



## IDEA INSTITUTE OF MANAGEMENT & TECHNOLOGY

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### Employee Relations Management

9:00am to 11:00am

Semester – III (HR)

June 13, 2010

#### SECTION A (ONE MARKS)

(1) Under this approach, all key positions are filled with the home country nationals.

- (a) ethnocentric approach
- (b) polycentric approach
- (c) geo centric approach
- (d) regiocentric approach

Answer : A

(2) What are the various impacts of globalization on HRM?

- (a) impact on employment
- (b) impact on human resource development
- (c) impact of compensation
- (d) all of the above

Answer : D

(3) Originated policies are established by \_\_\_\_\_

- (a) Middle management
- (b) Operational management
- (c) Top management
- (d) The government

Answer : C

(4) Which of these is not an essential element of a good organizational culture?

- (a) Vision, Mission & Values
- (b) New Staff Recruitment
- (c) Suggestion Schemes
- (d) None of the above

Answer : D

(5) What are the benefits of the balance sheet approach?

- (a) equity
- (b) simplicity
- (c) both a and b
- (d) none of the above

Answer : A

(6) According to this approach, people are adaptable.

- (a) Natural approach
- (b) Negative approach
- (c) Positive approach
- (d) all of the above

Answer : A

(7) What is the basis for the framework of employee relations?

- (a) integration
- (b) employee participation

- (c) congenial work environment  
(d) all of the above

Answer : D

- (8) Which of these is not one of the Approaches to Leadership  
(a) Situational Leadership  
(b) Behavioural Leadership  
(c) Traits Approach  
(d) None of the above

Answer : D

- (9) This is the leader who follows 'middle-of-the-road' policy.  
(a) Location 9,1 style  
(b) 5,5 style  
(c) Location 1,9 styles  
(d) Location 1,1 style

Answer : B

(10) This aspect of a leader comprises two dimensions; his basic intelligence and breadth of his interest and aptitudes.

- (a) mental ability  
(b) courage  
(c) motivation  
(d) energy

Answer : A

- (11) Quality of work life refers to  
(a) Treating employees fairly and justly by adopting an even handed approach  
(b) Considering individual behaviours of work and providing work that best suits the individual and training for improvement of skills  
(c) Increasing the interest in the job and organization by reducing monotony, increasing variety of responsibilities, avoiding stress and strain  
(d) None of the above

Answer : C

(12) The conciliation officer shall submit his report within \_\_\_\_\_ from the date of commencement of conciliation proceedings

- (a) Two months  
(b) 14 days  
(c) 1 week  
(d) 28 days

Answer : B

(13) Strategies are formed at three levels: Corporate level, \_\_\_\_\_, and Functional level

- (a) Business unit level  
(b) Middle level  
(c) Departmental  
(d) Shop floor level

Answer : A

- (14) The \_\_\_\_\_ act provides for the compulsory notification of vacancies



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- (a) Employment Exchanges  
(b) Vacancy fulfilment  
(c) Factories  
(d) Apprentices

Answer : A

(15) People sent from the country in which the organization is headquartered are called

- (a) Third country nationals  
(b) Home country nationals  
(c) Host country nationals  
(d) None of the above

Answer : B

(16) \_\_\_\_\_ means that additional motivators are added to the job so that it is more rewarding.

- (a) Job enlargement  
(b) Job satisfaction index  
(c) Job enrichment  
(d) Job empowerment

Answer : C

(17) \_\_\_\_\_ discipline does not eliminate undesirable behaviour, it merely oppresses it

- (a) Negative  
(b) Forced  
(c) Positive  
(d) Neutral

Answer : A

(18) A strike by unions to paralyze the industry firm by firm is

- (a) Bumper strike  
(b) Lightning strike  
(c) Stop-go strike  
(d) Sit down strike

Answer : A

(19) Charge sheet is generally known as

- (a) Memorandum of charges  
(b) Show cause notice  
(c) Letter of warning  
(d) None of the above

Answer : B

(20) Leadership style must be determined by the situation and must be flexible. This framework of employee relations can be described as:

- (a) Conditioning Behaviour  
(b) Adaptive Leadership  
(c) Personnel Counselling  
(d) Democratic Leadership

Answer : B

SECTION B

(21) What are the functions of communication in any organization?

