

**COMBINED TECHNICAL SERVICES EXAMINATION
(INTERVIEW POST)**

COMPUTER BASED TEST

DATE OF EXAM: 21.07.2025 AN

**PAPER – II – PERSONNEL MANAGEMENT,
INDUSTRIAL RELATIONS, BUSINESS
ADMINISTRATION AND SOCIAL WORK
(PG STANDARD) (CODE: 561)**

1. Match the steps of Training Programmes with their correct descriptions :

Steps in Training Programme	Description
(a) Organizational Analysis	1. Measures effectiveness of training outcomes
(b) Task/Role Analysis	2. Defines the target population and performance analysis
(c) Man power Analysis	3. Determines knowledge, skills and attitudes required
(d) Follow-up and Evaluation	4. Identifies training objectives and needs

- | | | | | |
|--------------------------------------|------------------|-----|-----|-----|
| | (a) | (b) | (c) | (d) |
| (A) | 1 | 2 | 3 | 4 |
| (B) | 4 | 2 | 1 | 3 |
| ☒ (C) | 4 | 3 | 2 | 1 |
| (D) | 2 | 1 | 4 | 3 |
| (E) | Answer not known | | | |

2. Training became a formal practice during the

- | | |
|-----------------------------|--|
| (A) Stone Age | (B) Digital Age |
| (C) Agricultural Revolution | ☒ (D) Industrial Revolution |
| (E) Answer not known | |

3. Match the Advantages of Training with the correct Descriptions.

Advantage of Training	Descriptions
(a) Better performance	1. Increases productivity and quality
(b) Less learning period	2. Reduces time and cost required for skill development
(c) High morale	3. Boosts job satisfaction, loyalty and internal promotions
(d) Organizational climate	4. Improves industrial relations and reduces absenteeism

- (a) (b) (c) (d)
- (A) 1 2 3 4
- (B) 2 3 1 4
- (C) 4 1 3 2
- (D) 4 3 2 1
- (E) Answer not known

4. Training helps employees become _____ in their workplace responsibilities.

- (A) Insecure
- (B) Self-reliant
- (C) Dependent
- (D) Confused
- (E) Answer not known

5. Assess the accuracy of the following statements :

Statements A : Training is unnecessary in organizations with advanced technology.

Statements B : Training enhances employees ability to perform their job efficiently.

- (A) Both Statements are correct
- (B) Both Statements are incorrect
- (C) Only Statement A is correct
- ☒ (D) Only Statement B is correct
- (E) Answer not known

6. Why is development considered an ongoing process?

- (A) It ends after employees complete their initial job training
- (B) It limits learning opportunities in an organization
- (C) It only applies to technical job roles
- ☒ (D) It continuously helps individuals progress toward maturity and self actualization
- (E) Answer not known

7. An effective supervisor can negatively impact induction if he is

- (A) Overly supportive
- ☒ (B) Untrained or too busy
- (C) Flexible and attentive
- (D) Encouraging and communicative
- (E) Answer not known

8. Match the following :

- | | |
|---------------|--|
| (a) Induction | 1. Lateral movement of a person |
| (b) Promotion | 2. Posting of people to jobs matching their abilities |
| (c) Placement | 3. Movement of person |
| (d) Transfer | 4. Formal process of familiarising new employees with the organization |

- | | (a) | (b) | (c) | (d) |
|-------|------------------|-----|-----|-----|
| (A) | 3 | 4 | 1 | 2 |
| (B) | 2 | 1 | 4 | 3 |
| (C) ✓ | 4 | 3 | 2 | 1 |
| (D) | 4 | 3 | 1 | 2 |
| (E) | Answer not known | | | |

9. Which is the main advantage of using blockchain technology in recruitment?

- (A) It provides a real-time job candidate database
- (B) ✓ It allows employees to verify candidates credentials securely and without intermediaries
- (C) It automates the interview process using AI
- (D) It eliminates the need for ATS
- (E) Answer not known

10. Which technology helps in analyzing the effectiveness of recruitment campaigns?
- (A) ☒ Recruitment Analytics tools
 - (B) Social media platforms
 - (C) Applicant tracking systems
 - (D) Email marketing software
 - (E) Answer not known
11. _____ means rejection of an applicant who would have succeeded.
- (A) True positive
 - (B) True negative
 - (C) ☒ False negative error
 - (D) False positive error
 - (E) Answer not known
12. A selection device used to obtain in-depth information about a candidate is
- (A) ☒ Comprehensive Interview
 - (B) Behavioural Interview
 - (C) Work Sampling
 - (D) Impression Management
 - (E) Answer not known
13. Total cost of recruitment divided by the number of individuals hired will give
- (A) Yield ratio
 - (B) Selection ratio
 - (C) ☒ Gross cost per hire
 - (D) Gross cost per source
 - (E) Answer not known

14. Evaluate these statements :

Statement A : Education aims to improve general knowledge rather than job specific skills.

Statement B : Training eliminates the need for employees to learn about workplace responsibilities.

- ☒ (A) Only Statement A is correct
- (B) Only Statement B is correct
- (C) Both Statements are incorrect
- (D) Both Statements are correct
- (E) Answer not known

15. The study of handwriting, especially when employed as a means of analyzing character is

- (A) Anthropology
- (B) Ethnology
- ☒ (C) Graphology
- (D) Psychology
- (E) Answer not known

16. A disadvantage of using employee referrals in India is

- (A) High cost
- ☒ (B) Potential for nepotism
- (C) Limited reach
- (D) Legal complications
- (E) Answer not known

17. Assertion [A] : Work-study method is ideal when job-tasks change frequently.

Reason [R] : It depends on accurate time-motion analysis.

(A) ✓ [A] is false, [R] is true

(B) Both [A] and [R] are correct, [R] is correct explanation of [A]

(C) [A] is true, [R] is false

(D) Both [A] and [R] are correct, But [R] is not correct explanation of [A]

(E) Answer not known

18. _____ forecasts are often used to study time related patterns in job activity and worker input.

(A) Delphi technique

(B) ✓ Work-study method

(C) Flow models

(D) Regression Analysis

(E) Answer not known

19. Assertion [A] : Forecasting HR demands helps plan future recruitment.

Reason [R] : HRM plans only for present needs.

(A) [A] is false, [R] is true

(B) ✓ [A] is true, [R] is false

(C) Both [A] and [R] are true and [R] is correct explanation of [A]

(D) Both [A] and [R] are true but [R] is not correct explanation of [A]

(E) Answer not known

20. During the _____ stage of organisational growth cycle, there is typically a high demand for new employees to fuel expansion.
- (A) Maturity (B) Decline
(C) ☒ Start up (D) Stability
(E) Answer not known
21. Factors like the number of personnel required and their skills and competency requirements are considered while determining the _____ of the firm.
- (A) Marketing plans (B) Financial plans
(C) ☒ Human resource plans (D) Operational plans
(E) Answer not known
22. _____ HRP focuses on planning the right number and right type of employees needed by the organisation over long term.
- (A) Tactical (B) Organisational
(C) ☒ Strategic (D) Forecasting
(E) Answer not known
23. The process of creating database of employees on roll is _____
- (A) Work force Analysis (B) ☒ Inventorying
(C) Outplacing (D) Work load Analysis
(E) Answer not known

24. _____ affects man power planning because different sectors eg. : (IT, Manufacturing...) require different skills and workforce sizes.
- (A) Time Horizon
 - (B) Strategy of organisation
 - ☒ (C) Type of organisation
 - (D) Level of environmental uncertainty
 - (E) Answer not known
25. HRP interms of both number and types of available employees is influenced by
- (A) Trade Unions
 - (B) Down sizing
 - ☒ (C) Labour market conditions
 - (D) Executives
 - (E) Answer not known
26. Identify the cyber threat that involves overwhelming a banking website with traffic to make it unavailable.
- (A) Man in the middle attack
 - ☒ (B) Denial-of-Service (DoS) attack
 - (C) Spyware infection
 - (D) Phishing
 - (E) Answer not known

