

QUIZ NO 3 MGT501 HUMAN RESOURCE MANAGEMENT FEB 2021

1. "Conflict is bad and should be avoided" fall under which one of the following views? Handout Page 162
A. Behavioral view
C. Human Relations View
B. Traditional View
D. Interactionist View
2. Organizational guarantee about the job security is Handout Book -
A. Statutory law
C. Public policy
B. Contractual law
D. Management rights
3. Employees of an organization XYZ complain and remain under stress from the senior management for most of the time. Handout Page 147
A. Physical work conditions
C. Physiological Conditions
B. Repetitive motion injuries
D. Accidents
4. An effective safety and health program must be communicated to: Handout Page 146
A. Upper management
C. Middle management
B. Lower management
D. All of the given options
5. A Manager who can fire, suspend or demote his subordinates on showing bad performance holds which of the following power?
A. Expert power
C. Reward power
B. Coercive power
D. Legitimate power
6. Rivalry between individuals over an outcome that both seeks is called ____
Handout Page 162
A. Conflict
B. Competition
C. Compromise
D. Cooperation
7. The manager of a firm XYZ works constantly and tries level best so that the conflict may not arise as he thinks it is very bad and must be avoided. His philosophy regarding the conflict actually refers to: Handout Page 162
A. Traditional View
C. Interactionist View
B. Human Relations View
D. Behavioral view
8. What is the key recommendation to improve self-confidence?
A. Study the defeats of other people
B. Criticize others
C. Develop positive thinking approach
D. Remember your life's failure events
Download More Quizzes Files From
VUAnswer.com
9. Which of the following can never be a party in collective bargaining? Video 35

A. Union B. Management C. Government **D. Society**

10. It is an employee's _____ to be awarded by an organization on high-level performance.

A. Responsibility B. Obligation C. Duty **D. Right**

11. Which of the following statement is correct regarding an organized group of workers who want to join a trade union? Handout Page 156

- A. Be a part of top management
- B. Destabilize the working environment
- C. Take over management of the company
- D. Improve terms and conditions at the workplace**

12. Mr.A is a manager of ABC organization, he believes that minimum level of conflict is necessary for better problem solving and creativity. His philosophy regarding conflict refers to: Handout Page 162

- A. Traditional View
- B. Interactionist View**
- C. Human Relations View
- D. Classical view

13. All the employees working in the department emphasize on relationship with Mr.Ali more than their output because he gives favors to those who have good relationships with him. He enjoys this status because of:

- A. Expert power
- B. Legitimate power
- C. Coercive power
- D. Reward power**

14. The word communication is derived from the Latin word "Communis" which means PPT 34

- A. Common**
- B. Conversation
- C. Confidence
- D. Consult

15. Which of the following is a symptom of Burn Out? Handout Page 150

- A. Re-evaluate Goals
- B. Reduce unnecessary comments
- C. Learn Stress Management Skills
- D. Loss of sense of purpose and energy**

16. The right of employers to hire, promote or demote whom ever they want is Called Handout Page 170

- A. Employment at will
- B. Employers Choice
- C. Employers Discretion
- D. All of the given options**

17. Following are the benefits of health and safety program EXCEPT: Handout Page 170

- A. Reduced absenteeism
- B. Increased productivity
- C. Controlled litigation
- D. High market share**

18. If the mood of an employee keeps on changing rapidly and he finds himself

[Download More Quizzes Files From](#)

VUAnswer.com

helpless, he exhibits: [Handout Page 148](#)

- A. Short term Physical symptoms B. Long Term Physical symptoms
C. **Internal symptoms** D. Behavioral symptoms

19. Employee stress affects the organizational outcomes in which of the following manner?
A. **Delayed procedures** B. Efficient procedures
C. Low manufacturing costs D. Employee involvement

20. Which one of the following is NOT included in the content of 'Employee Handbook'? [Handout Page 154](#)

- A. Fringe benefits [Download More Quizzes Files From](#)
B. Safety procedures [VUAnswer.com](#)
C. **Financial statements**
D. Job duties

21. When one party perceives that its interest are negatively affected by another party is called [Handout Page 162](#)

- A. Power B. Influence C. Risk **D. Conflict**

22. It is an employee's _____ to be rewarded by an organization on high-level performance.

- A. Responsibility B. Obligation C. Duty **D. Right**

23. As being part of an organization, it is an employee's _____ to align his/her actions according to the set rules & policies.

- A. Right **B. Responsibility** C. Task D. Contractual right

24. When a dispute is submitted to an impartial third party to make a binding decision, it is called [Handout Page 165](#)

- A. Mediation **B. Arbitration** C. Negotiation D. Rectification

25. Identify the type of conflict that exists between Mr. A and Mr. B, they are working as partners and are disagree over content and goals of work.

