

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

COMPUTER BASED TEST

DATE OF EXAM: 05.08.2025 FN

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

1. How does interaction among group members occur?
 - (A) Through face-to-face communication only
 - (B) Through writing and telephone only
 - ☒ (C) Through various communication methods including face-to-face, writing and computer networks
 - (D) Through non-verbal communication only
 - (E) Answer not known

2. The theory which states that persons are attracted to one another on the basis of similar attitudes toward commonly relevant objects and goals is called as
 - (A) Propinquity theory
 - (B) Balance theory
 - ☒ (C) Exchange theory
 - (D) Need theory
 - (E) Answer not known

3. Why is emotional literacy important?
 - ☒ (A) It helps individuals become more aware of their emotions and those of others
 - (B) It prevents people from solving problems effectively
 - (C) It discourages emotional honesty and confidence
 - (D) It restricts intuitive thinking and responsibility
 - (E) Answer not known

4. Cohesive work groups improve job satisfaction by fostering

- (A) ✓ Interpersonal relationships
- (B) Employee isolation
- (C) Disengagement from team work
- (D) Workplace conflict
- (E) Answer not known

5. Reason and Assertion Type :

Assertion [A] : Highly educated individuals may experience lower job satisfaction

Reason [R] : Higher education raises expectations, which may remain unmet in certain job roles.

- (A) ✓ Both [A] and [R] are correct and [R] explains [A]
- (B) Both [A] and [R] are correct, but [R] does not explain [A]
- (C) [A] is correct, but [R] is incorrect
- (D) Both [A] and [R] are incorrect
- (E) Answer not known

6. Reason and Assertion Type :

Assertion [A] : Employees' commitment varies between their direct work group and top management

Reason [R] : Employees may prioritize their relationships with supervisors and colleagues differently than their attachment to the broader organization.

- ☒ (A) Both [A] and [R] are correct and [R] explains [A]
- (B) Both [A] and [R] are correct, but [R] does not explain [A]
- (C) [A] is correct, but [R] is incorrect
- (D) Both [A] and [R] are incorrect
- (E) Answer not known

7. What are the key components of organizational commitment according to R.T. Mowday et.al.?

- (A) Preference for job isolation, resistance to changes and reluctance to participate in company goals
- ☒ (B) Desire to remain in the organization is willingness to exert effort and belief in organizational values
- (C) Disengagement from organizational policies, limited collaboration and workplace dissatisfaction
- (D) Lack of interest in professional development, refusal to adopt company practices and opposition to leadership
- (E) Answer not known

8. The theory that emphasizes the importance of job characteristics in influencing work motivation and job involvement is
- (A) Herzberg's two factor theory
 - ☒ (B) Hackman and Oldham's theory
 - (C) Vroom's expectancy theory
 - (D) Maslow's Hierarchy of needs
 - (E) Answer not known
9. _____ is considered as the "father of scientific management" introducing systematic goal setting and rewards to motivate employees?
- (A) Elton Mayo
 - (B) Chester Barnard
 - ☒ (C) Frederick Winslow Taylor
 - (D) Mary Parker Follett
 - (E) Answer not known
10. Arrange the following OB concepts based on the historical evolution in the study of Individual Behaviour
- 1. Theory X and Y
 - 2. Scientific management theory
 - 3. Hawthorne studies
 - 4. Emotional Intelligence
- (A) 1 → 2 → 4 → 3
 - (B) 1 → 3 → 2 → 4
 - ☒ (C) 2 → 4 → 1 → 3
 - (D) 2 → 3 → 1 → 4
 - (E) Answer not known

11. Arrange the stages of learning process in chronological order :

1. Motivation to learn
2. Behaviour modification
3. Cognitive rehearsal
4. Observation of others

(A) 1 → 3 → 2 → 4

(B) 2 → 4 → 3 → 1

☒ (C) 4 → 1 → 3 → 2

(D) 3 → 2 → 1 → 4

(E) Answer not known

12. _____ of the following factors is not a part of perception process.

☒ (A) Introspection

(B) Attention

(C) Organisation

(D) Interpretation

(E) Answer not known

13. The Myers - Briggs Type Indicator (MBTI) is developed based on _____ classification of personality types.

(A) Erickson

☒ (B) Carl Jung

(C) John Holland

(D) Friedman

(E) Answer not known

14. Match the following Attitude formation theories with their contributors :

- | | |
|---------------------------------|------------------------|
| (a) Balance theory | 1. Sherif and Hoveland |
| (b) Cognitive dissonance theory | 2. Katz |
| (c) Functional theory | 3. Heider |
| (d) Social judgement theory | 4. Festinger |

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

15. In team building _____ is a set of activities that help others focus on what is currently happening around them.

- | | |
|---|---------------------|
| ☒ (A) Process consultation | (B) Feedback |
| (C) Presentation skills | (D) Research skills |
| (E) Answer not known | |

16. _____ is defined as any act of recognition for another.

- | | |
|---|---------------|
| (A) Compromise | (B) Smoothing |
| ☒ (C) Stroking | (D) Silence |
| (E) Answer not known | |

17. Playing down differences while emphasizing common interests between the conflicting parties is _____ type of conflict resolution technique.
- (A) Avoidance (B) Compromise
(C) ☒ Smoothing (D) Altering
(E) Answer not known
18. When an organization takes on a life of its own, apart from any of its members and acquires immortality, it is referred as
- (A) ☒ Institutionalization (B) Commercialization
(C) Globalization (D) Liberalization
(E) Answer not known
19. _____ approach turns employee attention away from a negative focus on problems, missteps and blaming.
- (A) Analysis paralysis (B) Bunker Mentality
(C) Group think (D) ☒ Appreciative inquiry
(E) Answer not known
20. The factor that does not increase group cohesiveness is
- (A) Agreement on group goals
(B) Personal attractiveness
(C) Intergroup competition
(D) ☒ Intragroup competition
(E) Answer not known

21. Assertion [A] : The world health organization has eight regional offices around the world to manage health related activities.

Reason [R] : The WHO south East Asia Regional office is located at New Delhi, India.

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

☒ (B) [A] is false, but [R] is true

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

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

(E) Answer not known

22. Match the following :

(a) World Bank (1) Geneva, Switzerland

(b) FAO (2) New York, USA

(c) ILO (3) Rome, Italy

(d) UNFPA (4) Washington, US

☒ (A) (a) (b) (c) (d)
4 3 1 2

(B) 3 4 1 2

(C) 1 2 3 4

(D) 2 3 4 1

(E) Answer not known

23. Arrange the following community health milestones in the chronological order

1. Establishment of World Health Organization (WHO)
2. National Rural Health Mission (NRHM)
3. Reproductive and Child Health Programme (RCH)
4. Universal Immunization Programme (UTP)

(A) 1, 4, 3, 2

(B) 1, 3, 4, 2

(C) 3, 1, 4, 2

(D) 1, 4, 2, 3

(E) Answer not known

24. One of the key function of good mental health is

- (A) The ability to avoid all negative emotions
- (B) The ability to diagnose mental health problems
- (C) The ability to manage a range of emotions
- (D) The ability to never experience uncertainty
- (E) Answer not known

25. Mental health is defined by WHO as :

- (A) The absence of mental disorders only
- (B) A state of well-being where individuals realize their own potential and can cope with the stresses of life
- (C) The ability to work productively without any emotional challenges
- (D) A condition that allows individuals to avoid all stresses and difficulties in life
- (E) Answer not known

26. Why is mental healthcare in India considered a fundamental right?

- (A) It mandates compulsory hospitalization for patients
- (B) It restricts mental health services to urban areas
- (✓) (C) It ensures equal access to treatment for all individuals
- (D) It prioritizes physical health over mental health
- (E) Answer not known

27. Match the following

- | | |
|----------------------------|---|
| (a) Bhore committee | (1) Outlined strategies for achieving 'health for all' by 2000 |
| (b) Mudaliar Committee | (2) Providing health services at sub-centres |
| (c) Shrivastav Committee | (3) Integration of strengthening of health services at District level |
| (d) National Health policy | (4) Recommended establishment of primary health centres |

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

28. The Disability Adjusted Life Year (DALY) is best described as
- (A) The number of year a person is expected to live without disease
 - (B) Total number of people living with chronic disease
 - ☒ (C) The sum of years lost due to premature death and years lived with disability
 - (D) Number of deaths caused by communicable diseases per year
 - (E) Answer not known
29. What is the purpose of the UN convention on the Rights of Persons with disability?
- (A) To provide medical treatment to persons with disability
 - ☒ (B) To promote, protect and ensure the full and equal enjoyment of all human rights by persons with disabilities
 - (C) To establish a global healthcare system for disabled persons
 - (D) To offer financial aid only to individuals with physical disabilities
 - (E) Answer not known

30. Match the following

- | | |
|------------------------------------|--|
| (a) Psychosocial concept of health | 1. Dynamic equilibrium between man and his environment |
| (b) Biomedical concept of health | 2. Absence of disease or infirmity |
| (c) Holistic concept of health | 3. A biomedical, phenomenon influenced by psychological, cultural and social factors |
| (d) Ecological concept of health | 4. Well-being of the whole person in the context of his environment |

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

31. The main purpose of sensitivity training is to encourage _____ among employees.

- (A) Workplace isolation
- (B) ✓ Open expression of feelings
- (C) Passive communication
- (D) Reduced interpersonal trust
- (E) Answer not known

32. Assertion [A] : Training programs require follow-up evaluations to measure success.

Reason [R] : Evaluations allow organizations to refine and improve training methods.

- (A) ☒ Both [A] and [R] are correct and [R] explains [A]
- (B) Both [A] and [R] are correct, but [R] does not explain [A]
- (C) [A] is correct, but [R] is incorrect
- (D) Both [A] and [R] are incorrect
- (E) Answer not known

33. Why do some training programmes fail to achieve desired results?

- (A) ☒ They are not aligned with the overall HRD strategies of the organization
- (B) The focus too much on improving employee morale
- (C) They encourage excessive supervision in the workplace
- (D) They prevent organizations from adopting modern training methods
- (E) Answer not known

34. Assess the accuracy of the following Statements :

Statement A : Training enhances both the quantity and quality of employee performance.

Statement B : Training is unnecessary in organizations with advance technology.

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

35. Why does training lead to better employee performance?

- (A) It restricts employees from adapting to new roles
- ☒ (B) It improves skills and efficiency, leading to higher productivity
- (C) It eliminates the need for supervision in the workplace
- (D) It focuses only on theoretical knowledge without practical application
- (E) Answer not known

36. Why is training important for employees facing global competition?

- ☒ (A) It helps them adapt to changing market demands and improve performance
- (B) It limits their ability to innovate in competitive environments
- (C) It discourages employees from seeking higher job positions
- (D) It prevents organizations from expanding internationally
- (E) Answer not known

37. Why is education considered different from training?
- (A) It replaces the need for workplace training programme
 - ☒ (B) It focuses on increasing general knowledge rather than job specific skills
 - (C) It only applies to experienced employees in leadership roles
 - (D) It eliminates the importance of skill building in an organization
 - (E) Answer not known
38. Why is orientation of new employees important in an organization?
- (A) To test their productivity on the first day
 - ☒ (B) To reduce employee anxiety, overcome reality shock and help them adjust
 - (C) To assign long-term projects immediately
 - (D) To evaluate their performance against senior employees
 - (E) Answer not known
39. _____ is a technique by which a new employee is rehabilitated into his surroundings and introduced to the practices, policies and purposes of the organisation.
- ☒ (A) Induction
 - (B) Selection
 - (C) Placement
 - (D) Transfer
 - (E) Answer not known

40. Which recent recruitment technology is primarily designed to improve candidate experience by providing real-time responses and scheduling interviews automatically?
- (A) ✓ Chatbots
 - (B) Applicant Tracking Systems (ATS)
 - (C) Video Interview Platforms
 - (D) Predictive Analytics tools
 - (E) Answer not known
41. What is the main purpose of using AI chatbots in the recruitment process?
- (A) To conduct final interviews
 - (B) ✓ To automate initial candidate Screening
 - (C) To analyze employee performance
 - (D) To manage payroll
 - (E) Answer not known
42. In recruitment process SMAC, stands for :
- (A) Selection, Mobile, Analytics and Cloud
 - (B) Selection, Mobile, Application and Call
 - (C) ✓ Social, Mobile, Analytics and Cloud
 - (D) Social, Mobile, Application and Call
 - (E) Answer not known

43. Choose the right answer among type.

Which of the following statements are true?

- (i) A Host Country National (HCN) is an individual who lives and works in a country of which he or she is not a citizen.
 - (ii) An expatriate is the citizen of a host country hired by an organization based on another country.
 - (iii) Leased employees are individuals hired by one firm and sent to work in another for a specific period of time.
- (A) (i) and (ii) only (B) (i) and (iii) only
(C) ☒ (iii) only (D) (i) only
(E) Answer not known

44. The ratio which tells us about the number of leads/contacts needed to generate a given number of hires in a given time is referred as

- (A) Time ratio (B) ☒ Yield ratio
(C) Base ratio (D) Validity ratio
(E) Answer not known

45. During _____ candidates face derogatory remarks and criticism from the interviewer.

- (A) Open-ended interview (B) Structured interview
(C) ☒ Stress interview (D) Exit interview
(E) Answer not known

46. Unstructured interview is otherwise called as
- (A) ✓ Open-ended interview (B) Closed interview
(C) Stress interview (D) Emotional interview
(E) Answer not known

47. Match the Job description items with its content
- | | |
|---------------------------------|---------------------------------|
| (a) Job title | 1. Electrical stock risk |
| (b) Machine tools and equipment | 2. Physical job environment |
| (c) Hazards | 3. Assistant Manager |
| (d) Working conditions | 4. Devices and instruments used |

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

48. The _____ approach in management judgment involves departmental managers submitting HR forecasts to top management.
- (A) Top-down (B) Lateral
(C) Middle-out (D) ✓ Bottom-up
(E) Answer not known

49. Assertion [A] : Delphi technique is useful for uncertain environments.

Reason [R] : It collects expert opinions through structured surveys.

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

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

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

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

(E) Answer not known

50. Match the Role of HR-department in column 'A' with its related description in Column 'B'

Column A	Column B
(a) Recruitment	1. Evaluating employee performance against set of standards
(b) Compensation and Benefits	2. Identifying and attracting potential job candidates
(c) Performance management	3. Ensuring fair wages and providing employee benefits
(d) Employee relations	4. Addressing workplace conflicts and fostering paritime relationship

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

51. Arrange the following stages related to the impact of the organisational growth cycle on man power planning.

- (1) Focus on efficiency and cost control
- (2) High demand for diverse skills and rapid hiring
- (3) Potential work force reduction and restructuring
- (4) Emphasis on stability and employee retention
- (A)✓ (2), (4), (1), (3) (B) (4), (1), (3), (2)
- (C) (1), (3), (2), (4) (D) (3), (2), (4), (1)
- (E) Answer not known

52. _____ HRP is primarily concerned with short term human resource requirements of the organization.

- (A) Tactical (B)✓ Operational
- (C) Strategic (D) Forecasting
- (E) Answer not known

53. Assertion [A] : Linking organisational strategy to HRP enhances over all organisational effectiveness.

Reason [R]: Strategic HRP ensures the right people are in right roles at the right time.

- (A)✓ Both [A] and [R] are true, [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 true [R] is not the correct explanation of [A]
- (E) Answer not known

54. Match the factors in Column "A" with the most suitable answer in Column "B" for factors affecting HRP

Column – A		Column – B	
(a)	Type of organisation	1.	Influence the demand and supply of talent
(b)	Strategy of organisation	2.	Whether it's a start up, mature corporation, or non-profitable
(c)	Organisation growth cycle	3.	Impact the scope and focus of HRP
(d)	Nature of resource market	4.	Different stages of organisation create varying HR challenges and priorities

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

55. The _____ is a brief description outlining the general purpose and goals of the job.

- | | |
|----------------------|-------------------|
| (A) Job summary | (B) ✓ Job purpose |
| (C) Job title | (D) Job location |
| (E) Answer not known | |

56. The leadership style that emphasizes subordinate involvement is called _____ leadership.

- (A) Autocratic
- (B) ☒ Democratic
- (C) Production oriented
- (D) Bureaucratic
- (E) Answer not known

57. The behavioural approach emphasizes _____ rather than fixed traits.

- (A) Bureaucratic structures
- (B) ☒ Leadership behaviours
- (C) Employee turnover
- (D) Organizational instability
- (E) Answer not known

58. Assertion [A] : A Leader represents the group before others.

Reason [R] : Leaders prevents opposing factions from forming within a team.

- (A) ☒ Both [A] and [R] are correct, and [R] explains [A]
- (B) Both [A] and [R] are correct, but [R] does not explain [A]
- (C) [A] is correct, but [R] is incorrect
- (D) Both [A] and [R] are incorrect
- (E) Answer not known

59. The power flowing from authority or the right to command is called _____ power.

- (A) Autocratic
- (B) Charismatic
- (C) Expert
- (D) ☒ Legitimate
- (E) Answer not known

60. An organization's ability to motivate employees directly affects its
- (A) Lack of teamwork (B) Increased turnover rates
 (C) Workplace distractions (D) ☒ Effectiveness and efficiency
 (E) Answer not known

61. Match the following performance evaluation criteria with their examples

- | | |
|------------------------------|---|
| (a) Subjective criteria | 1. Evaluating how well an employee adapts to new challenges |
| (b) Trait-based criteria | 2. Assessing the achievement of specific sales target |
| (c) Behaviour-based criteria | 3. Rating an employee's level of creativity and reliability |
| (d) Result based criteria | 4. Reviewing an employee's overall attitude and teamwork |

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

62. In 360 degree appraisal system, an employee's performance is not rated by
- (A) Peers (B) Superiors
 (C) ☒ Self (D) Clients
 (E) Answer not known

63. Assertion [A] : Managers need to differentiate between the current performance and the potential performance (promotability) of employees.
- Reason [R] : Managers need to locate employees who need additional training.
- (A) [A] and [R] are correct
(B) [A] and [R] are incorrect
(C) ✓ [A] is correct and [R] is the correct explanation for [A]
(D) [A] is correct and [R] is not the correct explanation for [A]
(E) Answer not known
64. The ————— theory of motivation emphasises the role played by an individual's belief in the fairness of rewards and punishments in determining the performance and satisfaction.
- (A) Expectancy (B) Need hierarchy
(C) ✓ Equity theory (D) Performance-satisfaction
(E) Answer not known

65. Match the performance appraisal method with its correct description.

- | | |
|---|--|
| (a) Rating scales | 1. Statements of effective and ineffective behaviours |
| (b) Performance tests | 2. Measures job related performance criterion like initiative, attitude etc. |
| (c) Critical incidents method | 3. Assesses knowledge and skills |
| (d) Behaviorally anchored rating scales | 4. Assesses actual job behaviour by recording of occurrences |

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

66. Why should a performance appraisal system be open and participative?

- (A) ✓ To give employees the opportunity to provide feedback and involve them in goal-setting process
- (B) To limit interaction between employees and managers, ensuring unbiased evaluations
- (C) To focus only on past performance of employees without involving them in future development
- (D) To ensure that only management makes all decisions regarding promotions and career advancement
- (E) Answer not known

67. _____ a correct benefit for the organisation in performance appraisal.

- (A) Performance appraisal helps the organisation to reduce employees engagement and focus on individual goals
- ☒ (B) Conveyance of the message that people are valued
- (C) Performance appraisal eliminates the need for setting clear organizational goals
- (D) Performance appraisal creates a culture of competition without collaboration
- (E) Answer not known

68. _____ are examples of informal performance appraisal.

- (i) A team leader informally congratulating an employee for meeting a tight deadline in a hallway conversation.
 - (ii) A company-wide performance evaluation held at the end of the financial year with detailed scoring.
 - (iii) A manager giving on-the-spot feedback during a project discussion without documenting it.
 - (iv) A formal one on one appraisal session with a printed performance report and HR attendance.
- (A) (i) and (ii)
 - ☒ (C) (i) and (iii)
 - (B) (ii) and (iv)
 - (D) (iii) and (iv)
 - (E) Answer not known

69. _____ is an objective of performance appraisal in removing discontent among employees.
- (A) To ignore employee feedback and concerns
 - (B) ✓ To create a positive and healthy climate in the organisation
 - (C) To create competition among employees without any fairness
 - (D) To avoid discussing areas of improvement with employees
 - (E) Answer not known
70. Performance appraisal help managers in
- (A) ✓ Identifying employee weakness and providing constructive feedback
 - (B) Deciding employee's pay based solely on tenure
 - (C) Assigning employees to completely new job roles without feedback
 - (D) Maintaining employee status quo with no further evaluations
 - (E) Answer not known
71. An ISO standard specifies the requirements for establishing, maintaining and continually improving a quality management system in organisations.
- (A) ISO 14001
 - (B) ✓ ISO 9001
 - (C) ISO 45001
 - (D) ISO 22000
 - (E) Answer not known

72. Which of the following best describes the focus of TQM?
- (A) Product inspection at the end of production
 - ☒ (B) Improving all organisational processes through people
 - (C) Reducing costs by minimizing work force
 - (D) Increasing output regardless of quality
 - (E) Answer not known
73. Which of the following is incorrectly matched?
- (A) W. Edwards Deming – System of profound knowledge
 - (B) Joseph M. Juran – Quality Trilogy
 - (C) Philip B. Crosby – Zero defects
 - ☒ (D) Kaoru Ishikawa – Six sigma
 - (E) Answer not known
74. Which of the following tool is primarily in the pareto analysis?
- (A) Fishbone diagram
 - ☒ (C) Histogram
 - (B) Scatter diagram
 - (D) Control chart
 - (E) Answer not known
75. In which phase of the project life cycle is the project schedule typically developed?
- (A) Conceptual
 - ☒ (B) Planning
 - (C) Implementation
 - (D) Closure
 - (E) Answer not known

76. Assertion [A] : Decentralized purchasing increases local adaptability

Reason [R] : Units can make decisions closer to operational needs

- (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
- (E) Answer not known

77. Balance theory of group formulation was formulated by

- (A) Fred Luthan
- (B) Maslow
- (C) Theodore Newcomb
- (D) Mc Gregor
- (E) Answer not known

78. In Total Productive Maintenance (TPM), the concept of '5S' stands for

- (A) Sort, Set in Order, Shine, Standardize, Sustain
- (B) Safety, Speed, Standardize, Sustain, Simplify
- (C) Sort, Standardize, Safety, Sustain, Simplify
- (D) Shine, Set in Order, Safety, Standardize, Sustain
- (E) Answer not known

79. The term 'THERBLIGS' is associated with
- (A) Financial Analysis
 - (B) ✓ Motion study
 - (C) Inventory management
 - (D) Product Life Cycle
 - (E) Answer not known
80. What in the following is a primary benefit of implementing a Vendor Managed Inventory (VMI) systems.
- (A) Increased transportation cost
 - (B) ✓ Improved Inventory accuracy
 - (C) Reduced order fulfillment speed
 - (D) Increased storage space requirements
 - (E) Answer not known
81. Arrange the following steps in the correct sequence for implementing a Vendor Managed Inventory (VMI) system.
- (1) Supplier monitors inventory levels at the customer's location
 - (2) Customer shares real-time inventory data with the supplier
 - (3) Supplier replenishes inventory based on agreed upon parameters
 - (4) Customer receives and stores the replenished inventory
- (A) (1), (2), (3), (4)
 - (B) (3), (4), (1), (2)
 - (C) ✓ (2), (1), (3), (4)
 - (D) (4), (3), (2), (1)
 - (E) Answer not known

82. What in the following is a key objective of warehousing in supply chain management?

- (A) To produce goods
- (B) ✓ To store goods and manage inventory efficiently
- (C) To market products
- (D) To design new products
- (E) Answer not known

83. What ~~in~~ the following is a key objective of supply chain management?

- (A) Maximizing inventory levels
- (B) ✓ Minimizing lead times
- (C) Increasing transportation costs
- (D) Reducing product quality
- (E) Answer not known

84. Match the manufacturing environment to its best fit strategy

- | Environment | Strategy |
|-----------------------|--------------------------------|
| (a) Make to stock | 1. Build product after order |
| (b) Assemble to order | 2. Build from standard modules |
| (c) Make to-order | 3. Produce in anticipation |

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

85. Arrange the following steps in the correct order of the operations strategy formulation process
- (1) Analyze the competitive environment
 - (2) Define the mission and objectives
 - (3) Develop the strategic capabilities
 - (4) Implement the strategy
 - (5) Evaluate performance
- (A) (1), (2), (3), (4), (5) (B) (5), (4), (3), (2), (1)
(C) ✓ (2), (1), (3), (4), (5) (D) (1), (2), (5), (4), (3)
(E) Answer not known
86. _____ developed the Toyota Production System (TPS) through kaizen activity as a part of lean manufacturing.
- (A) Edwards Deming (B) ✓ Taiichi Ohno
(C) Shigeo Shingo (D) Kaoru Ishikawa
(E) Answer not known
87. Integration of automated industry is now recognised by the widely accepted label of
- (A) Total Quality Management (TQM)
(B) Kanban system
(C) ✓ Computer Integrated Manufacturing (CIM)
(D) Performance Management System (PMS)
(E) Answer not known

88. Which of the following is not a characteristic of service operations?

- (A) Intangible output
- (B) High customer contact
- (C) ✓ Low labor content
- (D) High variability in quality
- (E) Answer not known

89. Match the term with its correct definition

- | | |
|-------------------|---|
| (a) Productivity | 1. Doing right things with minimal waste |
| (b) Efficiency | 2. Comparing performance against best practices |
| (c) Effectiveness | 3. Measuring output per unit of input |
| (d) Benchmarking | 4. Doing right things to achieve organisational goals |

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

90. Match the following Quality control tools with their descriptions
- | | |
|-----------------------|---|
| (a) Pareto chart | 1. Identifies potential causes of problems |
| (b) Fish bone Diagram | 2. Displays the frequency distribution of a dataset |
| (c) Control chart | 3. Identifies the most significant factors in a dataset |
| (d) Histogram | 4. Displays data distribution overtime |

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

91. The term "Zero - Day - Vulnerability" means:

- (A) