

**SEMESTER 1 EXAMINATION
BUSINESS STUDIES**

Maximum Marks: 80

Time allowed: One and a half hours

(Candidates are allowed additional 10 minutes for only reading the paper.)

ALL QUESTIONS ARE COMPULSORY

Every question / subpart of a question carries one mark.

Select and write the correct option for each of the following questions.

Question 1

The data collected through Job analysis provides the basis for _____.

- (a) Job Description
- (b) Job Specification
- (c) Job Enlargement
- (d) Job Enrichment

Answer: _____

Question 2

Refresher training involves:

- (a) giving refreshment to the trainees.
- (b) imparting updated knowledge and skills to the trainees.
- (c) rectifying the mistakes of the employees.
- (d) introducing new employees to the organization.

Answer: _____

Question 3

_____ transfer is done to correct the mistakes made at the time of placement.

- (a) Replacement
- (b) Remedial
- (c) Refresher
- (d) Regulatory

Answer: _____

Question 4

_____ is undertaken through the organisation's own website.

- (a) Internal Recruitment
- (b) External Recruitment
- (c) Recruitment through internet
- (d) Recruitment through intranet

Answer: _____

Question 5

Which one of the following is **NOT** a significance of Human Resource Management?

- (a) Professional Significance
- (b) National Significance
- (c) Social Significance
- (d) Environmental Significance

Answer: _____

Question 6

Which one of the following is a limitation of Internal source of recruitment?

- (a) It leads to high labour turnover.
- (b) It leads to low labour turnover.
- (c) It is an expensive source of recruitment.
- (d) It is an incomplete source of recruitment.

Answer: _____

Question 7

Which one of the following is **NOT** a step of a selection procedure?

- (a) Recruitment
- (b) Medical Examination
- (c) Checking References
- (d) Placement

Answer: _____

Question 8

What does the abbreviation NPS stand for?

- (a) National Provident Scheme.
- (b) National Pension Scheme.
- (c) New Provident Scheme.
- (d) New Pension Scheme.

Answer: _____

Question 9

What is the significance of the *final interview* in a selection procedure?

- (a) It checks if the candidate fulfills the minimum qualification required for the job.
- (b) It helps in getting basic information about the candidate.
- (c) It allows the crosschecking of information obtained through earlier steps of the selection procedure.
- (d) It reveals whether the candidate is mentally and physically fit to do the job.

Answer: _____

Question 10

Which one of the following is an indicator of low morale?

- (a) Low rate of labour turnover
- (b) Group cohesiveness
- (c) Lack of discipline
- (d) Infusion of new ideas

Answer: _____

Question 11

_____ is granted for pursuing higher studies or acquiring specialized training.

- (a) Leave without pay
- (b) Earned leave
- (c) Sabbatical leave
- (d) Privilege leave

Answer: _____

Question 12

_____ helps management to have the right number and the right kind of people at the right time and at the right place doing the right thing.

- (a) Manpower estimation
- (b) Recruitment
- (c) Training
- (d) Placement

Answer: _____

Question 13

Theoretical instructions and practical learning are provided under Training where classroom lectures are followed by practical work.

- (a) Induction
- (b) Classroom
- (c) Apprenticeship
- (d) Internship

Answer: _____

Question 14

Recommendations by employees is a good source of recruitment as:

- (a) this method gives a wide choice.
- (b) preliminary screening is not required.
- (c) this method reduces labour turnover and absenteeism.
- (d) it is a two-way process.

Answer: _____

Question 15

A team consisting of employees working in different locations but connected through internet is called a/an _____ team.

- (a) offline
- (b) cooperative
- (c) virtual
- (d) official

Answer: _____

Question 16

The mental conditions or attributes of individuals and groups in an organization is called _____.

- (a) Staff Motivation
- ✓(b) Staff Morale
- (c) Job Specification
- (d) Job Satisfaction

Answer: _____

Question 17

_____ provides a detailed and permanent record of the candidate who has applied for a job.

- (a) Preliminary interview
- ✓(b) Application blank
- (c) Tests
- (d) Final interview

Answer: _____

Question 18

According to Herzberg's two-factor theory, _____ factors are inherent in the job, rather than being present in the surrounding environment.

