

1. Which principle of management is violated by matrix organization structure?

(A) Division of Labour	(B) Unity of Direction
(C) Unity of Command	(D) Espirit de corps
2. Job analysis includes:

(A) Job description and job enlargement	(B) Job enlargement and job enrichment
(C) Job description and job specification	(D) Job description and job enrichment
3. A test which measures, what it is intended to measure is:

(A) Reliability test	(B) Standardised test
(C) Objective test	(D) Validity test
4. The concept of HRD scorecard was introduced in India by:

(A) Udai Pareek	(B) T.V. Rao
(C) C. K. Prahallad	(D) Arun Monappa
5. Which of the following decreases group cohesiveness?

(A) Agreement on group goals	(B) Frequency of interaction
(C) Large group size	(D) Homogeneity
6. The right sequence of steps in Kurt Lewin's change procedure is:

(A) Unfreezing – Moving – Freezing	(B) Moving – Unfreezing – Freezing
(C) Unfreezing – Freezing – Moving	(D) Freezing – Moving – Unfreezing
7. Which of the following is a machinery for settlement of industrial disputes?

(A) Indian Labour Conference	(B) Joint Management Council
(C) Industrial Tribunal	(D) Standing Labour Committees
8. The Trusteeship Approach to industrial relations was advocated by :

(A) Karl Marx	(B) Max Weber
(C) V.V. Giri	(D) Mahatma Gandhi
9. INTUC was formed in the year:

(A) 1920	(B) 1947
(C) 1948	(D) 1954

10. A person is qualified to be chosen as a member of the executive or any other office bearer of the registered trade union, if he has attained the age of:
- (A) 15 years (B) 18 years
(C) 21 years (D) 25 years
11. Classical Conditioning theory was developed by:
- (A) Ivan Pavlov (B) B. F. Skinner
(C) Albert Bandura (D) Freud Luthans
12. Technique of drawing conclusions from a candidate's hand writing about future performance in a role is:
- (A) Polygraph (B) Graphology
(C) Physiognomy (D) Phrenology
13. Which of the following is not a method of Union recognition?
- (A) Secret Ballot (B) Membership Verification
(C) Check-off System (D) Collective bargaining
14. Which of the following statements about I.L.O. is not true?
- (A) I.L.O is a tripartite body.
(B) I.L.O was established in 1919.
(C) I.L.O passes only recommendations.
(D) I.L.O conventions are mandatory for those countries which ratify them.
15. The concept of Management by Objectives was given by:
- (A) Peter F. Drucker (B) Luther Gulick
(C) Rensis Likert (D) Blake and Mouton
16. Which of the following is Herzberg's hygiene factor?
- (A) Recognition at work place (B) Reasonable salary
(C) Responsibility for work (D) Sense of achievement
17. The article in Indian Constitution that imposes prohibition on traffic in human beings, beggar and other similar forms of forced labour is:
- (A) Article 19 (B) Article 23
(C) Article 32 (D) Article 45

18. Premature evaluation is a type of:
- (A) Semantic barrier (B) Psychological barrier
(C) Organisational barrier (D) Personal barrier
19. Which of the following organisations is a two-dimensional structure?
- (A) Functional structure (B) Matrix structure
(C) Line structure (D) Divisional structure
20. Which of the following is a process of systematically identifying, assessing and developing organisational leadership to enhance performance?
- (A) Manpower planning (B) Career planning
(C) Succession planning (D) Human Resource planning
21. Which of the following training methods improves the human relations of the managers?
- (A) In-Basket Exercise (B) Role-play method
(C) Managerial Grid Training (D) Sensitivity Training
22. Who formed the Bombay Millhands Association?
- (A) S. S. Bengali (B) B. P. Wadia
(C) N.M. Lokhande (D) V.V. Giri
23. Which section of the Factories Act deals with appointment of Welfare Officers?
- (A) Section 45 (B) Section 49
(C) Section 50 (D) Section 51
24. The power enjoyed due to hierarchical position is known as:
- (A) Reward Power (B) Legitimate Power
(C) Referrent Power (D) Expert Power
25. Golden-Handshake Scheme is associated with:
- (A) Superannuation Retirement
(B) Voluntary Retirement
(C) Compulsory Retirement
(D) Retirement on account of disablement