- (a) it is the life blood of an organization
- (b) it is the source of good leadership
- (c) it is a basis for decision-making
- (d) all of the above

Answer : D

(22) This represents the ineffective side of a related leader.

- (a) missionary
- (b) separated leader
- (c) bureaucrat
- (d) deserter

Answer : A

(23) This style of leadership represents the effectiveness dimension of a dedicated leader.

- (a) benevolent autocrat
- (b) autocrat
- (c) integrated leader
- (d) related leader

Answer : A

(24) What are the various styles of leadership?

- (a) grid approach
- (b) nurturing –participative –authoritarian styles
- (c) both a and b
- (d) none of the above

Answer : C

(25) These are formulated to meet the requirements of certain peculiar situations which have not been covered by the earlier policies.

- (a) applied policies
- (b) originated policies
- (c) imposed policies
- (d) general policies

Answer : A

(26) It is the basic style with high task and high welfare orientation.

- (a) benevolent autocrat
- (b) autocrat
- (c) integrated leader
- (d) related leader

Answer : C

(27) What are the essential elements of good organizational culture?

- (a) new staff recruitment
- (b) vision, mission and values
- (c) annual appraisals
- (d) all of the above

Answer : D

What is the implications of inter-cultural differences on HRM?

- (a) HR practices such as employee testing and pay plans need to adapt to local cultural norms
- (b) while selecting employees for overseas operations, a high degree of sensitive empathy for the attitudinal demands of co-workers is necessary
- (c) HR staff in a foreign subsidiary should be from host country citizens
- (d) all of the above

Answer : D

(29) As per Payment of Bonus Act, 1965, eligible employees are those drawing wages upto \_\_\_\_\_ per month or less

- (a) 10000
- (b) 6000
- (c) 4500
- (d) 3500

Answer : D

(30) Sec.8 of the Payment of Wages Act, 1936 places restrictions on

- (a) The imposition of fines on an accused employee
- (b) Discharge and dismissal of restricted employees
- (c) The number of hours for which wages can be paid
- (d) All of the above

Answer : A

(31) It means encircling the employer or his representative .

- (a) sympathetic strike
- (b) general strike
- (c) gherao strike
- (d) sectional strike

Answer : C

( ) SECTION C

(32) This approach involves treating employees as partners in the enterprise whose interests are respected and who have voice on matters that concern them.

- (a) high performance management
- (b) high commitment management
- (c) high involvement management
- (d) all of the above

Answer : C

(33) According to \_\_\_\_\_, the term 'industrial relation' refers to the whole field of relationships among people, human relationships that exist because of the necessary collaboration of men and women in the employment process of modern industry.

- (a) Dale Yoder
- (b) ILO
- (c) both a and b
- (d) none of the above

Answer : A

(34) What is the principles governing disciplinary action?

(a) the employee charged should be given an opportunity to present witness of his own choice on whom he relies

- (b) the evidence of management should be taken in the presence of the employee  
(c) the enquiry against the employee should be fair and impartial  
(d) all of the above

Answer : D

(35) According to \_\_\_\_\_, industrial relations compromise relationships between the state on the one hand and the employers' and employees' or organizations on the other hand and the relationship among the occupational themselves.

- (a) Dale Yoder  
(b) ILO  
(c) both a and b  
(d) none of the above

Answer : B

(36) The Employers' Federation of India was formed in \_\_\_\_\_

- (a) 1948  
(b) 1946  
(c) 1933  
(d) 1929

Answer : C

(37) As per the Apprentices Act, 1961, the hours of work should be \_\_\_\_\_ in a week while on theoretical training

- (a) 42 to 45  
(b) 40 to 42  
(c) 42 to 48  
(d) Not specified

Answer : C

(38) Match them: 1. They are from a country other than where the parent organization's headquarters or operations are located. 2. they are the people sent from the country in which the organization is headquartered. 3. they are the employees from the local population.

- a. host country nationals  
b. parent or home-country nationals  
c. third country nationals
- (a) 1-c, 2-b, 3-a  
(b) 1-a, 2-b, 3-c  
(c) 1-b, 2-c, 3-a  
(d) 1-c, 2-a, 3-b

Answer : A