

## Part B Professional Knowledge (HR)

51. An informal organisation is
- not written
  - not portrayed on organisational charts
  - a set of work relationship that grow out of the mutual interactions of persons working together over a period of the time
  - customary, not enacted
- Select the correct answer using the codes given below
- Only A
  - A and B
  - A, B and C
  - B and D
  - All of these
52. The greatest weakness of the informal organisation is
- its utter instability
  - its behaviour can be predicted
  - it does not change
  - All of the above
  - None of the above
53. Which type of communication helps to pool lower level delegations, thereby setting the senior levels free from too many routine references?
- Horizontal communication
  - Downward communication
  - Upward communication
  - Cross-wise communication
  - All of the above
54. Which one of the following is the major function of controlling?
- Finish the defaulter
  - Watch the defaulter
  - Take remedial action
  - Terminate the defaulter
  - None of the above
55. Departmentation is a process of
- co-ordination
  - organisation
  - controlling
  - staffing
  - communication
56. Below are given three methods
- A. Experience C. Experiment  
B. The model
- These three models relate to
- planning
  - decision-making
  - planning and decision-making
  - All of the above
  - None of the above
57. Job enrichment
- includes job enlargement
  - includes salary hike
  - is a concept promoted by McClelland and McGregor
  - includes some of planning and control necessary job accomplishment
  - None of the above
58. What does discipline mean in the context of the workplace?
- Enforcing compliance and order
  - A system of rules designed to improve and correct the behaviour of the employee through teaching or training
  - Punishment or termination
  - Exercising pressure and control on the employees
  - None of the above
59. In the 'Global Village' kind of scenario, HR is facing lots of challenges due to
- diversified cultures and backgrounds of the employees
  - too many people working together
  - large size of the organisation
  - too many work stations
  - None of the above
60. Which of the following is the traditional term used for HRP and has been associated with personnel management?
- Placement
  - Staffing
  - Recruiting
  - Employee planning
  - Manpower planning
61. Job rotation involves
- moving a person from one job to another
  - making a job more motivating
  - enlarging the activities involved in the job
  - upgrading the job to a higher rank
  - None of the above
62. Which of the following techniques permits the grievant to remain anonymous?
- The exit interview
  - The open-door system
  - The opinion survey
  - 2 and 3
  - The gripe-box system
63. Common uses of information generated via performance appraisal include all of the following except
- administrative/personal decisions
  - organisational training and development programme
  - input to job content evaluation
  - feedback to individuals performance
  - All of the above
64. It is useful to look upon human resource department as providing three types of assistance.
- Specific services, management development and employee evaluation
  - Advice, management development, and organisational maintenance
  - Specific services, advice and coordination
  - All of the above
  - None of the above
65. Which of the following statement clearly denotes the meaning of the word 'Appraisal'?
- A system used to improve the performance of personnel
  - The main way in which employees wages are determined
  - The evaluation of an individual employee's performance over a given period of time
  - All of the above
  - None of the above
66. Which of the following cannot be considered as the objective of performance appraisal?
- To provide feedback to the employees regarding their past performance
  - To take decisions related to increments
  - To take decisions related to overall objectives of the organisation
  - To judge the effectiveness of the other human resource functions such as recruitment, selection, training and development
  - All of the above
67. Which of the following problems may come across when Corporate Universities take charge of Management Development Programmes?
- Matching curriculum to the needs of the company is not an easy affair
  - Unaffordable for small organisation
  - Focus is limited to organisational needs
  - (1) and (3)
  - All of the above
68. Which of the following is not a technique used in classroom training method of training?
- Lectures
  - Group discussion
  - Case studies
  - Real time experience
  - None of these

## IBPS Specialist Officer (HR)

69. The process of submitting any difference to be settled by a person chosen by both parties is called
- (1) judicial intervention
  - (2) arbitration agreement
  - (3) quasi-judicial agreement
  - (4) All of the above
  - (5) None of the above
70. Which of the following are the major participants of industrial relations from the following?
- (1) Employers
  - (2) Government
  - (3) Unions
  - (4) All of these
  - (5) None of these
71. Which of the following does not include the economic cause of the dispute?
- (1) Compensation like wages
  - (2) Victimization of workers
  - (3) Unjust lay-off and retrenchments
  - (4) Leave without pay
  - (5) None of the above
72. In which of the following ways unions agree upon to maintain discipline in an industry?
- (1) Not to engage in any form of physical duress
  - (2) Not to permit demonstrations which are not peaceful
  - (3) Not to take too much time in implementing awards, agreements, settlements and decisions
  - (4) All of the above
  - (5) None of the above
73. .... is a person appointed voluntarily if the dispute is not settled by conciliation.
- (1) Bidder
  - (2) Arbitrator
  - (3) Nominee
  - (4) Representative
  - (5) All of these
74. .... refers to showing an attitude of indifference and aims at disrupting the normal functioning of an enterprise.
- (1) Boycott
  - (2) Gherao
  - (3) Strike
  - (4) Picketing
  - (5) All of these
75. The employers who reflect a conservative perspective to employee relations are generally
- (1) welcoming of them
  - (2) hostile to trade unions
  - (3) seeking agreement with single unions
  - (4) All of the above
  - (5) None of the above
76. Annualised hours refer to
- (1) calculating working time on weekly basis
  - (2) calculating working time on an annual basis
  - (3) calculating working time for seasonal workers
  - (4) calculating working time for shift workers
  - (5) All of the above
77. Which of the following are the levels of organisation at which employers' organisation are organised at three levels?
- (1) Local organisation
  - (2) Central organisation
  - (3) Regional organisation
  - (4) (1) and (3)
  - (5) All of these
78. Apart from pay, what is the second most common reason for employees to join a trade union?
- (1) Group solidarity
  - (2) Political reasons
  - (3) Friendship groups
  - (4) Wide range of personal details
  - (5) None of the above
79. Which of the following are the objectives of trade union?
- (1) Wages/Salaries
  - (2) Discipline and welfare
  - (3) Negotiating machinery
  - (4) (1) and (3)
  - (5) All of the above
80. Negotiations and collective bargaining are the tools for ..... to accomplish the objectives.
- (1) NGOs
  - (2) social organisation
  - (3) government
  - (4) industrial union
  - (5) trade union
81. The need of labour welfare activities have arisen because of
- (1) the population explosion
  - (2) the industrial revolution
  - (3) the awareness among people
  - (4) the increase in women work force
  - (5) All of the above
82. As per Supreme Court order, what should a company do if it even cannot pay statutory wages?
- (1) As per the choice of employee
  - (2) Manage somehow
  - (3) Make a plea to employees
  - (4) As per the choice of management
  - (5) Close down
83. The primary purpose of Employee Safety Programme is to preserve the employees
- (1) mental health
  - (2) physical health
  - (3) emotional health
  - (4) All of these
  - (5) None of these
84. The factory is morally bound to improve the conditions of the society in addition to improving the conditions of its employees; the statement refers to which of the following theory?
- (1) The Police Theory
  - (2) The Religious Theory
  - (3) Placating Theory
  - (4) Philanthropic Theory
  - (5) Social Theory
85. Labour Welfare Schemes are called to be multi-dimensional as they work on the following levels
- (1) labour productivity
  - (2) living standards of labour
  - (3) social security
  - (4) All of these
  - (5) None of these
86. Who among the following is not included in labour force?
- (1) Person below 15 years of age
  - (2) Housewives and pensioners
  - (3) Mentally disabled
  - (4) (1) and (3)
  - (5) All of the above

