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## IBPS SO HUMAN RESOURCE QUIZ – 1

Directions: Study the following questions carefully and answers the questions given below:

### 1. Which of the following is not one of the Ms of Management?

- A. Men
- B. Money
- C. Matter
- D. Machines
- E. Methods

### 2. Which of the following is the most important objective of human resource management?

- A. Minimize the role of human by replacing them with machines.
- B. Teach humans how to deal with stress in workplace.
- C. Ensure people are kept busy in the organization.
- D. Ensure people have the requisite judgment skills before hiring them.
- E. Proper utilization of available skilled workforce.

### 3. The definition: 'Human Resource Management as "planning, organizing, directing, controlling of procurement, development, compensation, integration, maintenance and separation of human resources to the end that individual, organizational and social objectives are achieved.'" Was coined by –

- A. Edwin Flippo
- B. Decenzo and Robbins
- C. Philip Kotler
- D. N Murthy
- E. None of the above

### 4. The Hawthorne Studies measured the relationship between which of the following variables?

- A. Work Life Balance and stress levels
- B. Training and efficiency
- C. Welfare and work environment
- D. Human productivity and work environment
- E. Performance and Appraisal

**5. Which of the following is referred to as the father of personnel management?**

- A. Elton Mayo
- B. Robert Owen
- C. John H Patterson
- D. Daniel Bell
- E. None of the above

**6. Which of the following is not a part of the 10 Cs of Human Resource Management?**

- A. Coherence
- B. Competence
- C. Change
- D. Credibility
- E. Correctness

**7. Which of the following is part of the managerial functions of Human Resource Management?**

- A. Development
- B. Staffing
- C. Procurement
- D. Compensation
- E. Integration

**8. Which of the following is not a part of the Planning function of HRM?**

- A. Establish goals
- B. Develop rules and procedures
- C. Establish departments/divisions
- D. Develop forecasting methods
- E. Decide outsourcing of activities

**9. Which of the following best defines the Controlling functions of HRM?**

- A. Ability to decide what is to be done and avoided with employees.
- B. Establish standards against which the actual performance to be measured.
- C. Enforcement of legal and statutory regulations.
- D. Gather more data on the job to be done by each employee.
- E. None of the above

**10. Which of the following is not a part of the Directing function of the HRM process?**

- A. Getting work done through subordinates.
- B. Ensuring effective two way communication
- C. Motivating employees to perform better.
- D. Maintaining the group morale
- E. All are correct.



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### Correct answers:

1	2	3	4	5	6	7	8	9	10
C	E	A	D	B	E	A	C	B	E

### Explanations:

1.

The five Ms of management are men, money, machines, materials, and methods.

Matter is not a part of it.

Hence, option C is correct.

2.

**Human:** refers to the skilled workforce in an organization.

**Resource:** refers to limited availability or scarce.

**Management:** refers how to optimize and make best use of such limited or scarce resource so as to meet the organization goals and objectives.

Therefore, human resource management is meant for proper utilisation of available skilled workforce and also to make efficient use of existing human resource in the organisation.

This is the most important objective of HRM.

Hence, option E is correct.

3.

The definition above is the most popular way of looking at HRM and was given by Edwin Flippo.

Hence, option A is correct.

4.

Elton Mayo was a psychologists from the Australia and did many experiments on human behaviour at different situations in 1924. He strongly believed in work life balance for improving productivity of workers and emphasis on human relations influence the productivity of workers and finally he has been regarded as father of Human resources management.

Thus, he studies the relationship between human productivity and work environment.

Hence, option D is correct.

5.

Robert Owen was regarded as creator and originator for introducing reforms for workers in his own Lanark cotton mills. He created a principle of 8 hours day work, 8 hours rest and 8 hours sleep. Owen identified the importance of better working conditions at workplace and its impact on the productivity and efficiency of the workers. Owen after implementation of better working conditions at workplace, he observed change in the productivity of his workers as their efficiency increased. He in those olden days implemented many social and welfare practices for his workers and saw his workers got happy, motivated and worked better. Therefore he was referred as father of Personnel management.

Hence, option B is correct.

6.

The ten "Cs" of human resources management are: cost effectiveness, competitive, coherence, credibility, communication, creativity, competitive advantage, competence, change, and commitment. This framework was developed by Alan Price.

Hence, option E is correct.

7.



As per the figure, it is clear that staffing is part of the managerial functions of HRM.

Hence, option B is correct.

**8.**

Planning is the first and basic function of the management and everything depends upon planning as it is a process of thinking about things before they happen and to make preparations in-advance to deal with them. Planning consists of the following-

1. Establishing goals and objectives to be achieved.
2. Developing rules and procedures which has to be followed by the employees.
3. Determining plans and forecasting techniques as a part of Human resource planning to avoid any shortfall of workforce.
4. HR outsourcing decisions with regard to HR activities which are to be executed by the management itself or to be outsourced when there is advantage of expertise to bring in and cost-saving for organization.

Option C is a function of organizing and is the correct answer.

Hence, option C is correct.

**9.**

**The objectives of the controlling function of HRM are –**

1. Establishment of standard performance so as to measure the actual performance of the employees.
2. Measurement of actual performance with the established performance standards of employees for finding out gaps in employee performance.
3. Comparison of actual performance with the standard one to find the deviation for initiation of corrective actions, if there are any deviations.

Out of the various options, option B is the best fit as per the explanation given above and is the correct, answer.

Hence, option B is correct.

**10.**

All of the points mentioned above are correct and are part of the Directing Function of the HRM process.

Hence, option E is correct.



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