26. What is the qualifying period of service to claim gratuity?
- (A) 15 years (B) 10 years
(C) 5 years (D) 1 year
27. Which of the following principles of management was not given by Fayol?
- (A) Unity of direction
(B) Subordination of individual interest to common interest
(C) Stability of tenure
(D) Standardisation
28. Delphi technique is used in:
- (A) Organising (B) Operating
(C) Staffing (D) Forecasting
29. Which one is not a non-quantitative job evaluation method?
- (A) Ranking method (B) Grading method
(C) Point rating method (D) Job-classification method
30. Who introduced the concept of quality circles in India?
- (A) T. V. Rao (B) Udai Pareek
(C) Dharani P. Sinha (D) S. R. Udpa
31. Which of the following is the outcome of job satisfaction?
- (A) High employee turnover (B) High productivity
(C) Absenteeism (D) Dismissal

32. In which year the code of discipline was ratified by the Indian Labour Conference to ensure discipline in industry?
- (A) 1957 (B) 1958
(C) 1942 (D) 1962
33. The maximum daily hours of work in a day with normal wage allowed in factories is:
- (A) 11 hours (B) 10 hours
(C) 9 hours (D) 8 hours
34. Money Wage is otherwise called as –
- (A) Real wage (B) Living wage
(C) Nominal wage (D) Fair wage
35. Which of the following is not a determinant of wages?
- (A) Prevailing rate of wages (B) Bargaining strength of Unions
(C) Job Evaluation (D) Performance Appraisal
36. List of unfair labour practices on the part of trade unions and employers was included in:
- (A) Factories Act, 1948
(B) Industrial Disputes Act, 1947
(C) Trade Union Act, 1926
(D) Industrial Employment (Standing Orders) Act, 1946
37. Who propagated the quality of work life as a descending participation mechanism?
- (A) Frederick Herzberg (B) Eric Tryst
(C) A. K. Rice (D) John T. Dunlop
38. Who has advanced the single loop and double loop learning models?
- (A) Albert Bandura (B) Robert Blake
(C) Robert Katz (D) Chris Argyris

39. The philosophy of 'continuous improvement' in total quality management is called:
- (A) Kanaban (B) Business Process Re-engineering
(C) Benchmarking (D) Kaizan
40. Who developed the 'Balance Scorecard'?
- (A) Robert S. Kaplan and David P. Norton (B) Hammel and Prahallad
(C) Stablein and Nord (D) T. V. Rao and Uday Pareek
41. Identify the factors which do not help organisation in dealing with knowledge management.
- (A) Improve the returns (B) Improve competency
(C) Do not exploit opportunity (D) Great value for core business
42. According to whom, 'Conflict is necessary but it can be and needs to be managed and resolved'?
- (A) Unitarists (B) Pluralists
(C) Classicalists (D) Modernists
43. The training method that simulates the actual work conditions in a class room is:
- (A) Job rotation (B) Vestibule training
(C) Job instruction training (D) Programmed instruction
44. Who has given the concept of OCTAPACE culture?
- (A) Dharni P. Sinha (B) T. V. Rao
(C) D. M. Pestonjee (D) Udai Pareek
45. Action research, as a methodology for behavioural science was proposed by:
- (A) Wendell L. French (B) P. F. Drucker
(C) Kurt Lewin (D) Reddin
46. Which one of the following is not a decision role identified by Henry Mintzberg?
- (A) The spokesperson role (B) The Entrepreneurial role
(C) The Disturbance handler role (D) The Resource allocator role

47. Which one is not a part of Mc Kinsy's 7's' framework?
- (A) Systems (B) Strategy
(C) Standards (D) Style
48. Which of the following is a single use plan?
- (A) Budget (B) Rule
(C) Procedure (D) Policy
49. Grievance Redressal Machinery is mentioned in:
- (A) Industrial Disputes Act, 1947
(B) Factories Act, 1948
(C) Industrial Employment Standing Orders Act, 1946
(D) Trade Union Act, 1926
50. The constitution of site appraisal committees is under the:
- (A) Factories Act, 1948
(B) Contract labour (Regulation and Abolition) Act, 1970
(C) Maternity Benefit Act, 1965
(D) Employees State Insurance Act, 1948
51. Under the Payment of Gratuity Act, 1972 the maximum gratuity payable is:
- (A) 50 lakh rupees (B) 20 lakh rupees
(C) 10 lakh rupees (D) 5 lakh rupees
52. Who considered collective bargaining as the most important concept for determining the terms and conditions of employment?
- (A) Sidney and Beatrice Webb (B) Robert Hoxie
(C) John T. Dunlop (D) Samuel Gompers
53. Grapevine is a type of:
- (A) Formal Communication (B) Written Communication
(C) Lateral Communication (D) Informal Communication
54. Decision-making process is guided by:
- (A) Policy (B) Procedure
(C) Programme (D) Strategy
55. Ten 'C' model of HRM architect was advanced by:
- (A) Katz and Kahn (B) Alan Price
(C) Chester I. Bernard (D) Max Weber