87. With which of the following learning cognitive, affective and physical emergies are associated with?  
 (1) Accelerated learning (2) Reflective learning  
 (3) Traditional learning (4) The learning triangle  
 (5) All of these
88. Which of the following is not considered as a leadership style?  
 (1) Task oriented leadership style  
 (2) Society oriented leadership style  
 (3) Employee oriented leadership style  
 (4) Autocratic leadership style  
 (5) None of the above
89. Theory 'Y' approximates to  
 (1) employee orientation  
 (2) employment orientation  
 (3) production orientation  
 (4) input orientation  
 (5) None of the above
90. 'Theory X' states that  
 (1) workers prefer to be directed  
 (2) workers exercise self-direction and self-control  
 (3) workers have inherent liking for work  
 (4) worker do not work on their own  
 (5) None of the above
91. In this style, the leader is authoritarian, "task-oriented, derives power from his authority position and levels his team with instructions and discipline". The leadership style is known as  
 (1) high-low management style  
 (2) high-high management style  
 (3) low-high management style  
 (4) low-low management style  
 (5) All of the above
92. The major goal of informal organisation is  
 (1) satisfaction of their members  
 (2) profitability of the enterprise  
 (3) service to the society  
 (4) All of the above  
 (5) None of the above
93. .... of the Factories Act discusses about the workers participation in management.  
 (1) Section 40 (2) Section 41 H  
 (3) Section 41 G  
 (4) Section 41 F  
 (5) None of the above
94. The workers shall be provided with minimum ..... litres of water for everyday under the Factories Act.  
 (1) 2 (2) 4.5 (3) 3  
 (4) 5 (5) None of these
95. Where males are employed, there shall be atleast one latrine seat for every ..... male workers shall be provided.  
 (1) 20 (2) 50 (3) 30 (4) 100 (5) None of these
96. The term of office of the canteen committee is  
 (1) 1 year (2) 2 years  
 (3) 3 years (4) 4 years  
 (5) None of these
97. Payment of Gratuity Act was enacted in  
 (1) 1975 (2) 1972  
 (3) 1976 (4) 1973  
 (5) None of these
98. Which of the following is not the main provisions to be contained in the rules of a trade union?  
 (1) The objects for which the trade union has been established  
 (2) List of the members of the trade union  
 (3) The manner of election of office bearers  
 (4) Detailed profile of the members of the trade union  
 (5) None of the above
99. What can an inspector appointed by the appropriate government do?  
 (1) Examines records  
 (2) Seize the records/registers  
 (3) Suggests corrective action  
 (4) All of the above  
 (5) None of the above
100. Which of the following can be the reason for retrenchment?  
 (1) Voluntary retirement of the workmen  
 (2) Excessive manpower  
 (3) Termination due to continued ill health of the workman  
 (4) Dismissal inflicted by way of disciplinary action  
 (5) None of the above

## Answers

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| 51. (5) | 52. (1) | 53. (2) | 54. (3) | 55. (2) | 56. (3) | 57. (4) | 58. (2) | 59. (1) | 60. (5)  |
| 61. (1) | 62. (5) | 63. (3) | 64. (3) | 65. (3) | 66. (3) | 67. (5) | 68. (4) | 69. (2) | 70. (4)  |
| 71. (2) | 72. (4) | 73. (2) | 74. (1) | 75. (2) | 76. (2) | 77. (5) | 78. (4) | 79. (5) | 80. (5)  |
| 81. (3) | 82. (5) | 83. (4) | 84. (5) | 85. (4) | 86. (5) | 87. (1) | 88. (2) | 89. (1) | 90. (1)  |
| 91. (1) | 92. (2) | 93. (3) | 94. (2) | 95. (1) | 96. (2) | 97. (2) | 98. (4) | 99. (4) | 100. (2) |