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**CHRISTIAN SERVICE UNIVERSITY COLLEGE**  
**KUMASI**

**CSUC SCHOOL OF BUSINESS**

DEPARTMENT OF MANAGEMENT AND GENERAL STUDIES

**BACHELOR OF BUSINESS ADMINISTRATION**

End of First Semester Examinations, 2018/2019 Academic Year

**CSBG259: HUMAN RESOURCE MANAGEMENT**

**JANUARY ADMISSION**

**MAY 2018**

**Section A**

**TIME: 40MINS**

**General Instructions:**

- Answer **all questions** in Section A and any two (2) questions from Section B.
- Please note that sheets will be collected at the end of Section A.
- Circle the correct answer from Q1 to Q40
- Each question carries 1 mark in section A
- Answer any two (2) questions from Section B.

*Examiner: Isaac Ampong*

**1. As per the human resources approach, employees are ..... to an organisation.**

- a. Capital
- b. Expense
- c. Skill-sets
- d. Assets

**2. .... is the process of acquiring, training, appraising and compensating employee, attending to the labour relation, health and safety and fairness concerns.**

- a. Labour relation
- b. Organisation behavior
- c. Human Resource Management
- d. Organisation health and safety management

**3. It has being considered as compliance checking body, human resource managers are now being considered as .....to the organisation.**

- a. Strategic partners
- b. Key functional units
- c. Operational resources
- d. Controllers and auditors

**4. Managing ..... means establishing a heterogeneous workforce to perform to its potential in an equitable work environment where no member or group of members has an advantage ora disadvantage.**

- a. Status quo
- b. Equality
- c. Diversity
- d. Human capital

**5. Which of the following HR forecasting technique, forecasts the requirement for additional manpower by projecting trends of the past and present to the future?**

- a. Delphi technique
- b. Index/Trend Analysis
- c. Regression Analysis
- d. Time Series

**6..... is the process of searching for prospective employees and stimulating them to apply for the jobs in the organisations.**

- a. Recruitment
- b. Placement
- c. Selection
- d. Interviews

**7..... form a very good source of recruitment especially for middle and lower level management.**

- a. Advertisement
- b. Employment agencies
- c. Employee referrals
- d. Educational institutes

**8. The process of choosing the most suitable candidate for a job from among the available applicants is called.....**

- a. Recruitment
- b. Placement
- c. Induction
- d. Selection

**9.....checks whether the training has had the preferred outcome.**

- a. Management development
- b. Training evaluation
- c. On the job training
- d. Off the job training

**10.Companies are design.....to increase employee productivity, control attrition, prevent job burnout and obsolescence and improve the quality of employees' work lives.**

- a. Employee growth programmes
- b. Management development programmes
- c. Employee training programmes
- d. Career planning programmes

**11. What does 'A' in SMART principle for performance appraisal stand for?**

- a. Accountable
- b. Added value
- c. Attributes
- d. Achievable

**12. Wage earners are designated as:**

- a. Green-collar
- b. Blue-collar
- c. White-collar
- d. Red-collar

**13..... is a process to identify and determine in detail the particular job duties and requirements and the relative importance of these duties for a given job.**

- a. Job design
- b. Job description
- c. Job evaluation
- d. Job analysis

**14. Good employee conduct is usually catalysed by.....**

- a. External factors
- b. Rules of the organisation
- c. The orders of their supervisors
- d. Effective leadership

**15. A disciplinary policy should be preventive rather than .....**

- a. Offence
- b. Punitive
- c. Action-penalties
- d. Biased

**16. The broadest interpretation of the term 'grievance' would include any discontent or dissatisfaction that affects .....**

- a. Organisational performance
- b. Individual performance
- c. Individual growth
- d. Team performance

**17. In .....method the trainee is placed on various jobs across different functions in the organisation.**

- a. Job instruction training
- b. Committee assignments
- c. Job rotation
- d. Apprenticeship and coaching

**18. A successful .....programme improves the performance of an employee which in turn enhances organisational performance.**

- a. Education
- b. Management
- c. Training
- d. Development



**19. Consider the following statements:**

**(i). .....benefits are monetary and non-monetary benefits given to employees during their employment. (ii). .....is a systematic determination of the value of each job in relation to other jobs in the organisation, in the industry and in the market.**

- a. (i)-Wage and salary administration , (ii)Performance appraisal
- b. (i)-Induction, (ii) Management development
- c. (i) Incentives, (ii) Wage and salary administration
- d. (i) Fringe, (ii) Job Evaluation

**20. ....and..... tests are used to measures the general mental ability of individuals and job related proficiency and knowledge of the applicants respectively.**

- a. Intelligence test, Aptitude test
- b. Aptitude test , Achievement test
- c. Intelligence test, Achievement test
- d. Interest test, Personality test

**21. Consider the following statements with respect to the types of interviews:**

**(i). Preliminary interviews are brief, first round interviews that aim to eliminate the applicants who are obviously unqualified for the job.**

**(ii). In-depth interview is very rigid in its structure and contents. It is based on a thorough job analysis.**

State True or False:

- a. (i)-False, (ii)-False
- b. (i) True, (ii)-True
- c. (i)- True, (ii)- False
- d. (i)- False, (ii)-True

**22. Which of the following two sources of recruitment comes under external sources of recruitment?**

- a. Employee exchanges, Employee referrals
- b. Promotions, transfers
- c. Advertisement, Employee referrals
- d. Employee exchanges, Advertisement

**23. Training is a process of assisting a person in enhancing his .....and ..... in a particular work area by acquiring more knowledge and practices.**

- a. Efficiency, responsibility
- b. Skills, effectiveness
- c. Efficiency, performance
- d. Efficiency, effectiveness

**24. For an employee's goals and aspirations to be fulfilled, a basic requirement is that the goals must be .....and .....**

- a. Realistic, suitable
- b. Appropriate, realistic
- c. Appropriate, achievable
- d. Realistic, achievable

**25. According to wage fund theory, after .....and ..... are paid for, a definite amount remains for labour.**

- a. Rent, Raw materials
- b. Rent, Interest
- c. Interest, Raw material
- d. Interest, Profit shares

**26. Conditions contributing to poor discipline can be caused by weaknesses within the .....or by .....**

- a. Management, internal factors
- b. Business organisations, external factors
- c. Organisational structure, external factors
- d. Business organisations, internal factors

**27. Match the following sets:**

**Part A**

- 1. Discipline**
- 2. Suspension**
- 3. Charge sheet**

**Part B**

**A. It is employee self-control which prompts him/her to willingly co-operate with the organisational standards, rules, objectives, etc.**

**B. It is the proposed statement of charges against an employee.**

**C. It is the official prohibition of someone from holding their usual post or carrying out their usual role for a particular length of time**

- a. 1B, 2A, 3C
- b. 1A, 2C, 3B
- c. 1B, 2C, 3A
- d. 1C, 2A, 3B

**28. Human resource planning enabled an organization to.....**

- a. anticipate corporate image
- b. anticipate employee resignation
- c. anticipate human resource cost
- d. anticipate possible court action

**29. Which of the following is not an employee selection device?**

- a. Advertisement
- b. Completed Application Form
- c. Reference letter
- d. Interview

**30. Mr. Anane, an administrative Assistant in Company A, now holds the position of Senior Administrative Assistant in Company B. How would you describe Mr. Anane transition to the current position?**

- a. A promotion
- b. A transfer with promotion
- c. A fresh appointment
- d. Demotion

**31. .... attempts to find how applicants would respond to aggressive, embarrassing, rude and insulting questions.**

- a. situational interview
- b. Stress interview
- c. behavioural interview
- d. Non-behavioural interview

**32. .... is elevating the place of the job in the organizational hierarchy i.e. given a better title of a job.**

- a. Promotion
- b. Up-gradation
- c. Demotion
- d. Transfer

**33. For an employee's goals and aspirations to be fulfilled, a basic requirement is that the goals must be ..... and .....**

- a. Realistic, suitable
- b. Appropriate, realistic
- c. Appropriate, achievable
- d. Realistic, achievable

**34. Reasons for layoff include all but**

- a. Seasonal fluctuation in demand
- b. Shortage of power and raw material
- c. Union activities of an employee
- d. Downsizing



**35. Employees are .....when employer no longer desires any of the employees to perform the duties that are presently being done by that employee.**

- a. Redundant
- b. Functional
- c. Significant
- d. Unnecessary

**36. Regular ..... is given to employees to improve them and enable them to perform better.**

- a. Feedback
- b. Salary
- c. Perks
- d. Politics
- e. Incentives

**37. Which of the following two sources of recruitment comes under external sources of recruitment?**

- a. Employee exchanges, Employee referrals
- b. Promotions, transfers
- c. Advertisement, Employee referrals
- d. Employee exchanges, Advertisement

**38. Exit interview is the process of evaluating the human resource activities of an organisation.**

- a. True
- b. False

**39. Consider the following statements with respect to the types of interviews and state whether it is True or False:**

(i). Preliminary interviews are brief, first round interviews that aim to eliminate the applicants who are obviously unqualified for the job.

(ii). In-depth interview is very rigid in its structure and contents. It is based on a thorough job analysis.

- a. (i)-False, (ii)-False
- b. (i) True, (ii)True
- c. (i) True, (ii)False
- d. (i)False, (ii)True



**40. Consider the following statements with respect to procedure for disciplinary action:**

**i. When the management of an organisation wants to initiate an enquiry against an employee for alleged misconduct, the concerned employee is issued a charge sheet.**

**ii. After administering disciplinary action, there should be proper follow-up. The punishment for misconduct should be conveyed to the employee.**

State True or False:

- a. i-True, ii-True
- b. i-True, ii-False
- c. i-False, ii-False
- d. i-False, ii-True