27. Identify the name for the attack that exploits software weakness to run arbitrary code.
- (A) Phishing (B) ☒ Buffer overflow attack
(C) Man in the middle attack (D) DDoS attack
(E) Answer not known
28. In a typical e-business stack, where is customer data most securely stored?
- (A) Local cache
(B) Front end component
(C) ☒ Relational or NOSQL database
(D) Static files
(E) Answer not known
29. Identify the protocol which is commonly used for secure communication in e-business applications.
- (A) HTTP (B) FTP
(C) ☒ HTTPS (D) Telnet
(E) Answer not known
30. Identify the odd one from the following regarding the metrics for increasing awareness in social media marketing.
- (A) Brand awareness (B) Post reach
(C) Social Share of Voice (SSoV) (D) ☒ Amplification rate
(E) Answer not known

31. In the content of e-commerce “drop shipping” is :
- (A) A shipping method where products are delivered by drones
 - (B) A way of promoting e books online
 - (C) A technique to reduce shipping charges
 - ☒ (D) A retail fulfillment method where a store doesn't keep the product it sells in stock
 - (E) Answer not known
32. Many e-commerce marketing firms use behavioural targeting techniques to increase the effectiveness of business rich media and video ads.
- ☒ (A) True
 - (B) False
 - (C) May be True
 - (D) May be False
 - (E) Answer not known
33. Which type of e-money is based on algorithms that generate unique tokens that can be used in the real world?
- (A) Digital cash
 - ☒ (C) Cryptocurrency
 - (B) Virtual currency
 - (D) Electronic cheques
 - (E) Answer not known

34. Match the e-commerce functions with their corresponding technologies :

- | | |
|----------------------|---|
| (a) Marketing | 1. Electronic Data Interchange (EDI) |
| (b) Sales | 2. Customer Relationship Management (CRM) |
| (c) Logistics | 3. Search Engine Optimisation (SEO) |
| (d) Customer service | 4. Radio Frequency Identification (RFID) |

- | | (a) | (b) | (c) | (d) |
|-------|------------------|-----|-----|-----|
| (A) ✓ | 3 | 1 | 4 | 2 |
| (B) | 4 | 2 | 1 | 3 |
| (C) | 2 | 4 | 3 | 1 |
| (D) | 4 | 3 | 2 | 1 |
| (E) | Answer not known | | | |

35. The "Bounce rate" means the

- (A) ~~The~~ The number of pages viewed per session
- (B) ✓ The percentage of visitors who leave after viewing one page
- (C) The average time spent on the website
- (D) The number of new visitors
- (E) Answer not known

36. CMM stands for

- (A) Conservative Maturity Model
- (B) Capability Management Module
- (C) Capability Maturity Module
- ☒ (D) Capability Maturity Model
- (E) Answer not known

37. Match the cloud computing service model with its correct description.

Service Model	Description
(a) IaaS	1. Provides platform allowing customer to develop, run and manage applications
(b) PaaS	2. Delivers software application over internet
(c) SaaS	3. Offers visualized computing resources over internet

- | | | | |
|--------------------------------------|------------------|-----|-----|
| | (a) | (b) | (c) |
| (A) | 1 | 3 | 2 |
| ☒ (B) | 3 | 1 | 2 |
| (C) | 1 | 2 | 3 |
| (D) | 2 | 3 | 1 |
| (E) | Answer not known | | |

38. The primary objective of E-Governance is

- (i) To centralize all government functions
 - (ii) To increase government expenditure
 - (iii) To enhance citizen participation in governance
 - (iv) To increase use of technology in government
- (A) (i) only is correct (B) ☒ (iii) only is correct
(C) (i) and (ii) are correct (D) (iii) and (iv) are correct
(E) Answer not known

39. From following identify the ODD component in relation to intelligence cycle.

- (A) Collection (B) Analysis
(C) Dissemination (D) ☒ Data encryption
(E) Answer not known

40. Identify the legal framework governing international data protection from the following.

- ☒ (A) GDPR (B) HIPAA
(C) CCPA (D) FISMA
(E) Answer not known

41. Identify the data integration technique that is commonly used in EIS from the following.
- (A) ☒ Extract, Transform, Load (ETL)
 - (B) Copy pasting data manually
 - (C) Data ignoring
 - (D) Data Redundancy
 - (E) Answer not known
42. Identify the phase in the DSS development life cycle that involves identifying the decision requirements from the following.
- (A) Design phase
 - (B) Implementation phase
 - (C) ☒ Intelligence phase
 - (D) Testing phase
 - (E) Answer not known
43. In Nonaka's SECI model, the 'combination' phase involves?
- (A) Sharing tacit knowledge, through social interactions
 - (B) ☒ Integrating different bodies of explicit knowledge
 - (C) Converting tacit knowledge into explicit knowledge
 - (D) Internalizing explicit knowledge into tacit knowledge
 - (E) Answer not known

44. In a relational database, a primary key is
- (A) ✓ uniquely identifies each record
 - (B) can accept null values
 - (C) is optional
 - (D) is used to link tables
 - (E) Answer not known
45. In a B-tree index, the 'B' stands for
- (A) ✓ Balanced
 - (B) Binary
 - (C) Branch
 - (D) Block
 - (E) Answer not known
46. The personnel manager acts as _____ role with respect to the issues that involve human resource management and overall organisational activities.
- (A) Counsellor
 - (B) Spokes man
 - (C) ✓ Problem solver
 - (D) Change agent
 - (E) Answer not known

47. Assertion [A] : The profession of personnel management is well-recognized and attracts the brightest brains in India.

Reason [R] : With its growing significance in organizational success, personnel management offers rewarding career prospects and opportunities for personal and professional growth.

- (A) [A] is true, [R] is false
- (B) ☒ Both [A] and [R] are true, [R] is correct explanation of [A]
- (C) [A] is false, but [R] is true
- (D) Both [A] and [R] are true but [R] is not correct explanation of [A]
- (E) Answer not known

48. Cross-functional team is placed under _____ type of organisation of personnel department.

- (A) Functional organisation
- (B) ☒ Matrix organisation
- (C) Line and staff organisation
- (D) Production oriented department
- (E) Answer not known

49. According to the principles of organizing, personnel management, the number of levels of authority in an organization should be kept a
- (A) Maximum level
 - (B) Moderate level
 - ☒ (C) Minimum level
 - (D) Heterogeneous level
 - (E) Answer not known
50. Assertion [A] : Personnel managers act as bridge between management and employees.
- Reason [R] : Personnel manager's mediate disputes and act as representative of the company.
- (A) [A] is true, but [R] is false
 - ☒ (B) Both [A] and [R] are correct, [R] is correct explanation of [A]
 - (C) [A] is false, but [R] is true
 - (D) Both [A] and [R] are correct but [R] is not correct explanation of [A]
 - (E) Answer not known
51. A personnel manager must have _____ to see broad picture and predict situations rather than react to problems as they occur.
- (A) Human relations skill
 - (B) Executive skill
 - (C) Communication skill
 - ☒ (D) Conceptual skill
 - (E) Answer not known

52. Assertion [A] : A personnel manager should be a credit - passer
Reason [R] : Because the personnel manager usually has a staff role and support line managers.
- (A) ☒ Both [A] and [R] are true, [R] is correct explanation of [A]
(B) [A] is true, but [R] is false
(C) [A] is false, but [R] is true
(D) Both [A] and [R] are true, [R] is not correct explanation of [A]
(E) Answer not known
53. According to Howard Gardner a personnel manager with _____ has the capability to self-certify the completeness of given assignment.
- (A) Synthesis mind (B) Respectful mind
(C) Creative mind (D) ☒ Ethical mind
(E) Answer not known
54. The personnel managers should combine social justice with
- (A) Operational skills
(B) ☒ Warm personal interest in people
(C) Economic analysis
(D) Strategic alliances
(E) Answer not known

55. Match the following :

Column A (Functions)	Column B (Description)
(a) Planning	1. Guiding and motivating employees
(b) Organising	2. Monitoring performance and making corrections
(c) Directing	3. Setting objectives and future course of action
(d) Controlling	4. Establishing roles and responsibilities

- | | | | | |
|-------|------------------|-----|-----|-----|
| | (a) | (b) | (c) | (d) |
| (A) ✓ | 3 | 4 | 1 | 2 |
| (B) | 1 | 3 | 2 | 4 |
| (C) | 1 | 4 | 3 | 2 |
| (D) | 1 | 2 | 3 | 4 |
| (E) | Answer not known | | | |

