



M COM ENTRANCE

HRM PRACTICE QUESTIONS

CH9 : EMERGING TRENDS IN HRM

CH10 : INDUSTRIAL RELATIONS

1. In connection with HRD, what is incorrect ?
 - A It is a reactive function.
 - B It develops total organisation.
 - C It focuses on autonomous work groups.
 - D It is an integrated system.
2. Quality circle is a type of:
 - A Problem-solving team
 - B Cross-functional team
 - C Self-directed team
 - D Project team
3. Human Resource Management (HRM) is a part of the broad Human Resource Development (HRD) System, as this focus to
 - A Selection, Induction, Training and Development
 - B Operational and Organisational Options
 - C A and B above
 - D None of the above
4. 'Kanban' refers to which one of the following ?
 - A Employing sufficient manpower
 - B An ideal state in which production quantities are equal to delivery quantities
 - C Promotion of right people
 - D Both A and C
5. Which among the following is not a voluntary method for prevention and settlement of disputes?
 - A Collective Bargaining
 - B Standing orders
 - C Joint Consultation
 - D Works Committee
6. **Statement (i):** Sound industrial relations are essential to achieve individual, team goals and organizational goals.
Statement (ii): Congenial labour management relations create an atmosphere of harmony and low rate of absenteeism.
 - A Statement (i) is true, but (ii) is false.
 - B Statement (ii) is true, but (i) is false.
 - C Both statements are true.

- D** Both statements are false.
7. Which one of the following dispute settlers cannot make a binding decision?
A Arbitrator
B Adjudicator
C Conciliator
D Industrial tribunal member
8. What is the term coined for the system of communication and consultation, either formal or informal, by which workers of an organization are kept informed as and when required, about the affairs of the undertaking and through which they express their opinion and contribute to decision making process of management?
A Collective Bargaining
B Empowerment
C Workers participation in management
D Welfare state
9. Which of the following is not the primary objective of industrial relations and labour laws ?
A Maintaining social equity
B Providing credit facilities to industries
C International uniformity
D Promoting economic growth
10. Referring a dispute to an agreed third party for settlement or advice without the force of litigation or resort to law is known as:
A Adjudication
B Arbitration
C Conciliation
D All of the above
11. _____ is a temporary closing down the undertaking with the intention of forcing workers to accept the demands of the employer.
A Lay-off
B Retrenchment
C Lock-out
D Termination
12. Industrial relations consists of the relations between:
A Employer and employees
B Union and Management
C State and Management
D All of the above
13. Lock out means
A An antithesis of strike
B Refusal to employ any person in employment
C the temporary closing of a place of employment
D Illegal strike
14. The outside third party who is brought into settle a dispute, and he or she has the authority to make a decision is called

- A** Government
- B** An Arbitrator
- C** Union
- D** Legal Expert

15. Redressal of employees' grievances covers

- A** positive attitude towards employees' grievances and readiness to help
- B** expediting machinery for resolving employees' grievances
- C** equitable salary system for all
- D** both **A** and **B**