56. Which of the following is not a factor for wage determination?
- (A) Cost of living (B) Prevailing wages
(C) Purchasing power of people (D) Productivity
57. Which of the following is not a part of disciplinary action?
- (A) Warning (B) Suspension
(C) Transfer (D) Discharge
58. Which one is not a part of HRD system?
- (A) Career Planning (B) Manpower Planning
(C) Training (D) Organizational Development
59. Which of the following is not an OD technique?
- (A) Sensitivity Training (B) Delphi Technique
(C) Survey Feedback (D) Grid Training
60. Who among the following propounded the theory of industrial democracy?
- (A) Allan Flanders (B) Neil W. Chamberlain
(C) Sydney & Beatrice Webbs (D) John T. Dunlop
61. Functional types of trade unions were advocated by:
- (A) Selig Perlman (B) Robert F. Hoxie
(C) G. D. H. Cole (D) S. H. Slitcher
62. The first Factory Act in India was enacted in:
- (A) 1860 (B) 1881
(C) 1886 (D) 1891
63. Which of the following benefits has not been provided under the Employee's State Insurance Act, 1948?
- (A) Sickness Benefit (B) Unemployment Allowance
(C) Children's Allowance (D) Disablement Benefit
64. 'First come last go and last come first go' is the principle of:
- (A) Lay-off (B) Retrenchment
(C) Closure (D) Dismissal
65. The minimum subscription rate for members of trade unions of rural workers shall not be less than
- (A) Rs. 12 per annum (B) Rs. 3 per annum
(C) Rs. 1 per annum (D) No such provision

66. The Concepts like Minimum Wage, Fair Wage and Living Wages were given by
- (A) Royal Commission on Labour
 (B) First National Commission on Labour
 (C) Adarkar Committee
 (D) Committee on Fair Wages
67. Which of the following theories of wages was propounded by Karl Marx?
- (A) Subsistence Theory (B) Surplus Value Theory
 (C) Wage Fund Theory (D) Residual Claimant Theory
68. The procedure for determining duties, responsibilities, working conditions and reporting relationships is known as:
- (A) Job design (B) Job description
 (C) Job specification (D) Job evaluation
69. Which one of the following is a feature of line and staff organization?
- (A) Lines of authority and instructions are vertical.
 (B) Unity of command is maintained.
 (C) Staff specialists advise line managers to perform their duties.
 (D) Staff decides without consulting line authority.
70. TAT stands for:
- (A) Thematic Application Test (B) Thematic Apperception Test
 (C) Training Aptitude Test (D) Thematic Attitude Test
71. Which of the following is not a method of performance appraisal?
- (A) Forced Distribution Method (B) Factor Comparison Method
 (C) Forced Choice Method (D) Critical Incident Method

72. The aspect of management that is concerned with the individuals, their roles, the dyads, the teams and the entire organization is:
- (A) Human Resource Management (B) Human Resource Development
(C) Organizational Behaviour (D) Organizational Culture
73. The Jamshedpur Labour Union is:
- (A) a general union. (B) an industrial union.
(C) a craft union. (D) an industrial federation
74. Which Article of the Indian Constitution deals with Right to Freedom of Association?
- (A) Article 15 (B) Article 17
(C) Article 19 (D) Article 23
75. Which of the following factors is not responsible for growth of labour legislation?
- (A) Early industrialisation (B) Rise of Unionism
(C) Establishment of ILO (D) Ethnic association
76. Who spearheaded the Welfare Movement during the early industrialisation period?
- (A) Robert Owen (B) Robert Katz
(C) Andrew Ure (D) Sheebhom Rowntree
77. Which of the following statements about CSR provision in the Companies Act 2013 is not true?
- (A) It is compulsory for a company to spend on CSR if its net worth is at least 500 crore.
(B) There is provision for minimum turnover of 800 crore for spending on CSR.
(C) The net profit of at least 5 crore in a year is a condition for compulsory spending on CSR.
(D) The companies have to spend 2% of its average profits of three years on CSR.
78. Under which legislation, housing is a statutory provision?
- (A) The Factories Act (B) The Mines Act
(C) The Plantation Labour Act (D) The Shops and Commercial Estt. Act

79. Which of the following statements about 'labour' is false?
- (A) Labour is not a commodity.
 - (B) Labour is perishable and does not last.
 - (C) Labour is inseparable from labourer himself.
 - (D) Rapid adjustment of supply of labour to its demand is possible.
80. Off the job training does not include :
- (A) Role playing
 - (B) Lecture method
 - (C) Coaching
 - (D) Conference
81. The tests to assess a person's ability to undertake a particular type of work or to learn particular skills are called:
- (A) Aptitude tests
 - (B) Knowledge tests
 - (C) Intelligence tests
 - (D) Attitude tests
82. The style related to (1,9) position in managerial grid:
- (A) Impoverished Management
 - (B) Country Club
 - (C) Task Management
 - (D) Team Management
83. Which is not a feature of lockout?
- (A) Temporarily closing the establishment.
 - (B) Suspending work.
 - (C) Workers refraining from work.
 - (D) Employer refusing to provide work to employees.
84. Which one of the following is not an object of the Indian Labour Conference?
- (A) To promote uniformity in labour legislation.
 - (B) To lay down procedure for settlement of industrial disputes.
 - (C) To mediate between labour and management to resolve conflict.
 - (D) To discuss all matters of all India importance between employers and employees.
85. Greet Hofstede's cultural dimensions do not include :
- (A) Individualism/Collectivism
 - (B) Power distance
 - (C) Uncertainty avoidance
 - (D) Political dominance

86. Who gave the concept of 'Life Positions' in the context of Transactional Analysis?
- (A) Eric Berne (B) Thomas A. Harris
(C) Joseph Luft and Harry Inghams (D) Jay Galbraith
87. Which of the following is the Executive Council of ILO?
- (A) International Labour Conference. (B) International Labour Office
(C) International Labour Institute (D) The Governing Body
88. Which of the following has the power to apply all or any of the provisions of the Factories Act to certain premises?
- (A) The Chief Inspector of Factories of a State.
(B) The Central Government.
(C) The State Government.
(D) Both Central and State Governments
89. Which of the following is not a principle of Labour Legislation?
- (A) Social Justice (B) Social Welfare
(C) National Economy (D) Control of Environment
90. Time and Motion Study was propounded by :
- (A) Louis D. Brandies (B) Frank B. Gilberth
(C) Elton Mayo (D) Henry Gantt
91. Under which of the following legislations there is a provision called 'protected workmen'?
- (A) Trade Unions Act, 1926
(B) Industrial Employment (Standing Orders) Act, 1946
(C) Factories Act, 1948
(D) Industrial Disputes Act, 1947
92. The Child Labour (Prohibition and Regulation) Act, 1986 is a
- (A) Regulative Labour Legislation (B) Protective Labour Legislation
(C) Social Security Legislation (D) Welfare Legislation
93. "No discrimination to be made while recruiting men and women workers"- is given under which of the following legislations?
- (A) Factories Act
(B) Equal Remuneration Act
(C) Employment Exchanges (Compulsory Notification of Vacancies) Act
(D) Minimum Wages Act

94. Which of the following is not an extra-mural welfare?
- (A) Co-operative consumer facility (B) Creche
(C) Recreational club (D) Health and Medical Services
95. "Workers are becoming conscious of their rights and privileges. Therefore, it is prudent to appease the workers" - is the philosophy of which theory of labour welfare?
- (A) Placating Theory (B) Policing Theory
(C) Philanthropic Theory (D) Paternalistic Theory
96. Who advocated the theory Z?
- (A) Douglas Murray McGregor (B) William Ouchi
(C) John Galbraith (D) Jerdee and Carroll
97. Which of the following is a tripartite body?
- (A) Canteen Managing Committee (B) Standing Labour Committee
(C) Safety Committee (D) Works Committee
98. Which of the following statements about assessment centres is not correct?
- (A) It is a simulation exercise.
(B) It is designed to evaluate managerial potential.
(C) It is used only as a selection technique.
(D) It uses interviews, in-basket problem solving exercises and business decision games as methods.
99. Which of the following labour legislations is implemented only by the Central Implementation Machinery?
- (A) Industrial Disputes Act (B) Trade Unions Act
(C) Employees' State Insurance Act (D) Maternity Benefit Act
100. What is the wage limit for employees to be covered under the Employee Provident Fund & Misc. Provisions Act?
- (A) Rs.10,000 per month (B) Rs.15,000 per month
(C) Rs.21,000 per month (D) Rs.24,000 per month

SPACE FOR ROUGH WORK

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