56. How does procurement function in personnel management benefit an organization?

- (A) ✓ It ensures the organization hires the right people at the right time
- (B) It prevents the recruitment process altogether
- (C) It limits the hiring of skilled employees in Industries
- (D) It focuses solely on record keeping and auditing
- (E) Answer not known

57. _____ is the key element of man power forecasting, job analysis, career path, training and development.
- (A) Recruitment (B) Selection
(C) Job Analysis (~~D~~) Manpower planning
(E) Answer not known
58. Choose the best explanation for why personnel management evolved into a specialized discipline in India.
- (~~A~~) The field expanded to cover labour welfare, industrial relations and personnel administration
(B) Employees needed a way to reduce the number of workers in factories
(C) Personnel management replaced all existing employment structures
(D) Industrial regulations required organizations to follow the same hiring methods
(E) Answer not known

59. Match the definitions of personnel management with their correct explanations :

(a) Dale Yoder

1. Personnel management is the planning, organizing, directing and controlling of the performance of those operative functions

(b) E.F.L. Brech

2. Personnel Management is that part of the management process which is primarily concerned with the human constituents of an organization

(c) Edwin B. Flippo

3. Personnel management is that phase of management which deals with the effective control of and use of manpower as distinguished from other sources of power.

- | | (a) | (b) | (c) |
|-------|-----|-----|-----|
| (A) ✓ | 3 | 2 | 1 |
| (B) | 1 | 2 | 3 |
| (C) | 2 | 1 | 3 |
| (D) | 3 | 1 | 2 |

(E) Answer not known

60. Match the following operative functions with their specific areas

- | | |
|------------------|-----------------------------|
| (a) Procurement | 1. Training and development |
| (b) Development | 2. Manpower planning |
| (c) Compensation | 3. Trade unions |
| (d) Integration | 4. Job Evaluation |

- | | (a) | (b) | (c) | (d) |
|-------|------------------|-----|-----|-----|
| (A) | 4 | 3 | 2 | 1 |
| (B) ✓ | 2 | 1 | 4 | 3 |
| (C) | 1 | 2 | 4 | 3 |
| (D) | 3 | 4 | 1 | 2 |
| (E) | Answer not known | | | |

61. The ability to understand and manage men and women and to act wisely in human relations is

- | | |
|-----------------------------|-----------------------------|
| (A) ✓ Abstract Intelligence | (B) Mechanical Intelligence |
| (C) ✓ Social Intelligence | (D) Concrete Intelligence |
| (E) Answer not known | |

62. Assertion [A] : Reinforcement increases the probability of behaviour.

Reason [R] : Punishment strengthens and earned behaviour.

- (A) Both [A] and [R] are true and [R] is the correct explanation of [A]
- (B) Both [A] and [R] are true, but [R] is not the correct explanation of [A]
- (C) [A] is true, but [R] is false
- (D) [A] is false, but [R] is true
- (E) Answer not known

63. Assertion [A] : Emotions are always conscious experiences.

Reason [R] : Emotions do not have physiological responses.

- (A) Both [A] and [R] are true and [R] is the correct explanation
- (B) Both [A] and [R] are true, but [R] is not the correct explanation
- (C) [A] is true, but [R] is false
- (D) [A] is false, but [R] is true
- (E) Answer not known

64. Which of the following is correctly matches?

- | | | |
|------------------------------------|---|-----------------|
| (I) Psycho-social model | – | Sigmund Freud |
| (II) Functional model | – | Edwin J. Thomas |
| (III) Behaviour-modification model | – | Gordon Hamilton |
| (IV) Task centered model | – | William J. Reid |
- (A) I Only (B) II Only
(C) III Only (D) ☒ IV Only
(E) Answer not known

65. Match the schools of psychology with their key propounder

Column A	Column B
(a) Structuralism	1. William James
(b) Functionalism	2. Sigmund Freud
(c) Psychoanalysis	3. Wilhelm Wundt
(d) Behaviourism	4. John B. Watson

- | | (a) | (b) | (c) | (d) |
|---|-----|-----|-----|-----|
| (A) | 1 | 2 | 3 | 4 |
| (B) | 2 | 3 | 4 | 1 |
| (C) | 3 | 4 | 1 | 2 |
| (D) ☒ | 3 | 1 | 2 | 4 |
- (E) Answer not known

66. Arrange the steps of the experimental method in psychology :

1. Formulate Hypothesis
2. Conduct Experiment
3. Define problem
4. Analyze results

(A) 3, 1, 2, 4

(B) 1, 3, 2, 4

(C) 3, 2, 1, 4

(D) 2, 3, 1, 4

(E) Answer not known

67. Assertion [A] : A Developmental task is a task which arises at or about a certain period in the life of the individual, successful achievement of which leads to happiness and to success with later tasks.

Reason [R] : While failure leads to unhappiness and difficulty with later tasks.

(A) [A] is true but [R] is false

(B) Both [A] and [R] are true and [R] is the correct explanation of [A]

(C) [A] is false [R] is true

(D) Both [A] and [R] are true, but [R] is not the correct explanation of [A] is correct

(E) Answer not known

68. Assertion [A] : Psychology is considered a scientific discipline.
Reason [R] : Psychology uses observation and experimentation to understand behaviour.
- (A) ☒ Both [A] and [R] are valid, and [R] is the valid explanation of [A]
(B) Both [A] and [R] are valid, but [R] is not the proper explanation of [A]
(C) [A] is valid, but [R] is invalid statement
(D) [A] is invalid, but [R] is exactly correct statement
(E) Answer not known
69. The Mandal Commission recommendation was intended to bring the total reservation for Scheduled Caste (SC), Scheduled Tribes (ST) and OBC to
- (A) 27% (B) 32.5%
(C) 38.5% (D) ☒ 49%
(E) Answer not known

70. Which of the following is not a social processes?

- I. Cooperation
- II. Competition
- III. Conflict
- IV. Annihilation
- V. Accommodation
- VI. Assimilation

- (A) II, IV and VI only
- (B) ☒ IV only
- (C) VI only
- (D) I, III, IV and VI only
- (E) Answer not known

71. Sequence of social movements

- (A) Emergence, bureaucratization, coalescence, decline
- (B) ☒ Emergence, coalescence, bureaucratization, decline
- (C) Emergence, decline, bureaucratization, decline
- (D) Emergence, coalescence, decline, bureaucratization
- (E) Answer not known

72. Assertion [A] : The rising incidence of crime and juvenile offences are on the one hand, index of social disorganisation.
- Reason [R] : On the other hand, the crime contributes to social, and civil organisations.
- (A) ✓ [A] is true but [R] is false
- (B) Both [A] and [R] are true; and [R] is the correct explanation of [A]
- (C) [A] is false, [R] is true
- (D) Both [A] and [R] are True, but [R] is not the correct explanation of [A] is correct
- (E) Answer not known
73. List the stages of Evolution of society in chronological order according to Auguste Comte
- (A) Metaphysical stage, positive stage and Theological stage
- (B) ✓ Theological stage, Metaphysical stage and Positive stage
- (C) Negative stage, Theological stage and Positive stage
- (D) Metaphysical, Theological stage and Negative stage
- (E) Answer not known

74. Choose the correct pair :

1. Norms – Inherited Biological Traits
 2. Culture – Material and Nonmaterial
 3. Subsystem – Autonomous from social system
 4. Social structure – Random social behaviour
- (A) 1 only correct (B) 2 only correct
(C) 3 only correct (D) 4 only correct
(E) Answer not known

75. Social Institution is

- (A) Hierarchical grouping of individuals
- (B) ✓ An organised system of norms structures that regulate social life
- (C) A shared socio-economic status
- (D) Adequate infrastructure for an organization
- (E) Answer not known

76. Group dynamics refers to the _____ among members in a social situation.

- (A) Workplace isolation
(C) Interaction of forces
(E) Answer not known
- (B) Passive resistance
(D) Lack of communication

77. _____ is the ability to pursue goals persistency as a higher calling and not for money or status alone.
- (A) ☒ Self-motivation (B) Self-awareness
(C) Self-regulation (D) Social skills
(E) Answer not known
78. How are 'love' and 'affection' described in the context of primary emotions?
- (A) As negative emotions
(B) ☒ As emotions with descriptors like acceptance, adoration and longing
(C) As emotions with descriptors like anxiety and qualm
(D) As emotions that are not primary
(E) Answer not known
79. How does supervision affect job satisfaction?
- (A) All supervision methods lead to higher job satisfaction
(B) ☒ Employee oriented supervision increases satisfaction, while job oriented supervision decreases it
(C) Supervision does not impact workplace motivation
(D) Job oriented supervision always results in better employee morale
(E) Answer not known

80. Job satisfaction refers to an individual's _____ about their job.
- (A) Disinterest in career growth
 - (B) Disengagement from job responsibilities
 - (C) Resistance to workplace expectations
 - ☒ (D) Mental feeling of favourableness
 - (E) Answer not known
81. According to Robbins, organizational commitment involves identifying with
- ☒ (A) An organization's values and goals
 - (B) Workplace negativity
 - (C) Leadership conflicts
 - (D) Employee detachment
 - (E) Answer not known
82. Which of the following is an example of a terminal value?
- (A) Ambition
 - ☒ (C) Freedom
 - (B) Honesty
 - (D) Logical
 - (E) Answer not known
83. The four types of personality namely sensing, intuitive, thinking and feeling was classified by
- (A) Friedman
 - ☒ (C) Carl Jung
 - (B) John Holland
 - (D) Erickson
 - (E) Answer not known

84. F.W. Taylor, Henry Fayol, Max Weber, Chester Barnard and Mary Parker Follett are
- (A) Behavioural Science Theorists
 - (B) ✓ Classic contributors
 - (C) Human Relations Scientists
 - (D) Neo Classical theorists
 - (E) Answer not known
85. In perception, the process of assessing an individual's behaviour based on their group membership is
- (A) Haloeffect
 - (B) ✓ Stereotyping
 - (C) Projection
 - (D) Grouping
 - (E) Answer not known

86. Match the following types of Reinforcement with their examples :

- | | |
|----------------------------|---|
| (a) Positive Reinforcement | 1. Taking away an undesirable task as a reward for good behaviour |
| (b) Negative Reinforcement | 2. Giving a reward to encourage desirable behaviour |
| (c) Punishment | 3. Removing a reward to discourage undesirable behaviour |
| (d) Extinction | 4. Ignoring undesirable behaviour to decrease its occurrence |

- | | (a) | (b) | (c) | (d) |
|---|------------------|-----|-----|-----|
| (A) ☒ | 2 | 1 | 3 | 4 |
| (B) | 4 | 3 | 2 | 1 |
| (C) | 3 | 1 | 4 | 2 |
| (D) | 1 | 4 | 2 | 3 |
| (E) | Answer not known | | | |

87. The classical Era of organisational behaviour covered

- | | |
|--|------------------|
| (A) 1700 to 1730 | (B) 1800 to 1830 |
| (C) ☒ 1900 to 1930 | (D) 1930 to 1960 |
| (E) Answer not known | |

88. _____ demonstrated that behaviour is a function of its consequences.

- | | |
|----------------------|--|
| (A) Herbert A. Simon | (B) ☒ B.F. Skinner |
| (C) Ivan Pavlov | (D) David McClelland |
| (E) Answer not known | |

89. The self-correcting mechanism by which energies are called upto restore balance whenever change threatens is called
- (A) Hawthorne effect (B) ☒ Homeostasis
 (C) Psychic costs (D) Proactive syndrome
 (E) Answer not known
90. Identify from the choices which is NOT a mode of conflict resolution
- (A) Avoiding (B) Competing
 (C) Accommodating (D) ☒ Discussing
 (E) Answer not known
91. Negotiation that seeks one or more settlements that can create a win-win solution.
- (A) ☒ Integrative Bargaining (B) Distributive Bargaining
 (C) Dysfunctional Bargaining (D) Target Bargaining
 (E) Answer not known
92. Arrange the following steps in order.
 The process of creation of organisational culture includes
1. Socialization of employees
 2. Creating vision
 3. Establishing values
 4. Operationalizing values and vision
- (A) 1, 2, 3, 4 (B) ☒ 3, 2, 4, 1
 (C) 1, 2, 4, 3 (D) 2, 3, 1, 4
 (E) Answer not known

93. _____ is a form of both manipulation and participation, which seeks to “buy off” the leaders of a resistance group by giving them a key role in the change decision.

- (A) Negotiation (B) ☒ Cooptation
(C) Coercion (D) Inertia
(E) Answer not known

94. Match the following :

- | | |
|----------------------|--------------------------|
| (a) Boundary Spanner | 1. Facilitator |
| (b) Buffer | 2. Filters negative news |
| (c) Lobbyist | 3. Promotes group |
| (d) Spokes person | 4. Voice of the group |

- | | | | |
|---------------------------------------|-----|-----|-----|
| (a) | (b) | (c) | (d) |
| ☒ 1 | 2 | 3 | 4 |
| (B) 2 | 3 | 1 | 4 |
| (C) 3 | 1 | 2 | 4 |
| (D) 4 | 2 | 3 | 1 |
| (E) Answer not known | | | |



95. Match the following.

- | | |
|----------------|-------------------------------|
| (a) Forming | 1. End of the group |
| (b) Storming | 2. Cooperation |
| (c) Norming | 3. Conflict and confrontation |
| (d) Adjourning | 4. Uncertainty and confusion |

- | | (a) | (b) | (c) | (d) |
|-------|------------------|-----|-----|-----|
| (A) ✓ | 4 | 3 | 2 | 1 |
| (B) | 1 | 2 | 3 | 4 |
| (C) | 4 | 2 | 3 | 1 |
| (D) | 1 | 2 | 4 | 3 |
| (E) | Answer not known | | | |

96. A key feature of a plant council is that

- (A) Operates at national level
- (B) ✓ Includes representatives of both employees and employer
- (C) Functions without any worker participation
- (D) Is responsible for setting government labour laws
- (E) Answer not known

97. _____ involves a greater degree of sharing of authority and responsibility of the management functions.

- (A) ✓ Administrative participation
- (B) Decision participation
- (C) Consultative participation
- (D) Associative participation
- (E) Answer not known

98. _____ are not typically negotiated during collective bargaining.
- (A) Wages and salaries
 - (B) Working hours and conditions
 - (C) ☒ Company's marketing strategies
 - (D) Employee benefits and grievance procedures
 - (E) Answer not known
99. Workers participation in management typically leads to
- (A) Decreased cooperation between workers and management
 - (B) ☒ Greater employee motivation and commitment to implement decisions
 - (C) Increased absenteeism and turnover
 - (D) Reduced transparency in decision making
 - (E) Answer not known
100. Which concept crystallises the concept of Industrial democracy and indicates an attempt on the part of an employer to build his employees into a team which work towards the realisation of common objective?
- (A) ☒ Worker's participation in management
 - (B) Performance Appraisal
 - (C) Job Rotation
 - (D) Wage incentive schemes
 - (E) Answer not known

101. Match the following :

Factors influencing participation with description

- | | |
|-------------------------------------|---|
| (a) Subject-matter of participation | 1. Four degrees of participation like communication, consultation, co-determination and self-management |
| (b) Level of participation | 2. Workers interest in participation varies with nature of issues involved in participation |
| (c) Personal characteristics | 3. Participation takes place at 3 levels in an enterprise-floor, plant and corporate level |
| (d) Extent of participation | 4. Influenced by certain personal or group characteristics |

- | | (a) | (b) | (c) | (d) |
|-------|------------------|-----|-----|-----|
| (A) ✓ | 2 | 3 | 4 | 1 |
| (B) | 1 | 3 | 2 | 4 |
| (C) | 4 | 2 | 1 | 3 |
| (D) | 3 | 1 | 4 | 2 |
| (E) | Answer not known | | | |

102. Employer indicates unhappiness with employee's performance during the period is called

- | | |
|----------------------|-----------------------|
| (A) ✓ Probation | (B) Promotion |
| (C) Training | (D) Unfair suspension |
| (E) Answer not known | |

103. Which is not the proper consideration of 'general fairness' defence in employment discrimination cases?
- (A) Rationality of employer's conduct
 - (B) Proportionality employer's conduct
 - (C) Legitimacy of employer's goal
 - ☒ (D) Personal preference or bias of the employer
 - (E) Answer not known
104. _____ principle ensures that a person is entitled to a hearing before a decision is made that affects their rights or interests.
- (A) Nemo judex in causa sua
 - ☒ (B) Audi alteram partem
 - (C) Stare decisis
 - (D) Res Judicata
 - (E) Answer not known
105. The Industrial Disputes Act mandates prior notice to the employer before strike by :
- (A) 7 days
 - ☒ (B) 14 days
 - (C) 21 days
 - (D) 30 days
 - (E) Answer not known

106. Match the types of labour relations climates with their characteristics

Climate type	Characteristics
(a) Cooperative	1. Lack of engagement
(b) Adverbial	2. Responding to issues as they arise
(c) Passive	3. Mutual trust and respect
(d) Reactive	4. Conflict and mistrust

- ☒ (a) (b) (c) (d)
 (A) 3 4 1 2
 (B) 1 2 3 4
 (C) 4 3 2 1
 (D) 2 4 1 3
 (E) Answer not known

107. Can an employer challenge the Labour Court avoid in the High Court?

- ☒ (A) Yes, under Article 226
 (B) No
 (C) Only if permitted by Labour Commissioner
 (D) Yes, but only within 7 days
 (E) Answer not known

108. The Labour Court is established under which section of the Industrial Disputes Act?

- ☒ (A) Section 7 (B) Section 9
 (C) Section 11 (D) Section 2
 (E) Answer not known

109. The term of office of the Presiding Officer of Labour Court shall be
- (A) 2 years
 - (B) 3 years
 - (C) 5 years
 - (D) 10 years
 - (E) Answer not known
110. The Grievance redressal committee is required to complete enquiry and communicate decision within _____ days according to Industrial Relations Code.
- (A) 7
 - (B) 15
 - (C) 30
 - (D) 60
 - (E) Answer not known
111. _____ code introduces the Grievance Redressal Committee provision.
- (A) Factories Act
 - (B) Industrial Employment (Standing Orders) Act
 - (C) Industrial Relations Code, 2020
 - (D) Trade Union Act
 - (E) Answer not known
112. Under the OSH code, definition of “employee” excludes
- (A) Manager
 - (B) Apprentice under the Apprentices Act 1961
 - (C) Administrative Staff
 - (D) Clerical Staff
 - (E) Answer not known

113. The definition of “occupier” of a factory includes _____ according to OSH code 2020.
- (A) Security Officer
 - (B) Any Contractor
 - ☒ (C) The person with ultimate control over factory affairs
 - (D) The most senior workers
 - (E) Answer not known
114. OSH, 2020 code applies to an establishment with
- (A) 5 or more workers
 - ☒ (B) 10 or more workers
 - (C) Only factories and mines
 - (D) All government offices
 - (E) Answer not known
115. According to codes on wages 2019 _____ is the time limit for the payment of wages to employees.
- (A) Within 7 days of the end of the wage period
 - ☒ (B) Within 10 days of the end of the wage period
 - (C) Within 15 days of the end of the wage period
 - (D) Within 30 days of the end of the wage period
 - (E) Answer not known
116. The state has provided for conciliation and adjudication machinery to settle industrial dispute
- (A) Factories Act 1948
 - ☒ (C) Industrial Dispute Act 1947
 - (B) Companies Act 1956
 - (D) Partnership Act 1932
 - (E) Answer not known

117. _____ organisation is responsible for maintaining the Standard Occupational Classification (SOC) system in the united states.
- (A) Department of labour
 - (B) ☒ Bureau of Labour Statistics (BLS)
 - (C) Census Bureau
 - (D) Occupational Safety and Health Administration
 - (E) Answer not known
118. The main objective of the social security code 2020 is
- (A) To regulate minimum wages
 - (B) ☒ To consolidate laws relating to social security of workers
 - (C) To manage unemployment benefits only
 - (D) To control industrial dispute
 - (E) Answer not known
119. The element _____ given under is not related with Industrial Relations.
- | | |
|---|----------------|
| (A) Employer | (B) Government |
| (C) ☒ Customers | (D) Workers |
| (E) Answer not known | |

120. _____ is classified as a “Platform Worker” under the code on Social Security 2020.
- (A) A worker engaged in traditional factory employment
 - ☒ (B) A worker engaged in work or services through an online or digital interface
 - (C) A permanent government employee
 - (D) A seasonal agricultural worker
 - (E) Answer not known
121. Under the codes on Wages Act 2019, Employer who does not comply with any other provisions of the code shall be liable to pay fine upto
- (A) Rs. 5,000
 - ☒ (B) Rs. 10,000
 - (C) Rs. 20,000
 - (D) Rs. 25,000
 - (E) Answer not known
122. The code prescribes that the minimum rate of wages is to be renewed and revised by the appropriate Government in intervals not exceeding
- ☒ (A) 5 years
 - (B) 6 years
 - (C) 8 years
 - (D) 9 years
 - (E) Answer not known

123. Arrange the chronological order

1. August 10, 2017 wage code bill was first introduced in the Lok Sabha.
2. Codes on wages 2019 received president assent and published in the Gazettee on August 8, 2019.
3. August 21, 2017, the bill was referred to the Parliamentary standing committee.
4. December 18, 2017, the bill lapsed with the dissolution of the 16th Loksabha.

(A) 1, 4, 2, 3

(B) 4, 3, 2, 1

(C) 1, 2, 3, 4

(D) 3, 4, 2, 1

(E) Answer not known

124. The Industrial Disputes Act provides for which of the following types of strikes?

- (i) Illegal strike
- (ii) Sympathetic strike
- (iii) Political strike

(A) (i) and (ii) only

(B) (i) and (iii) only

(C) (ii) and (iii) only

(D) (i), (ii) and (iii)

(E) Answer not known

125. The responsibility of enforcement of code on wages lies with

(A) Labour Commissioner

(B) Factory Inspector

(C) Chief Labour Officer

(D) Both (A) and (C)

(E) Answer not known

126. According to V.S. Mahesh (1993), why is human resource competence especially crucial in the service industry? –
- (A) ✓ Because bad products can be easily replaced, but bad services require sensitive recovery to retain customers
 - (B) Because the service industry has fewer customer interiors compared to manufacturing
 - (C) Because service quality does not affect customer satisfaction significantly
 - (D) Because bad service can be ignored without any impact on business
 - (E) Answer not known
127. Select the option that best describes on operative functions performed by HR managers
- (A) Planning
 - (B) Organising
 - (C) ✓ Procurement
 - (D) Supervision
 - (E) Answer not known
128. Identify the purpose of the National Skill Development Corporation (NSDC) bill introduced in the Indian Parliament related to HRD in industry.
- (A) Establishment of a regulators body for Labour laws
 - (B) ✓ Promotion of skill development and vocational training
 - (C) Implementation of Industrial Safety standards
 - (D) Regulation of Employee wages
 - (E) Answer not known

129. Assertion [A] : HRD fosters a culture of continuous learning and improvement with in organisation.

Reason [R] : A robust HRD strategy encourages employees to acquires new skills and knowledge, ensuring they stay ahead in a rapidly changing business environment.

- (A) Both [A] and [R] are true, but [R] is not the correct explanation of [A]
- ☒ (B) Both [A] and [R] are true, and [R] is the correct explanation of [A]
- (C) [A] is true, but [R] is false
- (D) [A] is false, but [R] is true
- (E) Answer not known

130. Arrange the following HR functions in the correct chronological order

- (i) Recruitment
- (ii) Performance appraisal
- (iii) Training and development
- (iv) Job analysis

- (A) (iv)-(iii)-(ii)-(i)
 - ☒ (C) (iv)-(i)-(iii)-(ii)
 - (E) Answer not known
- (B) (iv)-(iii)-(i)-(ii)
 - (D) (ii)-(i)-(iv)-(iii)

131. The penalty for an employer who fails to comply with the provisions of the Sexual Harrassment of Women at Work Place Act, 2013
- (A) Imprisonment for upto 1 year
 - (B) Imprisonment for upto 6 months
 - (C) A fine of upto INR 1,00,000
 - ☒ (D) A fine of upto INR 50,000
 - (E) Answer not known
132. Why is the presence of skilled negotiators essential for the success of collective bargaining in Indian industries?
- (A) Because they can impose decisions without consent
 - ☒ (B) Because they can effectively represent their party's interests while managing conflicts
 - (C) Because they ensure quick resolutions by avoiding detailed discussions
 - (D) Because they handle all legal aspects of labour laws during bargaining
 - (E) Answer not known

133. How do the following collective bargaining strategies relate to their primary objectives?

Strategy	Objective
(a) Integrative bargaining	1. Win-lose approach to conflict
(b) Distribute bargaining	2. Collaborative problem-solving
(c) Concessionary bargaining	3. Employer seeks wage or benefit reductions
(d) Productivity bargaining	4. Linking pay with performance outcomes

- | | | | | |
|-----|------------------|-----|-----|-----|
| | (a) | (b) | (c) | (d) |
| (A) | 4 | 1 | 3 | 2 |
| (B) | 3 | 2 | 1 | 4 |
| (C) | 1 | 3 | 4 | 2 |
| (D) | 2 | 1 | 3 | 4 |
| (E) | Answer not known | | | |

134. Assertion [A] : Despite the enactment of various welfare schemes, a significant portion of India's work force remain excluded from social security benefits.

Reason [R] : The majority of Indian workers are employed in the informal sector, where welfare schemes are often not applicable.

- ☒ (A) Both Assertion and Reason are correct, and Reason is the correct explanation of Assertion
- (B) Both Assertion and Reason are correct, but Reason is not the correct explanation of Assertion
- (C) Assertion is correct, but Reason is incorrect
- (D) Assertion is incorrect, but Reason is correct
- (E) Answer not known

135. Arrange the following labour welfare legislations in chronological order

1 – Factories Act, 1948

2 – Bonded Labour System (Abolition) Act, 1976

3 – Minimum Wages Act, 1948

4 – Employees State Insurance Act, 1948

(A) 1, 3, 4, 2

☒ (B) 3, 4, 1, 2

(C) 1, 4, 3, 2

(D) 4, 1, 3, 2

(E) Answer not known

136. The Industrial Relation Code, 2020 introduced in the Indian Parliament consolidates and amends laws relating to
- (A) ✓ Trade unions, conditions of employments and settlement of Industrial disputes
 - (B) Occupational safety and health standards in work places
 - (C) Social security benefits for workers in the unorganised sector
 - (D) Minimum wages and timely payment of wages
 - (E) Answer not known
137. Name the Social Security Scheme launched by the Government of Tamilnadu which provides financial assistance to unorganised workers during times of distress such as death, disability or natural calamities?
- (A) Kalaigiar Magalir Urimai Thogai
 - (B) ✓ Tamilnadu Unorganized Workers Welfare Scheme
 - (C) Jayalalitha Amma Health Insurance Scheme
 - (D) Pudhumai Penn Scheme
 - (E) Answer not known
138. Which of the following is a requirement for maintaining health in a factory?
- (A) Provision of recreational facilities
 - (B) ✓ Proper disposal of wastes and effluents
 - (C) Proving paid leave for workers
 - (D) Supplying free food
 - (E) Answer not known

139. What does Article 42 of the Indian Constitution emphasize?

- (A) Free education for children
- (B) Right to Strike
- ☒ (C) Just and humane conditions of work and maternity relief
- (D) Uniform civil code
- (E) Answer not known

140. Which of the following are safety measures mandated under the Factories Act 1948?

- (i) Caring of dangerous parts in new machinery to prevent accidents
 - (ii) Mandatory installation of CCTV cameras in hazardous area
 - (iii) Regular inspection and maintenance of hoists and lifts every six months
 - (iv) Allowing women and children to work near operating cotton-openers
- | | |
|-------------------------------|---|
| (A) (i) and (ii) are correct | ☒ (B) (i) and (iii) are correct |
| (C) (ii) and (iv) are correct | (D) (ii) and (iii) are correct |
| (E) Answer not known | |

141. According to the Factories Act 1948, which of the following facilities are mandatory?

- (i) Canteen
- (ii) Transport service
- (iii) Residential housing
- (iv) Creches

- (A) (i) only
- (B) (i) and (ii)
- (C) (i) and (iii)
- ☒ (D) (i) and (iv)
- (E) Answer not known

142. Which of the following are roles of HR manager in employee well being?

- (i) Change agent
- (ii) Financial auditors
- (iii) Strategic partners
- (iv) Employee champions

- ☒ (A) (i) and (iii) are correct
- (B) (i) and (ii) are correct
- (C) (ii) and (iii) are correct
- (D) (ii) and (iv) are correct
- (E) Answer not known

143. In the late 19th century, what were two main roles of welfare workers in British and American factories?

- (i) Providing financial assistance
- (ii) Managing global recruitment
- (iii) Offering medical support
- (iv) Developing AI systems

- (A) (i) and (ii) are correct
- (B) (i) and (iii) are correct
- (C) (ii) and (iii) are correct
- (D) (ii) and (iv) are correct
- (E) Answer not known

144. Which of the following is a primary responsibility of HR managers in labour welfare?

- (A) Designing marketing strategies
- (B) Ensuring employee safety and health programs
- (C) Managing financial investments
- (D) Overseeing company branding
- (E) Answer not known

145. Match the following sectors with their associated job stress characteristics :

- | | |
|--------------------------|---|
| (a) Non-binary employees | 1. Highest job stress levels |
| (b) Women | 2. Face discrimination at the work place |
| (c) IT professionals | 3. Slightly more work-life imbalance than men |
| (d) Widow/Divorcees | 4. Higher stress than married and single employee |

- | | (a) | (b) | (c) | (d) |
|-------|------------------|-----|-----|-----|
| (A) ✓ | 2 | 3 | 1 | 4 |
| (B) | 3 | 2 | 4 | 1 |
| (C) | 1 | 4 | 2 | 3 |
| (D) | 4 | 1 | 3 | 2 |
| (E) | Answer not known | | | |

146. What is considered the most effective method in the hierarchy of preventive measures for industrial hazards?

- (A) Use of personal protective equipment
- (B) ✓ Redesign of the process or equipment to remove the hazard
- (C) Providing safety training to employees
- (D) Implementing safety signs and warnings
- (E) Answer not known

147. Which of the following statements does not correctly describe an industrial injury?
- (A) It is a personal injury caused by an accident or occupational disease
 - (B) It arises out at or in the course of employment
 - (C) ✓ It is an injury unrelated to work but still compensable under Workers' Compensation Act, 1923
 - (D) It entitles the employee to compensation under Workers' Compensation Act, 1923
 - (E) Answer not known
148. What best defines a Safety Audit according to the Health and Safety Executive?
- (A) Routine inspection of workplace equipment
 - (B) Investigation after an accident occurs
 - (C) ✓ Systematic review of safety systems
 - (D) Training program for safety officers
 - (E) Answer not known
149. The National Occupational Safety and Health Advisory Board is responsible for all of the following except :
- (A) Farming standards, rules and regulations
 - (B) ✓ Implementing Health insurance for workers
 - (C) Advising the government on occupational safety and health issues
 - (D) Issuing recommendations on policy and programmes
 - (E) Answer not known

150. According to the International Labour Organization (ILO), which of the following best defines an occupational hazard?
- (A) Any inconvenience caused at the work place
 - ☒ (B) A risk accepted as part of a job that may cause injury or disease
 - (C) A government imposed safety rule
 - (D) An insurance term for workplace compensation
 - (E) Answer not known
151. Arrange the following statutory provisions related to occupational safety, health and welfare in India in chronological order based on their introduction :
- (a) The Factories Act
 - (b) The Occupational Safety, Health and Working Conditions Code
 - (c) The Factories (Amendment) Act
 - (d) The Code on wages
- (A) a, c, b, d
 - ☒ (B) a, c, d, b
 - (C) c, a, d, b
 - (D) c, a, b, d
 - (E) Answer not known

152. Identify the incorrectly paired combination of international dispute settlement bodies and their jurisdiction.

- ☒ (A) International Court of Justice – Settle disputes between private individuals and states
- (B) World Trade Organisation – Resolves trade dispute between member states
- (C) International Centre for settlement for Investment Disputes – Handle dispute between investors and sovereign states
- (D) Permanent Court of Arbitration – Offer services for arbitration involving states, international organizations and private parties
- (E) Answer not known

153. Select the following that is NOT a condition under which a lock-out is considered illegal according to the Industrial Relations code, 2020 :

- (A) The lock-out is commenced without giving the required notice to the workers
- (B) The lock-out continues during the pendency of arbitration proceeding before an arbitrator and for 60 days after the conclusion of such proceeding
- (C) The lock-out is declared during the operation of a settlement or award concerning the matters covered by the settlement or award
- ☒ (D) The lock-out is declared in consequences of an illegal strike
- (E) Answer not known

154. Identify the key element of the statutory machinery for the prevention of Industrial Disputes.
- (A) Labour Welfare Officer
 - (B) Amicus Curial
 - (C) Conciliation officer
 - (D) Counsellor
 - (E) Answer not known
155. Choose the non-statutory machinery commonly used for the prevention of Industrial Disputes.
- (A) Labour Court
 - (B) Board of Conciliation
 - (C) Works Committee
 - (D) Industrial Dispute
 - (E) Answer not known

156. Assertion [A] : The Universal Immunization Programme aims to provide free vaccines to all children.

Reason [R] : Immunization is the most cost-effective Public health intervention for reducing child mortality and morbidity.

- ☒ (A) Both [A] and [R] are true, and [R] is the correct explanation of [A]
- (B) Both [A] and [R] are true, and [R] is not correct explanation of [A]
- (C) [A] is true, but [R] is false
- (D) [A] is false, but [R] is true
- (E) Answer not known

157. Assertion [A] : The District Mental health programme focuses mainly on providing treatment only at tertiary care hospitals.

Reason [R] : The DMHP was based on the Bellary Model which includes early detection, training and monitoring at community level.

- (A) Both [A] and [R] are correct, and [R] is the correct explanation of [A]
- (B) [A] is true, but [R] is false
- ☒ (C) [A] is false, but [R] is true
- (D) Both [A] and [R] are correct, and [R] is not the correct explanation of [A]
- (E) Answer not known

158. According to World Health Organisation (WHO) which is the risk to mental health at work?

- (A) Flexible work hours
- (B) Less workload
- (C) Harassment or bullying
- (D) Harmonious work/home demands
- (E) Answer not known

159. Identify the correct matches between mental health challenges and their impact :

Challenge	Impact
1. Stigma	– Increases risk of anxiety and depression
2. Lack of professionals	– Leads to inadequate diagnosis and treatment
3. Poor rural accessibility	– Limits mental health services in remote areas
4. Work place stress	– Prevents individuals from seeking help

- (A) 1 and 3 are correct
- (B) 1 and 2 are correct
- (C) 2 and 3 are correct
- (D) 3 and 4 are correct
- (E) Answer not known

160. Arrange the following mental health initiatives in India in the chronological order:

1. Establishment of Health and Wellness Centres.
2. Mental Health Care Act
3. Mental Health Policy
4. National Mental Health Programme (NMHP)

- (A) 2, 3, 1, 4
(B) 1, 2, 3, 4
(✓) (C) 4, 3, 2, 1
(D) 3, 1, 4, 2
(E) Answer not known

161. Which of the following is the Primary purpose of mammography in clinical practice?

- (A) To treat breast cancer
(B) To differentiate between cystic and solid breast lumps
(✓) (C) To screen for early detection of breast cancer
(D) To measure breast tissue density exclusively
(E) Answer not known

162. Identify the correct statement about Latent Tuberculosis Infection (LTBI)
- (A) Individual with LTBI are contagious and can Transmit TB to others
 - (B) LTBI can only be diagnosed by chest X-ray
 - ☒ (C) Treatment of LTBI aims to prevent progression to active disease
 - (D) BCG vaccination is the standard treatment for LTBI
 - (E) Answer not known
163. The 'Window Period' in HIV infection refers to
- (A) Period when HIV symptoms are visible
 - ☒ (B) Period between HIV infection and appearance of detectable antibodies
 - (C) From HIV infection to AIDS diagnosis
 - (D) Period after art when viral load becomes undetectable
 - (E) Answer not known

164. Which of the following are outlined in the UN Convention on the Rights of Persons with Disabilities (UNCRPD)?

- (a) Respect for inherent dignity and individual autonomy.
- (b) Non-discrimination
- (c) Inaccessibility
- (d) Full and effective participation and inclusion in society.
- (A) (a) and (c) are correct
- (B) (a), (b), (c) are correct
- ☒ (C) (a), (b) and (d) are correct
- (D) (b), (c) and (d) are correct
- (E) Answer not known

165. Match the CBR Principles with the Principles of UNCRPD.

- | | |
|-----------------|-----------------------------------|
| (a) Health | 1. Social Protection |
| (b) Education | 2. Justice |
| (c) Livelihood | 3. Disabled people's Organization |
| (d) Social | 4. Assistive Devices |
| (e) Empowerment | 5. Life long learning |

- | | (a) | (b) | (c) | (d) | (e) |
|---|------------------|-----|-----|-----|-----|
| ☒ (A) | 4 | 5 | 1 | 2 | 3 |
| (B) | 1 | 4 | 2 | 3 | 5 |
| (C) | 2 | 5 | 1 | 3 | 4 |
| (D) | 3 | 1 | 4 | 2 | 5 |
| (E) | Answer not known | | | | |

166. Hersey and Blanchard's situational leadership model was originally known as the _____ model.

- (A) Hierarchical
- ☒ (B) Life cycle
- (C) Bureaucratic
- (D) Productivity-focused
- (E) Answer not known

167. Employee – oriented leaders focus more on _____ rather than production.

- ☒ (A) Team collaboration
- (B) Strict workplace policies
- (C) Reducing Company resources
- (D) Organizational hierarchy
- (E) Answer not known

168. Why is situational adaptability important in leadership?

- (A) It discourages leaders from understanding employee behaviour
- (B) It prevents organizations from setting clear leadership objectives
- (C) It eliminates the need for teamwork and collaboration
- ☒ (D) The same traits may make a person successful in one situation but not in another
- (E) Answer not known

169. How does situational leadership differ from traits-based leadership?
- (A) ✓ Situational leadership depends on changing conditions rather than fixed personal qualities
 - (B) Situational leadership discourages adaptability in decision-making
 - (C) Situational leadership eliminates the need for leadership influence
 - (D) Situational leadership restricts employees from developing leadership skills
 - (E) Answer not known
170. Why is leadership different from management?
- (A) Leadership discourages teamwork, whereas management promotes team work
 - (B) Leadership focuses solely on enforcing rules while management builds relationships
 - (C) ✓ Leadership emerges naturally, while management is assigned formally
 - (D) Leadership limits a person's ability to inspire others
 - (E) Answer not known
171. _____ can act as an appraiser in a performance appraisal system.
- (A) Only the CEO of the company
 - (B) Any external stakeholder
 - (C) ✓ A supervisor manager, peer or even the employee themselves
 - (D) Only HR department
 - (E) Answer not known

172. Why is establishing measurable performance criteria considered the most critical step in the performance management process?
- (A) It simplifies the hiring process by providing job descriptions
 - ☒ (B) It determines, to a great extent, what people in the organisation will attempt to excel at
 - (C) It eliminates the need for employee feedback
 - (D) It focuses solely on financial outcomes of the organisation
 - (E) Answer not known
173. The method that evaluate performance from the monetary returns the employee yields to the company is
- (A) Field Review Method
 - (B) Paired Comparison Method
 - ☒ (C) Cost Accounting Method
 - (D) Critical Incidents Method
 - (E) Answer not known
174. Constructive feedback aims in 3 part approach popularly comprising of
- (A) Affect, Impressive, Development
 - ☒ (B) Action, Impact, Desirable
 - (C) Affect, Inevitable, Developing
 - (D) Actionable, Impressive, Developing
 - (E) Answer not known

175. An individual's belief that he is capable of performing a task refers to

- (A) Self actualisation
- ☒ (B) Self efficacy
- (C) Self esteem
- (D) Self appraisal
- (E) Answer not known

176. Assertion [A] : A sound performance appraisal system should favour behaviour-based measures over those developed around traits.

Reason [R] : Trait-based measures are more directly linked to actual job performance and are less subjective than behaviour-based measures.

- (A) Both [A] and [R] are true but [R] is correct explanation of [A]
- (B) Both [A] and [R] are true but [R] is not the correct explanation of [A]
- ☒ (C) [A] is true, but [R] is false
- (D) [A] is false, but [R] is true
- (E) Answer not known

177. How does performance appraisal provide an opportunity to prepare employees for assuming higher responsibilities?
- (A) By focusing only on current job performance without considering future potential
 - ☒ (B) By identifying leadership potential and recommending relevant training or development opportunities
 - (C) By discouraging employees from taking on new roles
 - (D) By limiting feedback to only negative aspects of performance
 - (E) Answer not known
178. _____ is an example of a formal performance appraisal.
- (A) A manager giving verbal praise in a hallway
 - ☒ (B) A scheduled annual performance review using standardized forms
 - (C) A supervisor offering casual advice during a project
 - (D) A quick chat after meeting about improvement
 - (E) Answer not known
179. The organization must reset the expectations of their workforce to seek feedback and discuss possible changes in behaviour every now and then. This is important because,
- (A) it reduces the need for regular communication
 - ☒ (B) it promotes continuous improvement and growth
 - (C) it limits employee participation in decision making
 - (D) It discourages feedback from peers and managers
 - (E) Answer not known

180. Match the following methods of performance appraisal categories with their description

List I

- (a) Rating by superiors
- (b) Field review technique
- (c) Rating by self and peer group
- (d) 360-degree performance appraisal

List II

- 1. Employees are rated by themselves and their colleagues.
- 2. Feedback is gathered from multiple sources including peers, subordinate and supervisors
- 3. Performance is evaluated by the employee's direct supervisor
- 4. A review of employee performance is conducted by someone from outside the immediate work environment

- | | (a) | (b) | (c) | (d) |
|-------|------------------|-----|-----|-----|
| (A) ✓ | 3 | 4 | 1 | 2 |
| (B) | 3 | 2 | 1 | 4 |
| (C) | 2 | 4 | 3 | 1 |
| (D) | 3 | 4 | 2 | 1 |
| (E) | Answer not known | | | |

181. Arrange the following steps in the typical ISO 9001 certification process in the correct order :

- (a) Internal audit
- (b) Certification audit by external body
- (c) Implementation of QMS
- (d) Management review
- ☒ (A) (c), (a), (d), (b)
- (B) (a), (c), (d), (b)
- (C) (c), (d), (a), (b)
- (D) (d), (c), (a), (b)
- (E) Answer not known

182. _____ is a tool commonly used for project scheduling and identifying the critical path in operations management.

- (A) Pareto Chart
- ☒ (B) PERT and CPM
- (C) Fishbone diagram
- (D) Control chart
- (E) Answer not known

183. Which of the following is incorrectly matched?

- (A) Total Quality Management – Organisation wide Quality improvement
- (B) Six Sigma – Defect reduction using statistical methods
- (C) Just-in-time – Inventory management
- ☒ (D) ISO 14000 – occupational health and safety management
- (E) Answer not known

184. Quality Control (QC) is primarily considered as a

- (A) Managerial tool
- (B) Preventive tool
- (C) Planning tool
- ☒ (D) Corrective tool
- (E) Answer not known

185. _____ of the following is NOT a phase in the project life cycle.

- (A) Initiation
- (B) Planning
- (C) Execution
- ☒ (D) Termination
- (E) Answer not known

186. Which of these is not a tool commonly used in method study?

- (A) Flow process chart
- (B) Operation process chart
- ☒ (C) Control charts
- (D) String diagram
- (E) Answer not known

187. Which of the following statement is true about quality assurance?

- (A) QA is a corrective tool and product-oriented
- ☒ (B) QA is a set of activities for ensuring quality in the processes by which products are developed
- (C) QA is only concerned with finished products
- (D) QA ignores process documentation
- (E) Answer not known

188. Assertion [A] : ABC Analysis helps prioritize inventory management efforts based on the value and frequency of items used.

Reason [R] : In ABC Analysis, 'A' items are high-value items with low usage, while 'C' items are low-value items with high usage.

- (A) Both [A] and [R] are true, but [R] is correct explanation
- ☒ (B) [A] is true, but [R] is false
- (C) [A] is false, but [R] is true
- (D) Both [A] and [R] are true, but [R] is not the correct explanation of [A]
- (E) Answer not known

189. _____ is not a primary objective of work measurement.

- (A) Determining standard time for operations
- (B) Identifying inefficient work methods
- ☒ (C) Establishing wage rates
- ☒ (D) Enhancing employee satisfaction
- (E) Answer not known

190. In _____ phase of operations planning does a company decide on the production strategy. (Make-to order Vs make to stock)

- (A) Master production scheduling
- (B) Strategic Capacity planning
- (C) Sales and operations planning
- ☒ (D) Aggregate planning
- (E) Answer not known

191. The main objective of quality assurance in operations management is :

- (A) ✓ Proof of the fitness of the product
- (B) Correction of defects after production
- (C) Maximising production speed
- (D) Reducing labour costs
- (E) Answer not known

192. Assertion [A] : Cross-docking is a warehousing strategy that minimizes storage time by directly transferring goods from inbound to outbound transportation.

Reason [R] : This strategy reduces inventory holding costs and improves delivery speed.

- (A) [A] is true, but [R] is false
- ☒ (B) Both [A] and [R] are true and [R] is the correct explanation of [A]
- (C) Both [A] and [R] are true but [R] is not the correct explanation of [A]
- (D) [A] is false but [R] is true
- (E) Answer not known

193. Assertion [A] : Effective Global Supply chains visibility across all tiers of suppliers.

Reason [R] : Visibility helps detect disruptions and manage inventory in real time.

- (A) [A] is false but [R] is true
- (B) [A] is true but [R] is false
- ☒ (C) Both [A] and [R] are true and [R] is the correct explanation of [A]
- (D) Both [A] and [R] are true but [R] is not the correct explanation of [A]
- (E) Answer not known

194. What in the following is not a component of logistics?

- (A) Transportation
- (B) Inventory management
- ☒ (C) Human Resources Management
- (D) Order fulfilment
- (E) Answer not known

195. Match the following operations strategy approaches with their corresponding characteristics:

Approach	Characteristic
(a) Cost Leadership	1. Offering Unique Products or Services
(b) Differentiation	2. Achieving the lowest cost of production
(c) Focus strategy	3. Targeting a specific market segment

- | | | | |
|---|------------------|-----|-----|
| | (a) | (b) | (c) |
| (A) | 1 | 2 | 3 |
| ☒ (B) | 2 | 1 | 3 |
| (C) | 3 | 1 | 2 |
| (D) | 3 | 2 | 1 |
| (E) | Answer not known | | |

196. Assertion [A] : Goods are generally easier to standerdise than services.

Reason [R] : Services are often customized to meet the needs of individual customers.

- (A) ☒ Both [A] and [R] are true and [R] is the correct explanation of [A]
- (B) Both [A] and [R] are true and [R] is not the correct explanation of [A]
- (C) [A] is true but [R] is false
- (D) [A] is false but [R] is true
- (E) Answer not known

197. Assertion [A] : Operations Management is more concerned with optimizing internal processes than with understanding market needs.

Reason [R] : Understanding market needs helps improve customer satisfaction and align the company's operations with demand.

- (A) Both [A] and [R] are true and [R] is the correct explanation of [A]
- (B) Both [A] and [R] are true and [R] is not the correct explanation of [A]
- (C) [A] is true but [R] is false
- (D) ☒ [A] is false but [R] is true
- (E) Answer not known

198. In Operations Management, PDCA cycle for continuous improvement denotes _____
- (A) Perform – Develop – Correct – Act
 - ☒ (B) Plan – Do – Check – Act
 - (C) Perform – Do – Correct – Accomplish
 - (D) Plan – Develop – Correct – Act
 - (E) Answer not known
199. _____ is the process of designing, operating and improving the systems that create and deliver the firm's primary products and services.
- (A) Maintenance Management
 - (B) Materials Management
 - ☒ (C) Operations Management
 - (D) Supply chain Management
 - (E) Answer not known
200. _____ is not typically an activity of quality assurance.
- (A) Process checklist
 - (B) Process standards
 - ☒ (C) Product rework after defects
 - (D) Project audit
 - (E) Answer not known