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# Management

MCQs 51-100

Zaheer Swati

51. The Kumar Industries went for the automation in their operations and they implemented an automatic materials handling system with several machines tools fixed to perform various operations. What type of automation system they used?  
(a) CAM (b) CNC (c) FMS (d) CAD
52. The General Motors automobile plant at Flint, Michigan uses a type of computer controlled materials handling equipment called \_\_\_\_\_?  
(a) Fixed Sequence Robots (b) Numerical Control Robots  
(c) **Automatic Guided Vehicles** (d) Conveyance System
53. The Anand associates Ltd, in their organization they had a network covering stages which includes manufacturing, supplying, transport, warehousing, distributors etc., the system which they are following are \_\_\_\_\_?  
(a) **Supply Chain Management** (b) Enterprise Resource Planning  
(c) Material Resource Planning (d) Electronic Data
54. The ABC Ltd company manufacturing spare parts for automobile industry is selecting a location for starting a new branch. The manager had selected a site using \_\_\_\_\_, because the BEP analysis had given approximately equal values?  
(a) **Point rating method** (b) Qualitative method (c) Causal method (d) Nominal group method
55. The ABC Ltd, company incurs a cost that is associated with evaluating the quality and performance of the products and machines. This cost is known as \_\_\_\_\_?  
(a) Prevention Cost (b) **Appraisal Cost** (c) Failure Cost (d) Interference Cost
56. A manufacturer requires 500 units of product 'A' per annum. The firm purchases each unit of 'A' for Rs. 50 and spends Rs. 250 on each order. The inventory carrying cost of item of A is 25% of the unit price. Determine the EOQ?  
(a) 135 (b) **141** (c) 146 (d) 150
57. Human Resources departments support organizational strategy implementation in all of the following ways except?  
(a) Restructuring efforts. (b) Instituting incentive plans, such as pay-for-performance plans  
(c) **Developing and marketing the organization's products and services**  
(d) Retraining employees for redesigned work
58. The New Age Ship building industry, the product is kept stationery and all the machine and men move to complete the product. This type of layout is known as \_\_\_\_\_?  
(a) Process layout (b) Product layout (c) **Fixed layout** (d) Hybrid layout
59. In the Kumar Industries, all the departmental heads purchase the materials required accordingly, which gives the flexibility to alter its purchasing policy. The Kumar industries followed a \_\_\_\_\_ system?  
(a) Centralized purchasing (b) **Decentralized purchasing**  
(c) Collective purchasing (d) Integrated purchasing
60. Title VII of the 1964 Civil Rights Act prohibits employment discrimination based on?  
(a) Race, color, or ethnic background (b) Race, religion, or sexual orientation  
(c) **Race, color, religion, sex, or national origin** (d) Race, gender, or religion

61. Strategic organizational issues related to employee compensation include all of the following except?
- (a) Whether to emphasize seniority or performance (b) How to handle salary compression  
(b) Whether employees should be paid weekly, biweekly, or monthly  
(d) **Who should distribute pay checks to employees**
62. A specialized approach to organizational change in which the employees themselves formulate the change that is required and implement it, often with the assistance of a trained consultant, is?
- (a) **Organizational development** (b) Skills training (c) Employee orientation (d) Sensitivity training
63. Human Resource professionals need to understand the relationship between employee training and organizational strategy because?
- (a) Training always results in improved performance  
(b) HR departments are responsible for delivering employee training  
(c) **Training is often part of managerial efforts to renew or reinvent the organization so that it can meet a strategic challenge** (d) Employees generally enjoy training programs
64. With regard to technology?
- (a) Expansion of employee Internet use has had little effect on HR policies and practices  
(b) Most employees need little training in technology as computer usage is widespread  
(c) **Technology and the Internet have enhanced HR's ability to deliver services to employees**  
(d) Most organizations are decreasing, rather than increasing, technology usage
65. Distinguishing characteristics of self-directed (self-managed) teams include all of the following except?
- (a) **Strong managerial leadership** (b) Naturally interdependent tasks  
(c) Enriched jobs (d) Employee empowerment
66. Total Quality Management (TQM) programs typically include all of the following except?
- (a) A focus on customer satisfaction through continuous improvement  
(b) Employee training designed to insure quality  
(c) Involvement of all members of the organization  
(d) **Specific penalties for employees who fail to meet TQM standards**
67. HR-related guidelines for building effective self-directed teams include?
- (a) Designating a strong leader as manager of the team  
(b) Eliminating cross training so that workers can concentrate on their jobs  
(c) **Providing extensive training so that team members have the skills needed to do their jobs**  
(d) Assigning employees who dislike teams to work together as a team to overcome their resistance.
68. Human Resources departments can make a significant contribution to business process re-engineering by?
- (a) Strengthening the top-down communication process  
(b) Moving from teams to functional departments  
(c) Eliminating the distractions of cross-training  
(d) **Redesigning work with a focus on multitasked, enriched, generalist work**
69. A work redesign plan whereby employees build their workday around a core of midday hours is?
- (a) A compressed work week (b) Job sharing  
(c) **A flexible work schedule** (d) Telecommuting

70. Which of the following is true with regard to flexible work arrangements?
- (a) Job sharing and work sharing are different terms for the same process
  - (b) Compressed workweeks are particularly suitable for organizations that offer services continuously, 24 hours a day**
  - (c) Most firms using flexible work arrangements give employees broad freedom regarding the hours they work
  - (d) Flextime arrangements have been most successful in factory jobs
71. A comprehensive process to determine the effectiveness of a firm's HR policies and procedures would most likely include?
- (a) An HR audit**                      **(b) Comparison of the firm's compensation practices with peer firms**
  - (c) An analysis of turnover and absenteeism in the HR department
  - (d) A re-design of the performance appraisal process
72. With regard to global HR management, HR practitioners should note that?
- (a) Research indicates that a significant number of employees will leave the firm within a year or two of returning home after an international assignment**
  - (b) Repatriation agreements are considered ineffective processes in today's international organizations
  - (c) Labor strikes occur very frequently in European countries      **(d) The adjustment of the employee's spouse and family to the new country is rarely a significant factor in employee performance**
73. Current global pressures that affect HR strategic management include all of the following except?
- (a) Employee skills deployment to the appropriate location
  - (b) Knowledge dissemination throughout the organization
  - (c) Identifying and developing employee talent on a global basis
  - (d) Stressing to employees that cultures are the same around the world**
74. The management functions of most HR departments include?
- (a) Both line and staff responsibilities**                      **(b) Staff responsibilities but not line responsibilities**
  - (c) Line responsibilities but not staff responsibilities      **(d) Neither line nor staff responsibilities**
75. Technological changes in the workplace have influenced the practice of HR management because?
- (a) Employees need less training when organizations use technology
  - (b) Technological changes have changed the nature of work**
  - (c) Organizational spending on technology has reduced the funds available for HR functions
  - (d) As technology advances, firms become less competitive
76. An important workforce demographic consideration for HR professionals is that?
- (a) The workforce has become less diverse in recent years
  - (b) The average age of the labor force is declining
  - (c) Older workers are more likely to remain in the workforce past the age of 65**
  - (d) Diversity initiatives are no longer needed in most organizations
77. HR departments contribute a unique perspective to the organizational strategic planning process because?
- (a) HR offers training programs in the strategic planning process
  - (b) HR handles strategy implementation in regard to restructuring and organizational development**                      **(c) HR maintains records of employee performance**
  - (d) HR is responsible for compensation surveys

78. As an organizational technology tool, HR Websites are used to?
- (a) **Provide employees with a single access point or gateway to organizational HR information**
  - (b) Allow employees to communicate with each other via electronic mail
  - (c) Streamline the performance appraisal process
  - (d) Minimize union organizing activity
79. Outsourcing of HR functions is a valuable organizational strategy because this strategy?
- (a) **Reduces costs**
  - (b) Increases employee commitment to the organization.
  - (c) Decreases turnover and absenteeism
  - (d) Offers employees improved benefits packages
80. A key determinant of success in business-government employment initiatives such as a welfare-to-work program is?
- (a) Offering salaries that are significantly higher than industry standards
  - (b) **Pre and post-employment training initiatives, including new employee counseling and basic skills training**
  - (c) Hiring only those who speak English as their native language
  - (d) Hiring only relatives of current employees
81. Organizational efforts to eliminate the present effects of past discriminatory practices are collectively known as?
- (a) **Affirmative action**
  - (b) Equal employment opportunity
  - (c) Reverse discrimination
  - (d) Compliance strategies
82. Which of the following actions would likely be deemed discriminatory?
- (a) Pay differences between men and women based on seniority
  - (b) **Replacing a worker aged 45 with a worker aged 39**
  - (c) Refusing to hire women in a private for-profit business with seven employees, all male
  - (d) Requiring disabled workers to perform the essential functions of the job for which they were hired
83. The first step in the job analysis process entails?
- (a) **Deciding how the organization will use the information collected**
  - (b) Writing new job descriptions for all current employees
  - (c) Comparing old job descriptions with new job specifications
  - (d) Replacing job descriptions with job specifications
84. A written statement that describes the activities and responsibilities of a job, as well as important features such as working conditions and safety hazards, is a?
- (a) Job analysis
  - (b) Job specification
  - (c) **Job description**
  - (d) Workforce warning and retraining notification statement
85. The final step in a job analysis process is?
- (a) Verify the analysis data with the worker performing the job and his or her immediate supervisor
  - (b) **Develop a job description and job specification**
  - (c) Decide how the analysis information will be used
  - (d) Collect the job analysis data
86. Designing job specifications based on statistical analysis?
- (a) Is a quick, low-cost approach to the process
  - (b) **Is more defensible than a managerial judgment approach**
  - (c) Is helpful in recruitment, but not a good predictor of employee performance
  - (d) Is illegal under Title VII of the Civil Rights Act of 1964

87. Which of the following is true with regard to predicting organizational employment needs?
- (a) The most effective analysis processes examine future practices to predict present needs
  - (b) Computerized methods of employment forecasting are useful in small organizations but ineffective in large organizations
  - (c) Mathematical models such as ratio analysis examine the relationship between a causal factor (e.g., sales volume) and the number of employees needed**
  - (d) None
88. Which of the following would likely be the least effective method of recruiting internal job candidates?
- (a) Posting information on organizational bulletin boards
  - (b) Examining HR records of current employees
  - (c) Advertising in national newspapers and journals**
  - (d) Consulting organizational skills banks
89. The contemporary contingent work force:
- (a) Is generally limited to clerical or maintenance staff
  - (b) Is declining as firms continue to outsource
  - (c) Is made up of workers who do not have permanent jobs**
  - (d) Is considered a staffing alternative of last resort
90. In the selection process, test validity refers to?
- (a) The accuracy with which the test measures what it purports to measure nor fulfills the function it was designed to fill**
  - (b) The consistency of scores obtained by the same person when retested with the same or equivalent tests
  - (c) The number of criteria included on the test
  - (d) The range of scores possible on the test
91. With regard to Equal Employment Opportunity aspects of testing in the selection process?
- (a) If tests are valid, the tests need not show a relationship to job performance
  - (b) Employers should avoid testing, as testing has been shown to violate the rights of protected classes
  - (c) Testing always results in adverse impact
  - (d) Employers must be able to prove the relationship between performance on the test and performance on the job**
92. An employer who wants to measure job performance directly rather than indirectly would likely use which of the following testing processes?
- (a) An intelligence test
  - (b) A test of manual dexterity
  - (c) A work sample test**
  - (d) A personality test
93. A primary advantage of unstructured versus structured interviewing techniques is that?
- (a) Unstructured interviews take less time
  - (b) In an unstructured interview, the interviewer can ask follow-up questions and pursue points of interest as they develop**
  - (c) Unstructured interviews are in compliance with EEOC regulations, whereas structured interviews are not
  - (d) Unstructured interviews are more cost effective
94. Factors that can undermine the usefulness of an interview include all of the following except?
- (a) Not knowing the requirements of the job
  - (b) Not knowing the job candidate**
  - (c) Being under pressure to hire
  - (d) The effect of the order in which candidates were interviewed
95. Which of the following types of interviews tend to be the most reliable and valid?
- (a) Unstructured interviews
  - (b) structured interviews**
  - (c) Stress interviews
  - (d) Panel interviews

96. Organizations wishing to ensure a suitable supply of employees for current and future senior or key jobs should consider implementing?
- (a) **Succession planning** (b) Work-life initiatives  
(c) Higher compensation rates (d) A stress interviewing process
97. HR professionals should know the following about unemployment insurance benefits?
- (a) Benefits are not paid unless the employee submits to an exit interview  
(b) **Firms are required to pay benefits only for employees dismissed through no fault of their own**  
(c) Unemployment insurance benefits are not available to exempt employees  
(d) In most cases, unemployment insurance benefits expire in eight weeks.
98. The primary purpose of new employee orientation is to?
- (a) Help the new employee feel comfortable in the organization (b) Reduce employee lawsuits  
(c) **Provide new employees with basic information so that they can perform their jobs satisfactorily**  
(d) Reduce turnover and absenteeism
99. The best medium for recruiting blue-collar and entry-level workers is generally?
- (a) **The local newspaper** (b) Nationally distributed newspapers  
(c) Trade journals (d) the Internet
100. Employers may wish to utilize employment agencies in the recruiting process because?
- (a) It is generally less expensive to outsource recruiting than to do it in-house  
(b) **Agencies can generally fill a particular opening more quickly than in-house HR departments**  
(c) Agencies almost always provide higher quality candidates than those recruited by HR departments  
(d) Candidates, not the prospective employer, are responsible for paying the agency's fees

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