

Delhi Development Authority**Based on Memory**

1. In which type of segmentation marketers examine attribute related to how a person think, feels and behaves?

- a. psychographic segmentation
- b. Geographic segmentation
- c. cyclical segmentation
- d. Demographic segmentation

answer :- (a) psychographic segmentation

2. The tendency of a tightly knit group to bring individual thinking in line with the group's thinking is called.....

- a. Group attitude
- b. Social loafing
- c. Group think
- d. Ego surfing

answer:- (c) groupthink

3. Employee's dissatisfaction or feeling of personal injustice relating to his/her personal employment is known as.....

- a. conflict
- b. grievance
- c. attrition
- d. strike

answer : -(b) grievance

4. Basic conviction what is right and what is wrong is known as

- a. commitment
- b. satisfaction

c. culture

d. values

answer :- (d) values

5. The process of hiring an external provider to do the HR work that was previously done internally, is known as.....

a. Strategic alliance

b. joint venture

c. recruitment

d. HR outsourcing

answer :- (d) HR outsourcing

6. Who propounded five forces Model?

a. Peter Drucker

b. Chandler

c. Edward de Bono

d. Michael E Porter

Answer : -(d)

7. The interpersonal process that arises from disagreements over the goals to attain or the methods to be used to accomplish those goals is known as.....

a. Valence

b. Perception

c. conflict

d. attitude

Answer :- (c)

8. A formal statement of an organization's primary values and the ethical rules it expects its employees to follow is known as..

- a. mission
- b. code of ethics
- c.vision
- d. strategy

answer : -(b) code of ethics

9. Systematic process of matching the internal and external supply of people with job opening anticipated in an organization over a specified period of time is known as ;

- a. human resource planning
- b. recruitment
- c.socialization
- d. induction

answer :- (a) human resouce planning

10.Arrangement making union membership a prerequisite for employment is known as: -

- a. closed shop
- b.agency shop
- c.union shop
- d. open shop

answer : -(a) closed shop

11.Which of the following document that specifies job title, department, the date the employee is needed for work and other detail ?

- a.application blank
- b.talent matrix
- c.employee requisition

d. talent inventory

answer : -(c) employee requisition

12. Which of the following is the performance appraisal method that requires keeping written records of highly favourable and unfavourable employee work action?

a. critical incident method

b. paired comparison method

c. 360 degree method

d. graphing rating scale

answer : - (a) Critical incident method

13. Compensation designed to assist laid-off employees as they search for new employment is known as :

a. bonus

b. incentive

c. severance pay

d. dearness allowance

answer : -(c) severance pay

14. Which of the following is not a step in the three step change model developed by KURT Lewin ?

a. Unfreezing

b. refreezing

c. changing

d. Failing

answer : -(d) failing

15. Document that provides information regarding the essential tasks, duties and responsibilities of a job is known as :-

- a.job enlargement
- b.job specification
- c. job description
- d. job enrichment

answer :- (c) job description

16.Which of the following is not associated with retrenchment strategy?

- a.divest
- b.diversification
- c.liquidation
- d.turn around

answer ;- (b) diversification

17. Use of handwriting as a selection factor is known as :-

- a.psychoanalysis
- b.MBTI
- c.the big five approach
- d.graphoanalysis

answer:- (d) graphoanalysis

18. The process , that companies use to help new employees quickly learn an organization's structure, culture and politics so that they can start making contributions to the organization as soon as possible is known as

- a.onboarding
- b.in-basket technique
- c.de-jobbing
- d.job instruction technique

answer : -(a) onboarding

19. Which of the following is a training method in which the participant is asked to establish priorities for and then handle a number of business papers, email messages, memoranda, reports and telephone messages that would typically cross a manager's desk?

- a. role play
- b. job instruction technique
- c. in-basket training
- d. behaviour modelling

answer:- (c) in-basket training

20. Which of the following involves selective interpretation of perceptual data organised into new patterns of thoughts and relationships?

- a. cognitive learning
- b. operant conditioning
- c. classical learning
- d. classical conditioning

answer :- (a) cognitive learning

21. The expectancy model of motivation was developed by ;

- a. Abraham Maslow
- b. Henry Mintzberg
- c. Victor Vroom
- d. Peter Drucker

answer : -(c) Victor Vroom

22. Which behaviour is characterized by a genuine expression of feelings, asking for legitimate changes and giving and receiving

honest feedback ?

- a. submissive
- b. aggressive
- c. assertive
- d. arrogance

answer:- (c) assertive

23. Who developed managerial grid as a tool for identifying a manager's own style?

- a. Edward Deming
- b. Frank and Lilian Gilberth
- c. Robert Blake and Jane Mouton
- d. Tom Peters

answer : -(c) Robert Blake and Jane Mouton

24. Which type of leaders exaggerate their own achievements, seek out special favours and exploit others for their personal gains?

- a. Narcissist
- b. Transformational
- c. Transactional
- d. Servant

answer : -(a) Narcissist

25. In which job evaluation method classes or grades are defined to describe a group of jobs?

- a. point method
- b. classification method
- c. factor comparison method

d. ranking method

answer :- (b) classification method

26. Compensation technique that collapses many pay grades into a few wide bands in order to improve organizational effectiveness is known as :-

a. compenband

b. broad banding

c. de-jobbing

d. matrix

answer : - (b) broad-banding

27. Which of the following is not the part of BCG matrix :

a. stars

b. cash cow

c. sunshine

d. dog

answer : - (c) sunshine

28. Grapevine is.....

a. official communication

b. downward communication

c. informal communication

d. formal communication

answer: -informal communication