[Handout Page 163](#)

- A. **Task conflict** B. Relationship conflict
C. Process conflict D. Partnership conflict

26. A manager says, "I try maximum to stay away from the matters that are sources of disputes among my team members". What does this statement demonstrate?

- A. **The manager is trying to avoid conflict or hiding the head in the sand.**
B. The manager is satisfying one's interest regardless of the impact on the other party.
C. The manager is cooperating with his team member in seeking a dispute resolution.
D. The manager is trying to find a mutually agreeable win-win solution.

27. Employees of an organization get handsome salary but they get demotivated

when they compare the compensation package with another organization of the same industry. This refers to: Handout Page 141

- A. ERG theory
- B. **Equity Theory**
- C. Expectancy Theory
- D. Reinforcement Theory

28. Which one of the following rights provides the shield from discrimination, secure working condition and union construction? Handout Page 169

- A. **Statutory rights**
- B. Contractual rights
- C. Employee rights
- D. Management rights

29. Protection from discrimination and provision of safe working environment is example of: Handout Page 169

- A. **Statutory law**
- B. Contractual rights
- C. Management rights
- D. All of the given options

30. Mr. Ali has a dream since long to become a civil servant. For this purpose he is required to pass the CSS exam. He wants to become a civil servant but finds no time to study as he is busy in chatting with his friends. Which statement describes him best?

- A. He is NOT motivated as he finds no time
- B. He is NOT motivated as he is busy with friends
- C. He is motivated but finds no time
- D. **He is NOT motivated as the motivation process is not complete**

31. All of the following help organizations to avoid workplace accidents, EXCEPT:

- A. Reduce unsafe conditions
- B. Reduce unsafe act
- C. Providing safety measures
- D. **Strong grapevines**

32. Which of the following statement depicts Permissible bargaining? Handout Page 157

- A. **Issues not necessary to be bargained**
- B. Issues that have no legal standing
- C. Legal issues necessary to resolve
- D. Essential employees related issues

33. The communication among various departments at the same level to exchange information is known as:

- A. Diagonal communication
- B. **Horizontal communication**
- C. Upward communication
- D. Downward communication

34. During a meeting with the boss, an employee lost his temper and started talking loudly and acted irrationally. He actually exhibited: Handout Page 148

- A. Short term Physical symptoms
- B. Long Term Physical symptoms
- C. Internal symptoms
- D. **Behavioral symptoms**

35. Which of the following power is created by the leader's job title such as rector, police officer, superintendent or regional manager?
 A. Referent B. Coercive **C. Legitimate** D. Charismatic
36. Restricted workplace environment falls under which of the following category of stressor? Handout Page 147
A. Organizational B. Personal C. Environmental D. Conceptual
37. Authority is backed by which one of the following?
 A. Power B. Influence C. Politics **D. Legitimacy**
38. When a person attempts to affect the behavior of other people working with him without official right or permission, the process may be referred as: Handout Page 147, PPT 37
 A. Power **B. Influence** C. Authority D. Behavior
39. All of the following would be considered as sources of conflicts, EXCEPT: PPT 36
 A. Goal incompatibility B. Different values and beliefs
 C. Lack of resources and finances **D. Strengthened team dynamics**
40. Which of the following tactic management can use to exert pressure on union to reach an agreement Book Decenzo page 355
 A. Strikes B. Boycotts **C. Lockout** D. Refusal
41. Mr. John was perceived to be a person who does not want to perform his job with honesty and therefore got an explanation for the same. Now he works more than he did earlier but he is not motivated rather scared. This refers to: Handout Page 140
A. Theory X B. Theory Y
 C. Equity Theory D. Reinforcement Theory
42. Which of the following terms is used to represent the employees' disappointment with their management & employers? Handout Page 140
 A. Arbitration **Download More Quizzes Files From** B. Mediation
 C. Boycott **VUAnswer.com** **D. Grievance**
43. Ms. Irfana is not a common person who works only for the purpose to get good salary at the end of the day rather she wants to work with association of learned people, has a say and opportunity to excel. It refers to: Handout Page 141
 A. Maslow's Hierachy of Needs **B. Mccellands theory of Needs**
 C. Theory X D. Theory Y
44. Which of the following is a factor that can help prevent the employees from creating a union? Handout Page 160
 A. Arbitrary Management Decision Making B. Lake of recognition
 C. Use of Fear **D. Equity**

