following is not a function of HRM department which helps in training and development program?

- ▶ Provide employee orientation training
- ▶ Contribute to management development programs
- ▶ Monetary satisfaction
- ▶ Provide training and development.

Question No: 29 (Marks: 1) - Please choose one

When an employee progresses vertically upward in the organization from one specific job to the next that is known as;

- ▶ Traditional Career Path
- ▶ Network Career Path
- ▶ Lateral Skill Path
- ▶ Dual-Career Path

Traditional Career Path—An employee progresses vertically upward in the organization from one specific job to the next

Question No: 30 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Working conditions
- ▶ Promotion opportunities
- ▶ Salary
- ▶ Interesting work

Question No: 31 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Interesting work
- ▶ Promotion opportunities

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- ▶ Paid vacations
- ▶ Working conditions

Question No: 32 (Marks: 1) - Please choose one

Which of the following situation is a most appropriate to solve problem?

- ▶ Win/lose
- ▶ Lose/lose
- ▶ Win/win
- ▶ All are appropriate

Question No: 33 (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 should not be involved
- ▶ That conflict is always resolved by force
- ▶ It achieves a set of lasting agreements

Question No: 34 (Marks: 1) - Please choose one

"Forces acting on/within person that cause specific goal directed behavior" is the definition of;

- ▶ Motivation pg 137
- ▶ Stimuli
- ▶ Resentment
- ▶ Conation

Question No: 35 (Marks: 1) - Please choose one

Omer is a member of a team that makes recommendations for others to implement. Omer is a member of which of the following team?

- ▶ Work team
- ▶ Virtual team
- ▶ Problem solving team
- ▶ Self managed team

Question No: 36 (Marks: 1) - Please choose one

All of the following can be the action of management when firms are faced with the shortage of workers. EXCEPT

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- ▶ Creative recruiting
- ▶ Employee referrals
- ▶ Job fairs
- ▶ Layoffs

Because organization terminate to his employee by own decision

Question No: 37 (Marks: 1) - Please choose one

Which of the following step comes first in the strategy process?

- ▶ Determine desirable goals and/or strategies
- ▶ Assess current situation and current strategy
- ▶ Search for and select suitable courses of action
- ▶ Implement changes

Question No: 38 (Marks: 1) - Please choose one

Last week, Saba won a cash prize of Rs 25 million in a prize bond draw. She quit her job on Monday. According to motivation theory what can be the reason?

- ▶ Saba's individual needs changed
- ▶ Saba's individual interests changed
- ▶ Organizational preferences changed
- ▶ Organizational needs were realigned

Question No: 39 (Marks: 1) - Please choose one

Symptoms of talking too fast or loud or being aggressive and critical are _____ symptoms.

- ▶ Personal
- ▶ Physiological
- ▶ Behavioral
- ▶ Psychological

Behavioral symptoms: Behavioral Symptoms include, talking too fast or, too loud
Bad

moods being irritable Defensiveness Being critical Aggression, Irrationality,
Overreaction and reacting emotionally

Question No: 40 (Marks: 1) - Please choose one

Which of the following substitute(s) for leadership make a leader unnecessary?

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- ▶ When task is clear and routine
- ▶ When followers are experts and self-leaders
- ▶ When organizational rules and policies are well defined and fully practiced
- ▶ All of the given options

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

Question No: 42 (Marks: 1) - Please choose one

Which of the following dimension of trust is characterized by reliability, predictability, and good judgment in handling situations?

- ▶ Uniformity
- ▶ Consistency
- ▶ Competence
- ▶ Integrity

Question No: 43 (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.

Question No: 44 (Marks: 1) - Please choose one

_____ are importers and exporters, they have no investment outside of their home country.

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- ▶ International companies
- ▶ Multinational companies
- ▶ Global companies
- ▶ Transnational companies

Question No: 46 (Marks: 1) - Please choose one

Which of the following is correctly describing difference between resignation and termination?

- ▶ Resignation is a severe disciplinary action imposing on an employee by a company. Termination is a personal decision of an employee.
- ▶ In case of resignation employee decides to leave the organization and in case of termination employer decides to break the contract of employment
- ▶ In case of resignation employer decides to break the contract of employment and in case of termination employee decides to leave the organization
- ▶ None of the given option

Question No: 47 (Marks: 1) - Please choose one

Suppose there are two executives who have no disagreement on the goals and contents of work, but disagree on how the group's work should be accomplished. The type of conflict experienced by them is called:

- ▶ Task conflict
- ▶ Relationship conflict
- ▶ Process conflict
- ▶ Traditional conflict

Question No: 48 (Marks: 1) - Please choose one

Under which of the following category union can bargain with the management on appointing a particular person as union leader?

- ▶ Mandatory bargaining issue
- ▶ Permissive bargaining issue
- ▶ Prohibited bargaining issue
- ▶ Obligatory bargaining issue

Paper 25

FINALTERM EXAMINATION
Spring 2010
MGT501- Human Resource Management (Session - 3)

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Time: 90 min
Marks: 69

Question No: 1 (Marks: 1) - Please choose one

Which one is the main source of inputs for an organization?

- ▶ External environment
- ▶ Competitor's move
- ▶ Rules & policies
- ▶ **Internal environment**

Question No: 2 (Marks: 1) - Please choose one

Which of the following is NOT a part of Job specification?

- ▶ **Employee's personality traits**
- ▶ Employee's responsibilities
- ▶ Employee's educational background
- ▶ Employee's work experience

Question No: 3 (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: 4 (Marks: 1) - Please choose one

Job description concentrates on _____ and job specification on _____, that incumbent must possess to perform the job.

- ▶ Knowledge & skills, Content of work
- ▶ **Duties & Responsibilities, Qualification**
- ▶ General working conditions, Duties
- ▶ Content of work, Context of work

Question No: 5 (Marks: 1) - Please choose one

_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

- ▶ Norm
- ▶ Perception
- ▶ **Role**
- ▶ Stereotyping

A role refers to a set of expected behavior patterns attributed to someone who occupies a given

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position in a social unit.

Question No: 6 (Marks: 1) - Please choose one

Which one is NOT the reason of joining groups by people?

- ▶ To get affiliation
- ▶ To gain power
- ▶ To get security
- ▶ **To get promotions**

Question No: 7 (Marks: 1) - Please choose one

Which of the following method uses organization's current level of employment as the starting point while estimating the future staffing needs of an organization?

- ▶ Project forecasting
- ▶ Conjecture forecasting
- ▶ Labor forecasting
- ▶ **Zero-base forecasting**

Zero-Base Forecasting

This method uses the organization's current level of employment as the starting point for determining future staffing needs. The key to zero-base forecasting is a thorough analysis of human resource needs.

Question No: 8 (Marks: 1) - Please choose one

Job specification is an important tool while:

- ▶ Dealing with health & safety issues
- ▶ **Conducting selection process**
- ▶ Defining rules & procedures
- ▶ Determining opportunities for an organization

Question No: 9 (Marks: 1) - Please choose one

The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

- ▶ Application ratio
- ▶ Recruitment ratio
- ▶ **Selection ratio**
- ▶ Employment ratio

Question No: 10 (Marks: 1) - Please choose one

Developed countries usually refer to the developing or underdeveloped nations to get the benefit of cheap labor, hiring made on such basis is referred as:

- ▶ Parent-country national
- ▶ Host-country national
- ▶ **Third-country national**
- ▶ Headquarter national

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Question No: 11 (Marks: 1) - Please choose one
Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

- ▶ Formal
- ▶ Informal
- ▶ Bureaucratic
- ▶ Learning

Question No: 12 (Marks: 1) - Please choose one
Which of the following area is NOT included in Human Resource Development?

- ▶ Orientation
- ▶ Education
- ▶ Development
- ▶ Compensation

Question No: 13 (Marks: 1) - Please choose one
Employee commitment had suffered a lot in recent years due to which of the following reasons?

- ▶ Structural downsizing
- ▶ Skill inadequacy
- ▶ Rational appraisals
- ▶ Organizational expansion

Question No: 14 (Marks: 1) - Please choose one
Which of the given statement best reflects the employees' inclination towards transfers?

- ▶ Increase their compensation packages
- ▶ Keep them away from the restrictions of head office
- ▶ Bring a change in the routine that pass a positive effect
- ▶ Provide career advancement opportunities

Question No: 15 (Marks: 1) - Please choose one
Which of the following term is used to represent the shift in job position without any change in salary or grade?