- (a) Dissatisfiers
- (b) Hygiene
- (c) Maintenance
- ✓(d) Motivational

Answer: _____

Question 19

_____ transfer is used to relieve an employee of heavy stress of workload.

- (a) Replacement
- (b) Production
- (c) Promotion
- (d) Shift

Answer: _____

Question 20

A Pay slip is also known as a _____.

- (a) pay slip.
- (b) salary slip.
- (c) salary sheet .
- (d) wage sheet.

Answer: _____

Question 21

Gate hiring is done for _____ workers.

- (a) unskilled and semi-skilled
- (b) semi-skilled and skilled
- (c) highly skilled
- (d) experienced

Answer: _____

Question 22

A terminal, one-time monetary benefit given to an employee, when he leaves the organisation is called _____.

- (a) Wages
- (b) Pension
- (c) Gratuity
- (d) Public Provident Fund

Answer: _____

Question 23

Recruitment is a _____ process.

- (a) day to day
- (b) negative
- (c) positive
- (d) derogatory

Answer: _____

Question 24

As stated by Maslow, _____ Need is also known as the need for self-fulfillment.

- (a) Physiological
- (b) Social
- (c) Self-esteem
- (d) Self actualisation

Answer: _____

Question 25

Which one of the following does NOT involve increase in pay benefits?

- (a) Upgradation
- (b) Dry Promotion
- (c) Open Promotion
- (d) Closed Promotion

Answer: _____

Question 26

Which one of the following is NOT a feature of Human Resource Management?

- (a) Pervasive function
- (b) Interdisciplinary function
- (c) Staff function
- (d) Job oriented

Answer: _____

Question 27

Which of the following is a casual leave?

- (a) Half day leave
- (b) Leave to undergo a major operation
- (c) Leave to travel abroad for two months
- (d) Leave to study for a special course

Answer: _____

Question 28

Selection is the process of:

- (a) searching for applicants.
- (b) identifying different sources of recruitment.
- (c) eliminating unwanted candidates.
- (d) inviting applications.

Answer: _____

Question 29

_____ is suitable for filling the vacancies for higher positions.

- (a) Direct recruitment
- (b) A labour contractor
- (c) Campus recruitment
- (d) A placement agency

Answer: _____

Question 30

Under which source of recruitment, does an organisation maintain a data base of unsolicited applicants?

- (a) Direct recruitment
- (b) Casual callers
- (c) Labour contractors
- (d) Advertisement

Answer: _____

Question 31

Non-financial motivation given to staff includes _____

- (a) Allowances
- (b) Fringe benefits
- (c) Satisfying job
- (d) Promotion

Answer: _____

Question 32

Which one of the following is an indicator of high morale?

- (a) High rate of mistakes made by employees
- (b) High quantity and quality of output
- (c) High degree of employee grievances
- (d) High rate of labour turnover

Answer: _____

Question 33

Which one of the following is NOT a component of a pay slip?

- (a) Status symbol
- (b) Tax deducted at source
- (c) Provident Fund deduction
- (d) Basic pay

Answer: _____

Question 34

Which of the following is NOT a feature of morale?

- (a) It is a mental phenomenon.
- (b) It is contagious.
- (c) It is a by-product of group relationships.
- (d) It is tangible.

Answer: _____

Question 35

Which one of the following options is a set of *types of training*?

- (a) Vestibule training, Classroom training, Internship training, Apprenticeship training.
- (b) On-the-job training, Off-the-job training, Orientation training, Induction training.
- ✓ (c) Job training, Promotional training, Remedial training, Refresher training.
- (d) Orientation training, Remedial training, Safety training, On-the-job training.

Answer: _____

Question 36

Under _____ promotion, job vacancies are not announced and the Management chooses the candidate from a group of select few.

- (a) Seniority-based
- (b) Merit-based
- (c) Open
- ✓ (d) Closed

Answer: _____

Question 37

Group discussion is an important step in the selection procedure for filling vacancies at the higher level because:

- (a) it judges the job skills of the candidate.
- ✓ (b) it helps in revealing the leadership abilities and team spirit of the candidate.
- (c) pay package of the candidate can be discussed by a team of managers.
- (d) the employer and the candidate get an opportunity to develop interpersonal relations.