45. Which of the following is not discussed under the system of collective bargaining. Handout Page 158
A. Employee hiring B. Employee security
 C. Grievance procedure D. Compensation and benefits
46. In which of the following HR function communication is involved.
 A. Recruiting B. Orientation
 C. Training and development **D. All of these**
47. Mr. Ali holds PhD in the field of management sciences and considered as a well learned person. His views are respected and considered as final. This all refers to: Handout Page 166
A. Expert power B. Legitimate power
 C. Positional power D. Reward power
48. Which of the following has nothing to do with the factors that can be considered as determinants for diagnosing the stress?
A. Importance B. Uncertainty C. Duration D. Intensity
49. What sort of power an experienced staff member can hold even though he/she is not a supervisor or boss? Handout Page 166
A. Expert power B. Coercive power
 C. Reward power D. Legitimate power
50. Burnout is a state of fatigue and frustration but the dangerous part of burnout is _____ Handout Page 150
A. It is contagious B. It is epidemic
 C. It is harmless D. None of the above
51. 'Discipline' is a management action taken to guide employees' actions according to the: Handout Page 171
 A. Competitors' move B. Stakeholders' desire
 C. Union proposals **D. Organization's rules**
52. Power attained by a person through his/her structured position within the organization is:
 A. Coercive power B. Expert power
 C. Referent power **D. Legitimate power**
53. Lack of concentration among employees is indicated as: Handout Page 148
 A. Short-term physical symptom of stress
 B. Long-term physical symptom of stress
 C. Behavioral symptom of stress
D. Internal symptom of stress
54. The mission and policies of an organization are communicated from top level management to employees of an organization. This type of communication is

called: Handout Page 154

- A. Diagonal communication
- C. Upward communication

- B. Horizontal communication
- D. Downward communication**

55. Which of the following is the most closest to the Maslow's hierarchy of needs theory? Handout Page 141

- A. Mccellands theory of Needs
- C. Theory X

- B. ERG Theory**
- D. Equity Theory

56. Over a dispute in a remote village, there occurred a bloody war that claimed the lives of many people from both sides and the feud is still intact. It is an example of: PPT 36

- A. Win Lose
- C. Win-Win

- B. Lose-Lose**
- D. None of the given options

57. A concept being used in organizations related to stress is ___ Handout Page 150

- A. Low productivity
- C. Depression

- B. Dissatisfaction
- D. Burnout**

58. Which one of the following theories do NOT deal with the concept of excel or to go ahead in life? Handout Page 140

- A. Maslow's Hierarchy of Needs
- C. ERG Theory

- B. Mccellands theory of Needs
- D. Theory X**

59. At which of the following stage of collective bargaining process, agreement is reached without experiencing breakdowns in negotiation. Handout Page 159

- A. Preparing for negotiation
- C. Negotiating the agreement

- B. Identifying bargaining issues
- D. Ratifying the agreement**

60. Negative consequences of conflict on team performance include all except Handout Page 162

- A. Focus on common goals**
- C. Increased focus on winning at all cost

- B. Lack of cooperation
- D. Distorted judgments

61. Which of the following source is used to disseminate information in the organization. Handout Page 154

- A. Bulletin Boards
- B. News letter
- C. Gossip

D. All of the above

62. Which one of the following is not indirect cost associated with workplace accidents? PPT 32

- A. Damaged equipment and material
- B. Worker compensation premium**
- C. Production delays due to change over
- D. Training costs for replacement workers

63. Which of the following is NOT related with the concept of Unions?

- A. Organization of workers
- B. Acting collectively

Download More Quizzes Files From

VUAnswer.com

C. Seeking mutual interest

D. To pursue individual interest

64. Organizational guarantee about the job security is a functional form of:
A. Statutory law B. Contractual law
C. Public policy [Download More Quizzes Files From](#) D. Management rights
[VUAnswer.com](#)
65. Mr. Ali works in a group of ten people and attempts to affect the thoughts or the behavior of other people working with him although he has no official right for this thing. He is actually exercising: [Handout Page 147, PPT 37](#)
A. Power **B. Influence** C. Authority D. Politics
66. According to which of the following view “conflict is a natural occurrence and we should accept it”?
A. Human Relations View B. Interactionist View
C. Behavioral View D. Traditional View
67. Interdepartmental communication by people at different levels is known as:
A. Diagonal communication **B. Horizontal communication**
C. Upward communication D. Downward communication
68. Identify the tactic that union may use to overcome the breakdowns of negotiation process [Handout Page 159](#)
A. Lockout **B. Strikes** C. Resign D. Boycotts
69. When one party perceives that its interest are negatively affected by another party it is called _____
A. Power B. Influence C. Risk **D. Conflict**
70. Which of the following statement is true about burnout
A. It happens suddenly [Download More Quizzes Files From](#)
B. It happens at the start of career [VUAnswer.com](#)
C. It is the result of lack of skills
D. It is the result of excessive and prolonged stress
71. Following are considered are power tactic EXCEPT:
A. Consultation B. Substitution
C. Rational persuasion D. Coalition
72. Identify the odd one [Handout Page 151](#)
A. Sender B. Encoder C. Decoder **D. Source**
73. There are two managers in an organization leading their respective departments. Manager of Finance department dislikes the conflict while the manager of HR department considers it natural and accepts it. The philosophy of HR Manager refers to: [Handout Page 162](#)
A. Traditional View **B. Human Relations View**
C. Interactionist View D. Mechanical View

74. Mr. Ali works in organization XYZ where working environment is very tense and due to this, he is losing command over himself. He also thinks negatively most of the time now. These are all the symptoms of:
 A. **Burn Out** B. Promotion C. Stress D. Restless
75. Which of the following is not a form of social support to get the people out of burnout.
 A. Colleagues B. Counselors C. Teachers **D. Volunteers**
76. Which of the following DO NOT promotes need for Labor Union?
 A. Compensation B. Management Style
 C. Organization treatment D. Healthy environment
77. Which one of the following power approaches is best at organizational level?
 A. Consultation **B. Rational persuasion**
 C. Pressure D. Exchange
78. Those people who can not talk can also communicate through:
 A. **Verbal Communication** B. Non-verbal Communication
 C. Effective Communication D. Ineffective Communication
79. The system designed to solve employees' physical, mental and emotional problems is known as:
 A. OSHA (Occupational Safety & Health Administration)
 B. EAP (Employee Assistance Programs)
 C. ERISA (Employee Retirement Income Security Act)
 D. PBGC (Pension Benefit Gauranty Corporation)
80. With the growth of knowledge and awareness, it is no more the only job of Management to manage day to day affairs rather to:
 A. Satisfy the needs of the employees and ensure goals achievement
 B. Bargain the Union and get to an acceptable deal
 C. Use the efforts of employee in the best way
D. Direct the efforts and behavior of employees to goals achievement
81. Which of the following could be a way to deal with or avoid the situation of Burn Out?
 A. A growing tendency to think negatively
 B. Loss of sense of purpose and energy
 C. Increased detachments from relationships
 D. Reduce unnecessary commitments.
82. While working in an organization XYZ, if employees suddenly get his hands cold and increase sweating, he is exhibiting the _____ symptoms of stress.
 A. **Short term Physical symptoms** B. Long Term Physical symptoms

Download More Quizzes Files From

VUAnswer.com

C. Internal symptoms

D. Behavioral symptoms

[Download More Quizzes Files From](#)

[VUAnswer.com](#)

83. The marketing manager of organization ABC always welcomes the conflict and tactfully deals with it in a peaceful way as he thinks it is the source of creativity and innovation. His philosophy refers to:
A. Traditional View
C. Interactionist View
B. Human Relations View
D. Mechanical View
84. Which of the following source helps employees to learn about the company at their own pace.
A. Company Newsletter
C. Employee Hand book
B. Meetings
D. All of the above
85. The communication flowing from subordinates to superiors is known as:
A. Diagonal communication
C. Upward communication
B. Horizontal communication
D. Downward communication
86. A production manager has the authority to get a certain level of production from his subordinate but he would not have the right to request his subordinate to wash his car. However, if subordinate comply with his request and wash the car then it is possible that:
A. The subordinate responds to the authority that the manager has over him.
B. The subordinate responds to the power that the manager has over him.
C. The subordinate responds to the expertise that the manager has over him.
D. The subordinate responds to the legitimacy that the manager has over him.
87. The process of negotiation includes the following step(s):
A. Preparation
C. Reaching an agreement
B. Exchange and compromise
D. All of the given options
88. 'Organizational politics' leads to which of the following?
A. Employee anxiety
C. Efficient production
B. Employee interrelationship
D. Job satisfaction
89. Document that results from the process of collective bargaining is called ____
A. Handbook
B. Memo
C. Contract
D. Certificate
90. Which of the is not discussed under the system of collective bargaining.
A. Employee hiring
C. Grievance procedure
B. Employee security
D. Compensation and benefits
91. Over the issue of rise in pay scales, the collective bargaining agent had many meetings with the top management of the organization and both had totally divergent views at the beginning but the talk ended in a way that both partially moved from their earlier stance and got happy. It is an example of:
A. Win Lose
B. Lose-Lose

C. Win-Win

D. None of the given options

TAYYAB