- ▶ Promotion
- ▶ Transfer
- ▶ Demotion
- ▶ Resignation

Question No: 16 (Marks: 1) - Please choose one
Company's financial statements represent which of the following?

- ▶ Customer satisfaction
- ▶ Material wastage

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► **Monthly sales growth**

- Product life-cycle

Question No: 17 (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

Question No: 18 (Marks: 1) - Please choose one

Which of the following methods of performance appraisal includes evaluating performance by assigning predetermined percentages of rates into performance categories?

- Alternation ranking
- Paired comparison
- **Forced distribution**
- Graphic ranking scale

Question No: 19 (Marks: 1) - Please choose one

Which of the following performance appraisal method is worthless, when jobs are entirely different from each other?

- Ranking method
- Factor comparison method
- **Classification method**
- Point factor method

Question No: 20 (Marks: 1) - Please choose one

On achieving maximum recovery of dead loans, the bank has awarded Mr. Ali (recovery officer), with the title of “best employee” for the month. This award title is said to be:

- The most expensive reward for him
- The extrinsic reward for him
- **The motivational effort made by the bank**
- The intrinsic reward to appraise his efforts

Question No: 21 (Marks: 1) - Please choose one

All of the following are examples of direct compensation, EXCEPT:

► **Pension**

- Salary
- Bonus
- Commission

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Question No: 22 (Marks: 1) - Please choose one

Power attained by a person through his/her structured position within the organization is:

- ▶ Coercive power
- ▶ Expert power
- ▶ Referent power
- ▶ Legitimate power

Question No: 23 (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: 24 (Marks: 1) - Please choose one

According to which of the following view "conflict is a natural occurrence and we should accept it"?

- ▶ Human Relations View
- ▶ Interactionist View
- ▶ Behavioral view
- ▶ Traditional View

Human relation view states that Conflict is a natural occurrence and we should accept conflict

Question No: 25 (Marks: 1) - Please choose one

Communication in which information flows from the top of the organizational management hierarchy to the employees telling them what is the mission and what are the policies of the organization is known as:

- ▶ Diagonal communication
- ▶ Horizontal communication
- ▶ Upward communication
- ▶ Downward communication

Downward communication is transmitted from superior to subordinate on subjects like corporate vision

Question No: 26 (Marks: 1) - Please choose one

‘An organization cannot terminate an individual, based on his/her age in order to save some money for the organization .’ The given statement falls under:

- ▶ Statutory rights
- ▶ Public policy
- ▶ Employee rights
- ▶ Management rights

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Question No: 27 (Marks: 1) - Please choose one

Assessing an employee's probable success in handling a foreign transfer and the best predictor of future success is proved to be:

- ▶ Job competence
- ▶ **Past international travel**
- ▶ Language skills
- ▶ Extraversion

Question No: 28 (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

Expatriate failure is the early return of an expatriate manager to his/her home country because of an inability to perform the overseas assignment.

Question No: 29 (Marks: 1) - Please choose one

General practice carried out by Mr. Aslam is to encourage the participation of his subordinates while making departmental decisions. He is therefore said to be:

- ▶ Involved in practicing his referent power
- ▶ Involved in practicing legitimate power
- ▶ **Involved in a leadership process**
- ▶ Involved in making efforts to get favors from employees

Question No: 30 (Marks: 1) - Please choose one

Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

- ▶ **Manager only**
- ▶ Charismatic leader
- ▶ Leader only
- ▶ Leader & manager at the same time

Question No: 31 (Marks: 1) - Please choose one

Leadership will mostly be considered failed if:

- ▶ Leaders are appointed by top management
- ▶ Leader established high goals to be achieved
- ▶ Leader also plays the role of a manager in an organization
- ▶ **Followers stop sharing their issues with a leader**

Question No: 32 (Marks: 1) - Please choose one

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overstate the performance records by an employee in front of management is considered which of the following?

- ▶ Theft
- ▶ Damage
- ▶ Dishonesty
- ▶ Insubordination

Question No: 33 (Marks: 1) - Please choose one

Background and reference checks are made by HR department while hiring employees to:

- ▶ Evaluate employee's capability
- ▶ Meet requirements of federal law
- ▶ Check employee's communication network
- ▶ Check authenticity of provided information

Question No: 34 (Marks: 1) - Please choose one

Which of the following employee benefits are legally imposed on organizations?

- ▶ Social security
- ▶ Stock options
- ▶ Care centers
- ▶ Flexible hours

Question No: 35 (Marks: 1) - Please choose one

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

- ▶ Rightsizing
- ▶ Affirmative action
- ▶ Downsizing
- ▶ Discrimination

Question No: 36 (Marks: 1) - Please choose one

Expertise in a particular field/area helps leaders in:

- ▶ Building their power to influence followers
- ▶ Increasing their referent power to influence others
- ▶ Enhancing their political network
- ▶ Creating upward communication channel

Question No: 37 (Marks: 1) - Please choose one

Which of the following is not included in extrinsic rewards?

- ▶ Working conditions
- ▶ Recreation

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- ▶ Salary
- ▶ Wage

Question No: 38 (Marks: 1) - Please choose one

According to the interactionist view about conflict which one of the following is the most appropriate advantage of conflict within the organization?

- ▶ Creativity is there but not synergy
- ▶ Creativity & synergy
- ▶ Synergy is there but not creativity
- ▶ Create trust for employee

Question No: 39 (Marks: 1) - Please choose one

Independence, achievement, freedom, status, recognition, and self-esteem come under which stage of Maslow hierarchy of need?

- ▶ First
- ▶ Second
- ▶ Third
- ▶ Fourth

4. Ego (independence, achievement, freedom, status, recognition, and self-esteem)

Question No: 40 (Marks: 1) - Please choose one

Which of the following types of group role is recognized as functional by the literature?

- ▶ Task oriented roles and relationship roles
- ▶ Task oriented roles and individual roles
- ▶ Relationship roles and self serving roles
- ▶ Interest pleader role and self confessor role

Question No: 41 (Marks: 1) - Please choose one

Retirements, dismissals, transfers, layoffs, voluntary turnover and prolonged illness or death can be cause of which of the following?

- ▶ Decrease in internal supply
- ▶ Increase in internal supply
- ▶ Decrease in external supply
- ▶ Increase in external supply

Question No: 42 (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

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▶ A situation in which a team of workers have mutual distrust for each other
Team performance consists of individual effort A team is a mature group with highly independent members

Question No: 43 (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: 44 (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: 45 (Marks: 1) - Please choose one

Which of the given statement is true according to the behavioral leadership school of thought?

- ▶ Leadership behaviors can not be developed
- ▶ Leaders are born with leadership behaviors
- ▶ Leadership skills can be trained
- ▶ Women generally make better leaders than men

Question No: 46 (Marks: 1) - Please choose one

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

Question No: 47 (Marks: 1) - Please choose one

Which of the following is/are the aspects of culture which you can see?

- ▶ Dressing code
- ▶ Language
- ▶ Daily work practices
- ▶ All of the given options

Corporate Culture: The firm's culture reflects, in effect, how we do things around here. This

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relates to everything from the way employees dress to the way they talk.

Question No: 48 (Marks: 1) - Please choose one

All of the following are issues that appear consistently throughout labor contracts EXCEPT

- ▶ Wages
- ▶ Working hours
- ▶ Grievance
- ▶ **Technology transfer**

The performance of the mutual obligation of the employer and the representative of the employees to meet at reasonable times and confer in good faith with respect to wages, hours, and other terms and conditions

FINAL TERM EXAMINATION
Spring 2010
[Paper 26](#)

MGT501- Human Resource Management

Time: 90 min
Marks: 69

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

HRISs are systems used to collect, record, and store, analyze, and retrieve data concerning an organization's human resources.

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

The three most important job-related attitudes are job satisfaction, job involvement, and organizational commitment

Question No: 3 (Marks: 1) - Please choose one

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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

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

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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

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

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

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Discrimination in Hiring, Compensation, terms, conditions or privileges of employment based on Race, religion, color, sex, national origin and Physical Disability.

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

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

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

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- ▶ Factor comparison method
- ▶ Point factor method

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

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

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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

Question No: 23 (Marks: 1) - Please choose one

The process of influencing an organized group towards goal accomplishment is called _____.

- ▶ Organizing
- ▶ Planning
- ▶ Managing
- ▶ Leading

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

Question No: 26 (Marks: 1) <http://vustudents.ning.com> - 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

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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

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)

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

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- ▶ 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

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

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

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

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- ▶ 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
- job context are the factors controlled by the organization like work condition, base salary, company policies etc. individual has no control over it.

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

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

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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

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**

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

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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

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

[Paper 27](#)

FINAL TERM EXAMINATION
Spring 2010

MGT501- Human Resource Management (Session - 2)

Ref No: 1457886

Time: 90 min

Marks:

Question No: 1 (Marks: 1) - Please choose one

Jobs are compensated on the basis of:

- ▶ Job analysis
- ▶ Job specification
- ▶ Job worth
- ▶ Job description

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

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► 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

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

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- ▶ Anniversary method
- ▶ Base timings method

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

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

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

Question No: 12 (Marks: 1) - Please choose one

Which of the following is said to be an output of an organization?

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- ▶ 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

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

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

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

Question No: 17 (Marks: 1) - Please choose one

Which of the following is NOT included in direct financial payments?

- ▶ Wages
- ▶ Insurance
- ▶ Commissions
- ▶ incentive

Direct Financial Compensation—Consists of the pay that a person receives in the

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form of wages,
salaries, bonuses, and commissions.

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

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

Discrimination laws essentially give people the right to work without being evaluated on the basis of non-job-relevant factors such as religion, origins, sex or race.

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

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- ▶ Expatriate return
- ▶ Expatriate failure
- ▶ Repatriation

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

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

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

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- ▶ 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

Question No: 29 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Promotion opportunities
- ▶ Working conditions
- ▶ Interesting work
- ▶ Wage

a non-material reward of working in a job (such as status, job satisfaction or human interest)

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

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Question No: 32 (Marks: 1) - Please choose one

Collective-bargaining process can't be completed without negotiations. What do management and union ensure?

- ▶ That conflict is contained within manageable boundaries
- ▶ Agreement between all parties should not be involved
- ▶ That conflict is always resolved by force
- ▶ It achieves a set of lasting agreements

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"

<http://vustudents.ning.com>

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**

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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?

- ▶ Mentoring is done when an employee is being prepared for jobs of greater

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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

There are several plans that can be used: merit pay, bonus programs, and awards.

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.

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

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- ▶ Unified work groups
- ▶ Mentor relationships

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

_____ are importers and exporters, they have no investment outside of their home country.

- ▶ International companies
- ▶ Multinational companies
- ▶ Global companies
- ▶ Transnational companies

International companies are importers and exporters, they have no investment outside of their home country.

* Multinational companies have investment in other countries, but do not have coordinated product offerings in each country. More focused on adapting their products and service to each individual local market.

* Global companies have invested and are present in many countries. They market their products through the use of the same coordinated image/brand in all markets. Generally one corporate office that is responsible for global strategy. Emphasis on volume, cost management and efficiency.

* Transnational companies are much more complex organizations. They have invested in foreign operations, have a central corporate facility but give decision-making, R&D and marketing powers to each individual foreign market

Read more:

http://wiki.answers.com/Q/Differences_between_international_multinational_global_and_transnational_marketing#ixzz1D6IDPWU9

Question No: 46 (Marks: 1) - Please choose one

What is the main point of difference between a multinational and transnational

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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 see above question 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

[Paper 28](#)

FINAL TERM EXAMINATION
Fall 2009
MGT501- Human Resource Management (Session - 3)

Question No: 1 (Marks: 1) - Please choose one

The thorough & detailed study regarding jobs within an organization is termed as:

- ▶ Job analysis
- ▶ Job description

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- ▶ Job specification
- ▶ Job evaluation

Question No: 2 (Marks: 1) - Please choose one

Which of the following function involves activities like Goal setting, policy making & strategy formulation?

- ▶ Controlling
- ▶ Planning
- ▶ Organizing
- ▶ Leading

Question No: 3 (Marks: 1) - Please choose one

Managers who focus on relationships with other people and on achieving results are:

- ▶ Strategic
- ▶ Tactical
- ▶ Operational
- ▶ Functional

Question No: 4 (Marks: 1) - Please choose one

Organization has legitimacy and rationale configuration that is why it is said to be a/an:

- ▶ Formal organization
- ▶ Informal organization
- ▶ Virtual organization
- ▶ Learning organization

Question No: 5 (Marks: 1) - Please choose one

Which one of the following is NOT the characteristic of a Virtual Team?

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- ▶ Lack of nonverbal signals
- ▶ Limited social contact
- ▶ Increased social relationship
- ▶ Ability to overcome time and space constraints

Question No: 6 (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: 7 (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

Question No: 8 (Marks: 1) - Please choose one

According to which of the following appraisal method, a set of compensable aspects are identified for determining the job worth?

- ▶ Essay method
- ▶ Ranking method
- ▶ Classification method
- ▶ Factor comparison method

Question No: 9 (Marks: 1) - Please choose one

When goal setting, performance appraisal, and development are consolidated into a single common system, designed to ensure that employee performance supports a company's strategy, it is called:

- ▶ Performance appraisal
- ▶ Human resource management
- ▶ Strategic management
- ▶ Performance management

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Question No: 10 (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: 11 (Marks: 1) - Please choose one

Which of the following performance appraisal method is usually adopted for evaluating performance at managerial positions?

- ▶ Management by objective
- ▶ Critical incident
- ▶ Paired comparison
- ▶ Essay method

Question No: 12 (Marks: 1) - Please choose one

How often HR planning process is implemented within an organization?

- ▶ Continuously
- ▶ Annually
- ▶ Bi-annually
- ▶ Quarterly

Question No: 13 (Marks: 1) - Please choose one

Which one of the following data collection tool you prefer in order to obtain information from large number of employees in short time period for job analysis?

- ▶ Questionnaires
- ▶ Interviews
- ▶ Observations
- ▶ Employee diaries

Question No: 14 (Marks: 1) - Please choose one

Which of the following represents the basic goal of the recruitment?

- ▶ Communicate job opening positions clearly
- ▶ Attract maximum number of applicants
- ▶ Self select out the candidates to save time and money
- ▶ Attract the qualified candidates & not the unqualified ones

Question No: 15 (Marks: 1) - Please choose one

Why organizations provide attractive salaries, fringe benefits, career development opportunities and respect to their employees?

- ▶ To retain valuable human resource
- ▶ To be the market leader in the future

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- ▶ To attract more and more people
- ▶ To enforce government regulations

Question No: 16 (Marks: 1) - Please choose one

Which of the following situation can be addressed through need assessment?

- ▶ The post training effects on organization
- ▶ The decisions regarding contents of training
- ▶ The selection of an appropriate medium for training
- ▶ The main issue that should be resolved through training

Question No: 17 (Marks: 1) - Please choose one

Which of the following is NOT an organizational challenge in the current dynamic environment?

- ▶ Productivity
- ▶ Restructuring
- ▶ Decentralization
- ▶ Quality management

Question No: 18 (Marks: 1) - Please choose one

Which of the following skills are important at almost every level of management?

- ▶ Technical
- ▶ Interpersonal
- ▶ Conceptual
- ▶ None of the given options

Question No: 19 (Marks: 1) - Please choose one

Which of the following term is used to study the collective behavior of individuals within an organization?

- ▶ Organizational culture
- ▶ Organizational norms
- ▶ Organizational behavior
- ▶ Organizational rules

Question No: 20 (Marks: 1) - Please choose one

All of the following are sources of workforce diversity, EXCEPT:

- ▶ Education
- ▶ Age
- ▶ Gender
- ▶ Resentment

Question No: 21 (Marks: 1) - Please choose one

What comes prior to environmental scanning of an organization?

- ▶ Determining organizational mission

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- ▶ Monitoring the action plans
- ▶ Developing budgets for plans
- ▶ None of the given options

Question No: 22 (Marks: 1) - Please choose one

The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

- ▶ Application ratio
- ▶ Recruitment ratio
- ▶ Selection ratio
- ▶ Employment ratio

Question No: 23 (Marks: 1) - Please choose one

Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

- ▶ Reference check
- ▶ Criminal record
- ▶ Application form
- ▶ Credit history

Question No: 24 (Marks: 1) - Please choose one

Socialization is a process of :

- ▶ Enhancement
- ▶ Development
- ▶ Introduction
- ▶ Evaluation

Question No: 25 (Marks: 1) - Please choose one

Which of the following stage is NOT involved in socialization process?

- ▶ Pre-arrival stage
- ▶ Metamorphosis stage
- ▶ Post-retirement stage
- ▶ Encounter stage

Question No: 26 (Marks: 1) - Please choose one

The process of anticipating management needs, reviewing the skills inventory of a firm and creating replacement charts, is known as:

- ▶ Action planning
- ▶ Management development
- ▶ Management skills' inventory
- ▶ Succession planning

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Question No: 27 (Marks: 1) - Please choose one

How do compensation and benefits with a career development focus differ from compensation and benefits with a traditional focus?

- ▶ Employee's productivity is rewarded
- ▶ Employee's efficiency is rewarded
- ▶ Enhancement in abilities is rewarded
- ▶ All of the given options

Question No: 28 (Marks: 1) - Please choose one

Alternative work arrangements include all of the following, EXCEPT:

- ▶ Part-time work
- ▶ Flexible hours
- ▶ On-site child care
- ▶ Job sharing

Question No: 29 (Marks: 1) - Please choose one

Which of the following plays a role in providing timely performance feedback, development assignments and support in career development of employees?

- ▶ Individual
- ▶ Manager
- ▶ Company
- ▶ Human resource specialist

Question No: 30 (Marks: 1) - Please choose one

Which of the following is a part of organization's role in the career development of an employee?

- ▶ Communicating the mission, policies and procedures
- ▶ Providing timely performance feedback
- ▶ Participating in career development discussions
- ▶ Seeking out career information

Question No: 31 (Marks: 1) - Please choose one

Which of the following depicts today's major barrier to career advancement of the working ladies?

- ▶ Top management is usually male oriented
- ▶ Lack of educational opportunities for women
- ▶ Common perception that woman can never be a better boss
- ▶ Difficulty in balancing the work and family life

Question No: 32 (Marks: 1) - Please choose one

Which of the following methods of performance appraisal includes evaluating performance by assigning predetermined percentages of rates into performance categories?

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- ▶ Alternation ranking
- ▶ Paired comparison
- ▶ Forced distribution
- ▶ Graphic ranking scale

Question No: 33 (Marks: 1) - Please choose one

To make the 'Ranking Method' of job evaluation more effective:

- ▶ Perform performance appraisals on regular basis
- ▶ Train employees prior to appraisals
- ▶ Develop high compensation packages
- ▶ Clearly define job description initially

Question No: 34 (Marks: 1) - Please choose one

Which of the following performance appraisal method is worthless, when jobs are entirely different from each other?

- ▶ Ranking method
- ▶ Factor comparison method
- ▶ Classification method
- ▶ Point factor method

Question No: 35 (Marks: 1) - Please choose one

An employee's compensation usually comprises of:

- ▶ High monetary rewards
- ▶ Quality rewards requested by employees
- ▶ Benefits like medical & transport allowances
- ▶ Financial & non-financial rewards

Question No: 36 (Marks: 1) - Please choose one

If being a manager you have the power to dismiss, suspend or demote your subordinates, you are said to have which of the following power?

- ▶ Charismatic power
- ▶ Referent power
- ▶ Coercive power
- ▶ Legitimate power

Question No: 37 (Marks: 1) - Please choose one

Legitimate power includes which of the following?

- ▶ Acceptance of authority by organizational members
- ▶ Limited ability to reward employees
- ▶ Ability to only punish employees
- ▶ Limited control of company's physical resources

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Question No: 38 (Marks: 1) - Please choose one

Only HR manager has authorized access over the employees' databases. The other organizational members have to ask for his permission to get any sort of employee related information. In this case which type of power the HR manager possesses?

- ▶ Legitimate power
- ▶ Coercive power
- ▶ Information power
- ▶ Referent power

Question No: 39 (Marks: 1) - Please choose one

According to which of the following view, "conflict should be encouraged and managed"?

- ▶ Traditional View
- ▶ Human Relations View
- ▶ Interactionist View
- ▶ Behavioral view

Question No: 40 (Marks: 1) - Please choose one

Under a strong union influence, the union members demanded the salary increment as per the rate of increase in inflation. As an HR manager what will be your initial step?

- ▶ Rejecting the request as it is unnecessary
- ▶ Approving the demand immediately
- ▶ Asking union to make a contract
- ▶ Arranging negotiation to discuss the issue

Question No: 41 (Marks: 1) - Please choose one

"Sales managers of different regions of a company circulate details of potential customers to each other". Identify this type of communication.

- ▶ Diagonal communication
- ▶ Horizontal communication
- ▶ Upward communication
- ▶ Downward communication

Question No: 42 (Marks: 1) - Please choose one

Communication within a project team, emerged from different grades and departments of an organization is an example of:

- ▶ Diagonal communication
- ▶ Horizontal communication
- ▶ Upward communication
- ▶ Downward communication

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Question No: 43 (Marks: 1) - Please choose one

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

Question No: 44 (Marks: 1) - Please choose one

Employee handbook is a tool used for:

- ▶ Communicating rules & policies within an organization
- ▶ Providing information to stakeholders outside the organization
- ▶ Manipulating the competitors with false information
- ▶ Providing information about salary scale only

Question No: 45 (Marks: 1) - Please choose one

Which group of employees may also be known as expatriates?

- ▶ Parent-country nationals
- ▶ Host-country nationals
- ▶ Third-country nationals
- ▶ Local-country nationals

Question No: 46 (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: 47 (Marks: 1) - Please choose one

Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

- ▶ Manager only
- ▶ Charismatic leader
- ▶ Leader only
- ▶ Leader & manager at the same time

Question No: 48 (Marks: 1) - Please choose one

Hamid immediately left the organization for personal reasons during the office hours without informing his manager. Manager should take notice of it because:

- ▶ It is his responsibility to remain informed about employees' problems
- ▶ It is a disciplinary problem that requires immediate action
- ▶ It is about assigning Hamid's work to some other employee before leaving

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► It is his responsibility to keep record of enter & exit of employees during office hours

Question No: 49 (Marks: 1) - Please choose one

Expertise in a particular field/area helps leaders in:

- Building their power to influence followers
- **Increasing their referent power to influence others**
- Enhancing their political network
- Creating upward communication channel

Question No: 50 (Marks: 1) - Please choose one

Which one among the following statements, depicts 'Permissible bargaining'?

- **Issues not necessarily to be bargained**
- Issues that have no legal standing
- Legal issues necessary to resolve
- Essential employees related issues

Question No: 51 (Marks: 1) - Please choose one

Organizations are bound to pay employees at least the defined minimum wage as per government decision. This obligation is resulted because:

- It is necessary to build goodwill
- **It is the statutory right of an employee**
- It enhances the market share of a company's product
- It provides benefits to all of its stakeholders

Question No: 52 (Marks: 1) - Please choose one

Ahmed has provided the personal contact numbers of his subordinates to one of his friends who is working as an insurance agent in a private insurance firm, to help him in achieving his monthly sales target. This practice is:

- **Prohibited by the privacy rights**
- Violation of employment at will
- Implementation of discrimination law
- Clear violation of labor laws

Question No: 53 (Marks: 1) - Please choose one

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

Question No: 54 (Marks: 1) - Please choose one

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A career path as moving upward to higher levels of management in the organization is known as;

- ▶ Traditional Career Path
- ▶ Network Career Path
- ▶ **Lateral Skill Path**
- ▶ Dual-Career Path

Question No: 55 (Marks: 1) - Please choose one

Mr. Ali at the age of 35 thinks that he has achieved what he wants to achieve in his life by having a good salary, better place in organizational hierarchy and fringe benefits. Now he wants to stay at this level by improving his capabilities which could result in better career opportunities. In which stage of career Mr. Ali falls?

- ▶ Growth Stage
- ▶ Exploration Stage
- ▶ Establishment Stage
- ▶ Maintenance Stage

Question No: 56 (Marks: 1) - Please choose one

Classify which of the following statement is true?

- ▶ All leaders are not manager
- ▶ **All managers are not leaders**
- ▶ All managers are leader
- ▶ Managers are confusing in nature

Question No: 57 (Marks: 1) - Please choose one

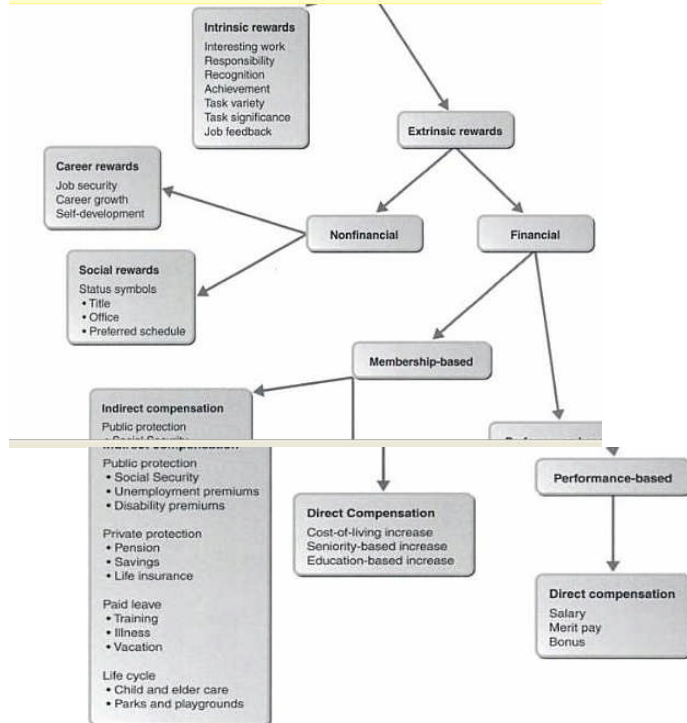
Which of the following is not included in extrinsic rewards?

- ▶ Recreation
- ▶ Salary
- ▶ Wage
- ▶ **Interesting work**

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Question No: 58 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Working conditions
- ▶ Promotion opportunities
- ▶ **Salary**
- ▶ Interesting work

Question No: 59 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Interesting work
- ▶ Promotion opportunities
- ▶ **Paid vacations**
- ▶ Working conditions

Question No: 60 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

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- ▶ Promotion opportunities
- ▶ **Credit union**
- ▶ Working conditions
- ▶ Interesting work

Question No: 61 (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**

Question No: 62 (Marks: 1) - Please choose one

Identify which of the following power approach is best at organizational level?

- ▶ Consultation
- ▶ Rational persuasion
- ▶ Pressure
- ▶ Exchange

Question No: 63 (Marks: 1) - Please choose one

Which one is the most common industrial action that unions take ?

- ▶ Unofficial action
- ▶ Meeting with higher management
- ▶ **Strike action**
- ▶ Absence

Question No: 64 (Marks: 1) - Please choose one

Who has divided the Maslow Hierarchy into two basic levels or domains?

- ▶ Edward Thorndike
- ▶ McClelland
- ▶ McGregor
- ▶ **Herzberg**

Paper 29

FINAL TERM EXAMINATION
Fall 2009

Question No: 1 (Marks: 1) - Please choose one

Under which of the following term, newly hired employees are guided about what

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they are supposed to do?

- ▶ Job analysis
- ▶ Job summary
- ▶ Job specification
- ▶ Job description

Question No: 2 (Marks: 1) - Please choose one

Which of the following is a written statement that represents 'what job holder is supposed to do'?

- ▶ Job analysis
- ▶ Job description
- ▶ Job specification
- ▶ Job evaluation

Question No: 3 (Marks: 1) - Please choose one

Which of the following is served as criteria for declaring a particular job as worth-full?

- ▶ Physical motion
- ▶ Significance of task
- ▶ Mental stress
- ▶ Long working hours

Question No: 4 (Marks: 1) - Please choose one

Which of the following term describes the unique combination of psychological traits that describes a person's behaviors?

- ▶ Perception
- ▶ Personality
- ▶ Attitude
- ▶ Ability

Question No: 5 (Marks: 1) - Please choose one

_____ is the main source of innovations.

- ▶ Upgraded technology
- ▶ Human mind
- ▶ Competitors' pressure
- ▶ Research & Development

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Question No: 6 (Marks: 1) - Please choose one

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

- ▶ Civil rights
- ▶ Equal pay
- ▶ Worker compensation
- ▶ Age discrimination

Question No: 7 (Marks: 1) - Please choose one

Which of the following employment agency is best known for recruiting white-collar employees?

- ▶ Employee hunters
- ▶ People locators
- ▶ People seekers
- ▶ Head hunters

Question No: 8 (Marks: 1) - Please choose one

Terms "Interpersonal skills" and "Human skills" are used for:

- ▶ Two different skills
- ▶ Different managerial skills
- ▶ Operational skills
- ▶ Same managerial skills

Question No: 9 (Marks: 1) - Please choose one

Which of the following characteristic/s is/are part of Conceptual skills?

- ▶ Analytical ability
- ▶ Logical thinking
- ▶ Inductive reasoning
- ▶ All of the given options

Conceptual skills include analytical ability, logical thinking, concept formation, and inductive reasoning. They manifest themselves in things like good judgment, creativity, and the ability to see the big picture. Top managers/CEO needs this type of skill the most.

Question No: 10 (Marks: 1) - Please choose one

Which one is NOT a type of teams?

- ▶ Virtual

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- ▶ Problem-solving
- ▶ **Cross-functional**
- ▶ Team building

Question No: 11 (Marks: 1) - Please choose one

The following pay structure represents which of the following job evaluation method?

	Hourly Rate	Pay for Skill	Pay for Effort	Pay for Responsibility	Pay for Working Conditions
Secretary	\$9.00	4.50	2.00	2.00	0.50
Admin	\$11.00	5.50	2.50	2.50	0.50
Assistant Supervisor	\$15.00	6.00	3.50	4.00	1.50
Manager	\$21.00	9.00	3.50	7.00	1.50

- ▶ Classification method
- ▶ Critical Incident method
- ▶ **Ranking method**
- ▶ Factor comparison method

Question No: 12 (Marks: 1) - Please choose one

All of the following could be the reasons of an employee stress, EXCEPT:

- ▶ Supervisor's rude attitude
- ▶ No recognition of efforts
- ▶ Job insecurity and safety
- ▶ **Missing out the thanking notes**

Question No: 13 (Marks: 1) - Please choose one

Majority of accidents at workplace occurred due to which of the given reasons?

- ▶ Toxic environment
- ▶ **Employee negligence**
- ▶ Unsafe equipment
- ▶ Poor ventilation

Question No: 14 (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

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Question No: 15 (Marks: 1) - Please choose one

Which of the following statement signifies 'Forced distribution' as an appraisal method?

- ▶ Evaluates progress made towards the goal accomplishment
- ▶ Assign scale points based on good or poor performance
- ▶ Supervisor keeps a log of subordinate's work-related behavior
- ▶ Assign predetermined percentages for particular performance categories

Question No: 16 (Marks: 1) - Please choose one

Ahmed, the supervisor of the manufacturing department, is in the process of evaluating his staff's performance. He has determined that 15% of the group will be identified as high performers, 20% as above average performers, 30% as average performers, 20% as below average performers, and 15% as poor performers. He is using a _____ method.

- ▶ Graphic rating scale
- ▶ Constant sum ranking scale
- ▶ Forced distribution
- ▶ Alternation ranking

Question No: 17 (Marks: 1) - Please choose one

Which one of the following is NOT a barrier to effective communication?

- ▶ Different codes applied by sender & receiver
- ▶ Limited time is available to complete the communication
- ▶ Careful listening by sender as well as receiver
- ▶ Source credibility of the information to be conveyed

Question No: 18 (Marks: 1) - Please choose one

Why organizations provide attractive salaries, fringe benefits, career development opportunities and respect to their employees?

- ▶ To retain valuable human resource
- ▶ To be the market leader in the future
- ▶ To attract more and more people
- ▶ To enforce government regulations

Question No: 19 (Marks: 1) - Please choose one

While recruiting globally, organizations have to:

- ▶ View applicants as "commodities"
- ▶ First define the relevant labor market
- ▶ View applicants as "customers"
- ▶ Ensure EEO & QWL as per local labor laws

Question No: 20 (Marks: 1) - Please choose one

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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

Question No: 21 (Marks: 1) - Please choose one

'Fair employment legislation' is applicable to which of the following?

- ▶ **Collective bargaining**
- ▶ Planning & selection
- ▶ Training & development
- ▶ Grapevine network

Question No: 22 (Marks: 1) - Please choose one

'The process of determining the human resource needs of an organization and ensuring that the right number of qualified people are positioned in the right jobs at the right time' is described by which of the following term?

- ▶ Job planning
- ▶ Resource planning
- ▶ **Human resource planning** 57pg
- ▶ Succession planning

Question No: 23 (Marks: 1) - Please choose one

When every applicant is scoring almost the same on attempting the same test, the test is said to be:

- ▶ Valid
- ▶ Reliable
- ▶ **Qualitative**
- ▶ Traditional

Question No: 24 (Marks: 1) - Please choose one

Which of the following stage is NOT involved in socialization process?

- ▶ Pre-arrival stage
- ▶ **Metamorphosis stage**
- ▶ Post-retirement stage
- ▶ Encounter stage

Question No: 25 (Marks: 1) - Please choose one

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

- ▶ Formal

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- ▶ Informal
- ▶ Bureaucratic
- ▶ Learning

Question No: 26 (Marks: 1) - Please choose one

All of the following are learning principles, EXCEPT:

- ▶ Participation
- ▶ Preservation
- ▶ Repetition
- ▶ Relevance

Learning Principles

These are the basic principles or conditions that facilitate learning.

I. Participation

Learning should permit and encourage active participation of the learner. The learning activities should be

experiential rather than just informational. Therefore, the trainers should arrange the physical surroundings to

facilitate small group interaction and promote the sharing of ideas.

II. Repetition

An important principal of the learning is to provide the learner with the opportunity for practice and repetition.

To gain the full benefit of training learned behaviors must be over learned to ensure smooth performance and minimum of forgetting at a latter date. Proficiency in learning and retaining new skills is improved when

individuals visualize themselves performing the new behavior.

III. Relevance

The learning should be problem centered rather than content centered. People are motivated to learn when

training is immediately relevant to help them solve a current problem. Learning something just because someone

says "it is important" is not as motivating.

IV. Transference

Because the training occurs in a special environment, an important question to ask is whether learning will

transfer to the actual job situation. Transfer of training occurs when trainees can apply the knowledge and skills

learned in training course to their jobs. If the learning in one setting does not transfer to the actual job situation,

the training has failed .Three transfers training situations are possible (1) Positive transfer of training, when the

training activities enhance performance in the new situation; (2) negative transfer of training, when the training

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activities inhibit performance in new situation; and (3) no observable effect of training.

V. Feedback

Performance feed back is necessary prerequisite for learning. Feedback improves performance not only by helping learners correct their mistakes, but also by providing reinforcement for learning. Knowledge of results is a positive reinforcement itself. Learning activities have more intrinsic interest if feedback is available.

Nevertheless, performance feedback should do more than inform learners whether they were right or wrong.

Merely informing the trainees that they were wrong is not as effective as telling them why they were wrong and

how they can avoid making mistakes in future. In general, knowledge of results is an essential feature of learning,

and this knowledge comes after the learner's response.

Question No: 27 (Marks: 1) - Please choose one

The process of anticipating management needs, reviewing the skills inventory of a firm and creating replacement charts, is known as:

- ▶ Action planning
- ▶ Management development
- ▶ Management skills' inventory
- ▶ Succession planning

Question No: 28 (Marks: 1) - Please choose one

Which of the following is NOT a concern of Human Resource Development (HRD)?

- ▶ Employee training
- ▶ Employee orientation
- ▶ Employee rights
- ▶ Employee appraisals

Question No: 29 (Marks: 1) - Please choose one

The process through which someone becomes aware of his/her personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals, is known as:

- ▶ Organizational development
- ▶ Career management
- ▶ Career development
- ▶ Career planning

Question No: 30 (Marks: 1) - Please choose one

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

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might be recommended for that employee?

- ▶ Immediately switch the job
- ▶ Enhance contacts outside the company
- ▶ Consider alternative work arrangements
- ▶ All of the given options

Question No: 31 (Marks: 1) - Please choose one

Which of the following plays a role in providing timely performance feedback, development assignments and support in career development of employees?

- ▶ Individual
- ▶ Manager
- ▶ Company
- ▶ Human resource specialist

Question No: 32 (Marks: 1) - Please choose one

Which demographic group MOSTLY experiences the difficulty with career progress within Pakistan?

- ▶ Women
- ▶ Old men
- ▶ Professionals
- ▶ Young men

Question No: 33 (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

Question No: 34 (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

Question No: 35 (Marks: 1) - Please choose one

All of the following are examples of direct compensation, EXCEPT:

- ▶ Pension
- ▶ Salary
- ▶ Bonus

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► Commission

Question No: 36 (Marks: 1) - Please choose one

Which of the following is NOT included in time-off benefits?

- On-the-job breaks
- Annual holidays
- Flexi time
- Paid leaves

Time off benefits with pay include the following:

- holidays
- vacation
- sporadic absence
- death in the family
- jury duty and court appearances
- military reserve training
- short term disability and workers' compensation leaves
- compelling reason time (for biweekly-paid employees)
- marriage, civil union or commitment ceremony for same-sex partners (for biweekly-paid employees)

Time Off Benefits without Pay

Time off benefits without pay include the following:

- family and medical
- personal
- military (extended service)
- religious observances

Question No: 37 (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 allownces
- Transportation facilities

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Question No: 38 (Marks: 1) - Please choose one

What type of pay plan is used when a worker is being paid for the number of units produced?

- ▶ Competency pay
- ▶ Job pay
- ▶ Piecework pay
- ▶ Bonus pay

Question No: 39 (Marks: 1) - Please choose one

All of the following factors promote unions in organizations, EXCEPT:

- ▶ Poor working conditions
- ▶ Desire for self-expression
- ▶ Inadequate compensation
- ▶ Unfair disciplinary actions

Question No: 40 (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: 41 (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: 42 (Marks: 1) - Please choose one

Motivational theories are adopted to:

- ▶ Produce expensive & quality products
- ▶ Ensure imposed legal compliances
- ▶ Become a market leader for competitors
- ▶ Compensate employees effectively

Question No: 43 (Marks: 1) - Please choose one

Ali often gets aggressive on minute things, the counselor indicate his responses as:

- ▶ Short-term physical symptom of stress

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- ▶ Long-term physical symptom of stress
- ▶ Behavioral symptom of stress
- ▶ Internal symptom of stress

Question No: 44 (Marks: 1) - Please choose one

Samsung tends to follow an ethnocentric staffing model. Thus, from which of the groups will it hire the employees for upper-level management positions?

- ▶ Parent-country nationals
- ▶ Host-country nationals
- ▶ Third-country nationals
- ▶ Local-country national

Question No: 45 (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

Question No: 46 (Marks: 1) - Please choose one

There are multiple outlets of Shezan Bakers & Confectioners in different areas of Lahore. The management of Shezan Bakers states that “*We are the leading bakers & confectioners of Lahore for over two decades*”. Their statement depicts that Shezan is a/an:

- ▶ Domestic organization
- ▶ International organization
- ▶ Multinational organization
- ▶ Transnational organization

Question No: 47 (Marks: 1) - Please choose one

Mr. Ali is perceived to be the best counselor among all of his followers. Thus, what kind of a leader Ali is?

- ▶ Influential
- ▶ Self-confident
- ▶ Charismatic
- ▶ Knowledgeable

Question No: 48 (Marks: 1) - Please choose one

General practice carried out by Mr. Aslam is to encourage the participation of his subordinates while making departmental decisions. He is therefore said to be:

- ▶ Involved in practicing his referent power
- ▶ Involved in practicing legitimate power

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- ▶ Involved in a leadership process
- ▶ Involved in making efforts to get favors from employees

Question No: 49 (Marks: 1) - Please choose one

Overstating the performance records by an employee in front of management is considered which of the following?

- ▶ Theft
- ▶ Damage
- ▶ Dishonesty
- ▶ Insubordination

Question No: 50 (Marks: 1) - Please choose one

A psychological condition in which a person is put into a deep sleep-like state, while still remaining awake. It can be used to relieve pain & stress is called:

- ▶ Hypnosis
- ▶ Biofeedback
- ▶ Transcendental meditation
- ▶ Burnout

Question No: 51 (Marks: 1) - Please choose one

Which of the following employee benefits are legally imposed on organizations?

- ▶ Social security
- ▶ Stock options
- ▶ Care centers
- ▶ Flexible hours

Question No: 52 (Marks: 1) - Please choose one

Which of the following best reflects the responsibility of a Disseminator?

- ▶ Represent the organization to the outsiders
- ▶ Hire, train, motivate employees
- ▶ Perform duties that are symbolic & ceremonial in nature
- ▶ Transmit information to organizational members

Question No: 53 (Marks: 1) - Please choose one

Expertise in a particular field/area helps leaders in:

- ▶ Building their power to influence followers
- ▶ Increasing their referent power to influence others
- ▶ Enhancing their political network
- ▶ Creating upward communication channel

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Question No: 54 (Marks: 1) - Please choose one

Which of the following does not play any significant role in avoiding workplace accidents?

- ▶ Safety trainings to employees
- ▶ **Increased employee empowerment**
- ▶ Maintenance of equipments
- ▶ Rewards attached with safety measures

Question No: 55 (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: 56 (Marks: 1) - Please choose one

The heart of a continuous effort designed to improve employee's competency and organizational performance is known as;

- ▶ Development
- ▶ Learning
- ▶ **Training**
- ▶ Relevance

Question No: 57 (Marks: 1) - Please choose one

A firm that recognizes the critical importance of continuous performance-related training and development and takes appropriate action is known as;

- ▶ Closed Organization
- ▶ Dynamic Organization
- ▶ **Learning Organization**
- ▶ Multi-directional Organization

Question No: 58 (Marks: 1) - Please choose one

When an individual sets career goals and identifies the means to achieve them, the process is known as;

- ▶ Career Path
- ▶ **Career Planning**
- ▶ Career Short Sightedness
- ▶ Career Development

Question No: 59 (Marks: 1) - Please choose one

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Which of the following is not included in intrinsic rewards?

- ▶ Promotion opportunities
- ▶ Working conditions
- ▶ Interesting work
- ▶ Wage

Question No: 60 (Marks: 1) - Please choose one

Which of the following means giving employees the authority, tools, and information they need to do their jobs with greater autonomy?

- ▶ Job enrichment
- ▶ Empowerment
- ▶ Job acknowledgement
- ▶ Job appraisal

Question No: 61 (Marks: 1) - Please choose one

Every organization sings a specific contract with employees at the time of joining that explains the rights, responsibilities and obligations. This contract is in favor of:

- ▶ Both parties
- ▶ The employee
- ▶ The employer
- ▶ Trade unions

Question No: 62 (Marks: 1) - Please choose one

Need of food, shelter and thirst come under which stage of Maslow hierarchy of need?

- ▶ First
- ▶ Second
- ▶ Third
- ▶ Fourth

Question No: 63 (Marks: 1) - Please choose one

McClelland has presented a theory in which he has explained the association of three elements. Which of the following combination is true?

- ▶ Affiliation, Power, and Achievement
- ▶ Affiliation, Personality, and Achievement
- ▶ Affection, Power, and Achievement
- ▶ Affiliation, Personality, and Association

Question No: 64 (Marks: 1) - Please choose one

Equity theory explains that “how much a person put his effort in job and how much he gets out of it”. Who has explained this theory?

- ▶ Adam

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- ▶ McGregor
- ▶ Edward Thorndike
- ▶ McClelland

Adams's equity theory assumes that people have a need for fairness at work

Paper 30

FINAL TERM EXAMINATION

Fall 2009

Question No: 1 (Marks: 1) - Please choose one

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

Question No: 2 (Marks: 1) - Please choose one

A procedure that permits existing employees, who believe that they possess the required qualifications to apply for a posted job, is termed as:

- ▶ Job listing
- ▶ Job offering
- ▶ Job posting
- ▶ Job bidding

job Bidding is a technique that permits employees who believe they possess that required qualifications to apply for a posted job

Question No: 3 (Marks: 1) - Please choose one

Which of the following function involves activities like Goal setting, policy making & strategy formulation?

- ▶ Controlling
- ▶ Planning
- ▶ Organizing
- ▶ Leading

Question No: 4 (Marks: 1) - Please choose one

The intellectual & mechanical process used by an organization to transform inputs into outputs is termed as:

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- ▶ Task
- ▶ People
- ▶ Structure
- ▶ Technology

Question No: 5 (Marks: 1) - Please choose one

If VU will start conducting your final examination just after one week of the commencement of new semester, what kind of flaw will you face in such policy made by your university?

- ▶ Support from system is lacking
- ▶ Inappropriate rating instrument is being used
- ▶ Raters are not trained enough to conduct exams
- ▶ Not an appropriate time for evaluation

Question No: 6 (Marks: 1) - Please choose one

What usually occurs when employees rate themselves in a performance appraisal?

- ▶ Appraisals are subject to halo effects
- ▶ Ratings are higher than rated by supervisors
- ▶ No significant difference occurs
- ▶ Influence of stereotype is greater

Question No: 7 (Marks: 1) - Please choose one

Some supervisors, when filling in rating scales, tend to avoid the highs and lows on the scale and rate most people in the middle. This type of evaluation is said to be effected by:

- ▶ Stereotyping
- ▶ Central tendency
- ▶ Strictness
- ▶ Leniency

Question No: 8 (Marks: 1) - Please choose one

When an employee's personal characteristics such as age, race, and gender influence supervisor's evaluation of his or her performance, which of the following problem can be occurred?

- ▶ Biasness
- ▶ Stereotyping
- ▶ Halo affect
- ▶ Strictness

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Question No: 9 (Marks: 1) - Please choose one

Which one of the following is an example of downward communication?

- ▶ Birthday parties & official dinners
- ▶ Customers' responses through telephone calls
- ▶ Monthly performance discussion meetings
- ▶ Company's prospectus for stakeholders

Question No: 10 (Marks: 1) - Please choose one

All of the following are included in the Job evaluation, EXCEPT:

- ▶ Compensation attached with job
- ▶ Value of job in an organization
- ▶ Job competency
- ▶ Employee promotions in an organization

Question No: 11 (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: 12 (Marks: 1) - Please choose one

Which of the following stage of training module identifies the mediums of training?

- ▶ Designing phase of training
- ▶ Training Need Analysis
- ▶ Determining training objectives
- ▶ Training evaluation

Question No: 13 (Marks: 1) - Please choose one

The inner drive that directs a person's behavior towards goal attainment is known as:

- ▶ Performance
- ▶ Motivation
- ▶ Need
- ▶ Attitude

Question No: 14 (Marks: 1) - Please choose one

Which of the following skills are required most by the Top-level managers?

- ▶ Technical skills
- ▶ Interpersonal skills
- ▶ Conceptual skills
- ▶ All of the given options

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Question No: 15 (Marks: 1) - Please choose one

Which one is NOT the reason of joining groups by people?

- ▶ To get affiliation
- ▶ To gain power
- ▶ To get security
- ▶ To get promotions

Question No: 16 (Marks: 1) - Please choose one

Which of the following are the groups of social nature that are formed around friendship and common interests?

- ▶ Formal
- ▶ Structured
- ▶ Informal
- ▶ Unstructured

Question No: 17 (Marks: 1) - Please choose one

Initially the personnel department was only involved in:

- ▶ Recruitment & selection
- ▶ Compensation & benefits
- ▶ Training & development
- ▶ Scheduling vacations

Question No: 18 (Marks: 1) - Please choose one

The emigration of trained and talented individuals to other nations mostly due to lack of opportunities is known as:

- ▶ Job insecurity
- ▶ Outsourcing
- ▶ Workforce diversity
- ▶ Brain drain

Question No: 19 (Marks: 1) - Please choose one

'The process of determining the human resource needs of an organization and ensuring that the right number of qualified people are positioned in the right jobs at the right time' is described by which of the following term?

- ▶ Job planning
- ▶ Resource planning
- ▶ Human resource planning
- ▶ Succession planning

Question No: 20 (Marks: 1) - Please choose one

Formulating the strategic plans depicts:

- ▶ Setting challenging goals

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- ▶ Devising goals completion tactics
- ▶ Resolving organizational conflicts
- ▶ Performing SWOT analysis

Question No: 21 (Marks: 1) - Please choose one

The hiring process comprises which of the following steps?

- ▶ Selection, Recruitment & performance appraisals
- ▶ **Recruitment, Selection & Socialization**
- ▶ Selection, Orientation & Development
- ▶ Job analysis, Selection & Training

Question No: 22 (Marks: 1) - Please choose one

Which of the following source can be used to ensure the authentication of the information provided by the job applicant?

- ▶ **Reference check**
- ▶ Criminal record
- ▶ Application form
- ▶ Credit history

Question No: 23 (Marks: 1) - Please choose one

Employee commitment had suffered a lot in recent years due to which of the following reasons?

- ▶ **Structural downsizing**
- ▶ Skill inadequacy
- ▶ Rational appraisals
- ▶ Organizational expansion

Question No: 24 (Marks: 1) - Please choose one

Which of the following plays a role in providing training & development opportunities and career information & programs in career development of employees?

- ▶ Individual
- ▶ **Manager**
- ▶ Supervisor
- ▶ Organization

Question No: 25 (Marks: 1) - Please choose one

Which of the following is part of an employee's role regarding his or her own career development?

- ▶ Providing timely performance feedback
- ▶ **Participating in career development discussions**
- ▶ Establishing goals and career plans

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- ▶ Offering a variety of career options

Question No: 26 (Marks: 1) - Please choose one

Company's financial statements represent which of the following?

- ▶ Customer satisfaction
- ▶ Material wastage
- ▶ Monthly sales growth
- ▶ Product life-cycle

Question No: 27 (Marks: 1) - Please choose one

Valid performance measuring instruments, immediate response to performance in term of rewards and continuous feedback for performance improvements, all lead to:

- ▶ Sustainable desired performance
- ▶ Enhanced production capacity
- ▶ Development of better non-financial rewards
- ▶ Effective compensation packages

Question No: 28 (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

Question No: 29 (Marks: 1) - Please choose one

Graphic rating scales are subjected to all of the following problems, EXCEPT:

- ▶ Halo effects
- ▶ Complexity
- ▶ Central tendency
- ▶ Leniency

Question No: 30 (Marks: 1) - Please choose one

While conducting an appraisal interview supervisors should do all of the following, EXCEPT:

- ▶ Compare employee's performance with a standard
- ▶ Encourage employees to share their issues
- ▶ Give specific examples of poor performance
- ▶ Compare employee's performance to that of other employees

Question No: 31 (Marks: 1) - Please choose one

Rewards offered to individuals serving at the managerial positions on monthly

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basis are termed as:

- ▶ Commission
- ▶ Salary
- ▶ Wage
- ▶ Bonus

Question No: 32 (Marks: 1) - Please choose one

Which of the following pay category depicts the increase in salary, the firm awards to an individual employee based on his or her individual performance?

- ▶ Merit pay
- ▶ Variable pay
- ▶ Piecework pay
- ▶ Job-based pay

Question No: 33 (Marks: 1) - Please choose one

"Higher efforts should be rewarded with higher rewards"; which of the following theory focuses this statement?

- ▶ Motivational theory
- ▶ Performance theory
- ▶ Competency theory
- ▶ Equity theory

Question No: 34 (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: 35 (Marks: 1) - Please choose one

Which of the following is NOT included in the indirect benefits?

- ▶ Medical assistance
- ▶ Gain sharing
- ▶ Pension plans
- ▶ Paid vacations

Question No: 36 (Marks: 1) - Please choose one

All of the following are examples of direct compensation, EXCEPT:

- ▶ Pension
- ▶ Salary
- ▶ Bonus

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- ▶ Commission

Question No: 37 (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 allownces
- ▶ Transportation facilities

Question No: 38 (Marks: 1) - Please choose one

Which one of the following is NOT a feature of 'Scanlon plan'?

- ▶ A philosophy of cooperation
- ▶ An emphasis on individual achievement
- ▶ An involvement system
- ▶ A sharing of ideas & issues

Question No: 39 (Marks: 1) - Please choose one

Department manager is authorized to evaluate & grade your performance, therefore:

- ▶ Manager has strong relation with you
- ▶ Your performance influences manager
- ▶ You possess power on manager
- ▶ Manager has the power on you

Question No: 40 (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: 41 (Marks: 1) - Please choose one

"Sales managers of different regions of a company circulate details of potential customers to each other". Identify this type of communication.

- ▶ Diagonal communication
- ▶ Horizontal communication
- ▶ Upward communication
- ▶ Downward communication

Question No: 42 (Marks: 1) - Please choose one

To ensure the effectiveness of safety and health program to whom it must be

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communicated?

- ▶ Upper management
- ▶ Lower management
- ▶ Middle management
- ▶ All of the given options

Question No: 43 (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: 44 (Marks: 1) - Please choose one

Restricted workplace environment falls under which of the following category of stressor?

- ▶ Personal
- ▶ Environmental
- ▶ Conceptual pg 32
- ▶ Organizational

Question No: 45 (Marks: 1) - Please choose one

Assessing an employee's probable success in handling a foreign transfer and the best predictor of future success is proved to be:

- ▶ Job competence
- ▶ Past international travel
- ▶ Language skills
- ▶ Extraversion

Question No: 46 (Marks: 1) - Please choose one

Amjad is a Pakistani born national who is working in Saudi Arabia as a HR manager for an American company. So, Amjad is a/an:

- ▶ Expatriate
- ▶ Third-country national
- ▶ Home-country national
- ▶ Host-country national

Question No: 47 (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

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- ▶ He is quite self confident
- ▶ He has dominance over others
- ▶ He possesses in depth task related knowledge

Question No: 48 (Marks: 1) - Please choose one

If the frequency of banned behavior of an employee increases, it is better to:

- ▶ Provide employee some sort of counseling
- ▶ Inform top management about it and take no action
- ▶ Monitor employees' behavior on regular basis
- ▶ Increase the intensity of the disciplinary action against him

Question No: 49 (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: 50 (Marks: 1) - Please choose one

HRM is said to be effective when Cohesive work environment is achieved.

- ▶ Minimization of wastage
- ▶ Cohesive work environment
- ▶ Customer satisfaction
- ▶ Large market share

Question No: 51 (Marks: 1) - Please choose one

Which of the following term best represents the individuals who have interests in an organization and are influenced by it?

- ▶ Workforce
- ▶ Stakeholders
- ▶ Customers
- ▶ Stockholders

Question No: 52 (Marks: 1) - Please choose one

Read carefully the following section of job advertisement.

 } "Management, both technical & administrative affairs.

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- } Promotion of marine R&D activities for the purpose of protection/preservation of marine environment.
- } Exploration & management of marine research & development within the marine zone of Pakistan."

This section of job advertisement represents which of the following term?

- ▶ Job analysis
- ▶ Job description
- ▶ Job specification
- ▶ Job summary

Question No: 53 (Marks: 1) - Please choose one

Hassan, a Pakistani citizen working as a branch manager in Allied Bank Limited (ABL), Lahore branch. ABL has its branches in Middle East as well, but its headquarter is in Karachi. Hassan is a/an:

- ▶ Expatriate
- ▶ Third-country national
- ▶ Home-country national
- ▶ Host-country national

Question No: 54 (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

Question No: 55 (Marks: 1) - Please choose one

The heart of a continuous effort designed to improve employee's competency and organizational performance is known as;

- ▶ Development
- ▶ Learning
- ▶ Training
- ▶ Relevance

Question No: 56 (Marks: 1) - Please choose one

Which of the following is not included in extrinsic rewards?

- ▶ Salary
- ▶ Wage
- ▶ Recreation

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► Recognition

Question No: 57 (Marks: 1) - Please choose one

Which of the following right provides the shield from discrimination, secure working condition, union construction ?

- Statutory rights
- Contractual rights
- Employee rights
- Management rights

Question No: 58 (Marks: 1) - Please choose one

Written warnings are received by the employees from the human resource department under the progressive discipline procedure belong to which offence ?

- Second offense
- Third offense
- Fourth offense
- First offense

Question No: 59 (Marks: 1) - Please choose one

FMLA stands for which of the following act?

- Family and Medical Leave Act of 1993
- Family and Maternal Leave Act of 1993
- Family and Mother Leave Act of 1993
- Family and Mental Leave Act of 1993

Question No: 60 (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

Question No: 61 (Marks: 1) - Please choose one

Which of the following is the most appropriate reason for union membership decline?

- Employment Shift from service to manufacturing
- Employment Shift from manufacturing to service
- Employment Shift from manual work to computerized work
- Employment Shift from low-tech to high-tech

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Question No: 62 (Marks: 1) - Please choose one

Which of the following test is used by McClelland to prove his theory?

- ▶ Thematic Apperception Test
- ▶ Vibrant Test
- ▶ Simulation Test
- ▶ Personality Test

Question No: 63 (Marks: 1) - Please choose one

Which of the following is the inner drive that directs a person's behavior toward goals?

- ▶ Motivation
- ▶ Stimuli
- ▶ Resentment
- ▶ Conation

Question No: 64 (Marks: 1) - Please choose one

Which of the following term can be defined as "A state of mind, desire, energy or interest that translates into action"?

- ▶ Motivation
- ▶ Stimuli
- ▶ Resentment
- ▶ Conation

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