Answer: _____

Question 38

High morale can be developed through rewards and punishments because morale can

- (a) Motivation of employees
- (b) Positive means only
- (c) Negative means only
- (d) Both positive and negative means

Answer: _____

Question 39

High morale can lead to low productivity due to

- (a) loss of sense of job
- (b) complete identity between the employees and employee goals
- (c) the restrictive nature of industrial groups
- (d) democratic leadership

Answer: _____

Question 40

Identify one of the limitations of Maslow's theory of Motivation.

- (a) It fails to explain the phenomenon of multiple needs.
- (b) It fails to motivate employees in an organization.
- (c) It highlights the importance of a job to motivating employees.
- (d) This theory was based on the study of a small sample group.

Answer: _____

Question 41

Induction training is a must in an organization as it

- (a) induces a worker to perform better.
- (b) removes the initial nervousness of the workers.
- (c) teaches the worker how to perform the job.
- (d) is held only once in the life-time of workers.

Answer: _____

Question 42

Which one of the following is a limitation of the Time-rate system of wage payment?

- (a) It provides a sense of insecurity to the workers.
- (b) There is a premium on inefficiency.
- (c) Trade unions oppose it.
- (d) There are high chances of optimum utilization of resources.

Answer: _____

Question 43

Which one of the following is a hindrance to Vestibule training?

- (a) Training cost is very high.
- (b) It combines theory and practice.
- (c) It is often haphazard and unorganized.
- (d) It is difficult to concentrate due to the noise at the workplace.

Answer: _____

Question 44

The employees are entitled to withdraw part of the money from _____ during their tenure in the organisation.

- (a) Gratuity
- (b) Group Insurance
- (c) Employee Provident Fund
- (d) Pension

Answer: _____

Question 45

Presence of _____ factors is necessary to avoid dissatisfaction among employees.

- (a) Herzberg's
- (b) Maslow's
- (c) Hygiene
- (d) Motivational

Answer: _____

Question 46

A transfer is not always a punishment as:

- (a) it involves a raise in the salary.
- (b) it may be done to allow outsiders to bring in fresh ideas.
- (c) it may be done to increase labour turnover.
- (d) it may be done to make the employees more versatile.

Answer: _____

Question 47

Low morale may lead to high productivity when:

- (a) there is no supervision.
- (b) work is machine-paced.
- (c) employees spend their time and energy in satisfying their personal objectives.
- (d) there is complete identity between the employees' and organizational goals.

Answer: _____

Question 48

Off-the-job training is more suitable where:

- (a) a large number of persons are to be trained every year.
- (b) quantity of goods produced is more important than quality.
- (c) the organisation does not have enough funds for training.
- (d) supervisors take an active part in training the subordinates.

Answer: _____

Question 49

Which of the following is **FALSE** vis-à-vis Group Insurance?

- (a) Premium is paid by both the employer as well as the employee.
- (b) It is provided to all employees without any evidence of insurability.
- (c) Premium is paid only by the employer.
- (d) In case of the death of an employee, the claim is paid to his nominee.

Answer: _____

Question 50

_____ transfer helps in stabilizing employment and prevents loss of job by shifting the employee to an understaffed branch.

- (a) Versatility
- (b) Production
- (c) Replacement
- (d) Remedial

Answer: _____

Question 51

Which one of the following is a type of financial incentive given to an employee in an organisation?

- (a) Promotion
- (b) Participation in decision making
- (c) Higher authority and responsibility
- (d) Recognition and status

Answer: _____

Question 52

Which one of the following options is a feature of Human Resource Management?

- (a) It is a method by which an organization collects, maintains and reports information on people and jobs.
- (b) It aims to optimize the use of natural resources
- ✓(c) It is a process of bringing together people and an organisation so that the goals of both are achieved.
- (d) It benefits only the employer.

Answer: _____

Question 53

Identify the limitation of e-recruitment from the following options.

- (a) The cost of recruitment per candidate is low.
- (b) Less time is required for recruitment.
- ✓(c) Both the employer and job seeker must have access to the internet.
- (d) People with desired qualities cannot be recruited.

Answer: _____

Question 54

Anuj is appointed through Campus recruitment. He is required to work on expensive and sophisticated machines. Which one of the following training methods is most suitable for him?

- (a) Classroom training
- (b) Apprenticeship training
- ✓(c) Vestibule training
- (d) Internship training

Answer: _____

Question 55

Which of the following is **NOT** an assumption of Maslow's theory of Motivation?

- (a) Human behaviour is not based on needs.
- (b) A satisfied need no longer influences motivation.
- (c) Higher level needs remain inactive till the lower -level needs are satisfied.
- (d) Human needs can be classified into five categories.

Answer: _____

Question 56

Which one of the following is a motivational factor according to Herzberg's two-factor theory?

- (a) Status
- (b) Working conditions
- (c) Salary
- (d) Challenging work

Answer: _____

Question 57

Some organisations prefer seniority-based promotion to merit-based promotion because:

- (a) It stimulates the employees to improve their performance.
- (b) It eliminates bias and nepotism.
- (c) It rewards the ability of the employees.
- (d) It brings in fresh ideas.

Answer: _____

Question 58

The role of Human Resource Management in professional growth is to:

- (a) secure the willing co-operation of employees.
- (b) provide maximum opportunities for personal development of each employee.
- (c) help in speeding up the process of economic growth.
- (d) provide employment to people.

Answer: _____

Question 59

Which one of the following is a benefit of training to an employer?

- (a) Training improves self-confidence of employees.
- (b) Training helps employees to earn quick promotion.
- (c) Training leads to economical usage of material and machinery.
- (d) Training secures higher earnings for employees.

Answer: _____

Question 60

One of the major hindrances to a good training programme is:

- (a) the training is often systematic and organized.
- (b) there is a lack of faith in the usefulness of training.
- (c) the trainees may cause damage to costly equipment.
- (d) there is a disciplined approach to work.

Answer: _____

Question 61

Madhu and Suman are working for ABC & Co.as Associate Partners. Madhu has been promoted as Partner. Suman continues to be an Associate Partner. However, Suman has been given charge of businesses all over India.

- (i) The change in Madhu's job profile is termed as _____.
- (a) Job Enlargement
 - (b) Job Enrichment
 - (c) Job Analysis
 - (d) Job Specification

Answer: _____

- (ii) The change in Suman's job profile is termed as _____.
- (a) Job Enlargement.
 - (b) Job Enrichment.
 - (c) Job Analysis.
 - (d) Job Specification.

Answer: _____

- (iii) One of the features of Job Enlargement is that:
- (a) it is a formal and detailed study of a job.
 - (b) it facilitates training of people.
 - (c) it involves adding more tasks of a similar nature to the job.
 - (d) it makes the job more challenging and satisfying.

Answer: _____

- (iv) One of the features of Job Enrichment is that:
- (a) it is a formal and detailed study of a job.
 - (b) it facilitates training of people.
 - (c) it involves adding more tasks of a similar nature to the job.
 - (d) it makes the job more challenging and satisfying.

Answer: _____

Question 62

Mr. Saxena heads the HR department of Paras & Co. Ms. Anu who works in the Accounts department resigned from her job. Since finalisation of accounts is going on, the vacancy needs to be filled at the earliest with a reliable candidate.

Mr. Saxena has decided to arrange for a short training session so that the new incumbent is able to cope with the work at Paras & Co. As the Company wants the new incumbent to start work at the earliest, they decide to forego the orientation training.

(i) Which source of recruitment is most suitable to replace Ms. Anu?

- (a) Casual callers.
- (b) Advertisement.
- (c) Recommendations by present employees.
- (d) Placement Agencies.

Answer: _____

(ii) Which method should Mr. Saxena use to train the new incumbent?

- (a) Internship training.
- (b) Remedial training.
- (c) On-the-job training.
- (d) Classroom training.

Answer: _____

(iii) Orientation training is given to _____ employees.

- (a) new
- (b) old
- (c) inefficient
- (d) indisciplined

Answer: _____

(iv) Which type of training should Mr. Saxena arrange for the new incumbent?

- (a) Job training.
- (b) Apprenticeship training.
- (c) Refresher training.
- (d) Safety training.

Answer: _____

Question 63

Smita, Kanti, Anil and Uttam are working for Himtech Ltd.

Smita, goes to the slums to teach underprivileged children every morning. She would be happy if her office started late so that she could reach on time.

Kanti's husband has met with a serious accident and has been advised bed rest for two months. There is no one except Kanti to take care of him.

Anil wants to start a catering business from his home, to supplement his income. He is not sure of his success in this business and is therefore not willing to resign from the job.

Uttam stays far away from office and so by the time he reaches office, he is already exhausted and unable to work efficiently.

They are all good employees otherwise. Since the company wants to retain them, they want to offer a solution to each of them.

(i) The company can offer _____ to Smita to solve her problem.

- (a) Flexible hours
- (b) Permanent Part Time
- (c) Work from home
- (d) Retainership

Answer: _____

(ii) The company can offer _____ to Kanti to solve her problem.

- (a) Flexible hours
- (b) Permanent Part Time
- (c) Work from home
- (d) Retainership

Answer: _____

(iii) The company can offer _____ to Anil to solve his problem.

- (a) Flexible hours
- (b) Permanent Part Time
- (c) Work from home
- (d) Retainership

Answer: _____

(iv) The company can offer _____ to Uttam to solve his problem.

- (a) Flexible hours
- (b) Permanent Part Time
- (c) Work from home
- (d) Retainership

Answer: _____

Question 64

Reva, Anup, Parth and Neha are working in different departments of the same organisation at its Delhi branch.

Reva has got an increase in salary but her status and responsibility remain the same.

Neha has been shifted to Chandigarh with increase in salary, status and responsibility.

Anup has also been transferred to Chandigarh because of a sudden increase in work at the Chandigarh branch.

Parth has good leadership qualities, so before promoting him, the organisation wants him to understand the various types of jobs that he will be coordinating. Therefore, he has been transferred from the Finance department to the Sales department.

(i) The organization has _____ Reva.

- (a) Upgraded
- (b) Dry promoted
- (c) Promoted
- (d) Transferred

Answer: _____

(ii) The organization has _____ Neha.

- (a) Upgraded
- (b) Dry promoted
- (c) Promoted
- (d) Transferred

Answer: _____

(iii) The organization has given _____ transfer to Anup.

- (a) Production
- (b) Remedial
- (c) Versatility
- (d) Replacement

Answer: _____

(iv) The organization has given _____ transfer to Parth.

- (a) Production
- (b) Remedial
- (c) Versatility
- (d) Replacement

Answer: _____

Question 65

Super Dry Fruit Traders has employed Priya to shell almonds to be graded and packed for export. She is paid daily on the basis of the quantity of almonds shelled by her. Her cousin Reema is a supervisor in the firm and is paid on a monthly basis.

(i) The firm insists on the piece-rate system of wage payment to Priya because:

- (a) work done by her cannot be measured.
- (b) it leads to higher overheads.
- (c) it motivates her to be efficient.
- (d) it leads to uncertain labour cost.

Answer: _____

(ii) The firm insists on the time-rate system of wage payment to Reema because:

- (a) Work done by her cannot be measured.
- (b) It leads to higher overheads.
- (c) It motivates her to be efficient.
- (d) It leads to uncertain labour cost.

Answer: _____

(iii) Trade Unions insist on having the time-rate system of wage payment because:

- (a) it leads to a premium on inefficiency.
- (b) it reduces wastage.
- (c) it helps in maintaining solidarity among the workers.
- (d) it increases the quality of work done.

Answer: _____

(iv) The Piece-rate system of wage payment is suitable when:

- (a) the quality of output is more important than the quantity.
- (b) machines and equipment are delicate and expensive.
- (c) the output is a direct result of the quantum of effort put in by the workers.
- (d) it is difficult to accurately measure the contribution of an individual worker.

Answer: _____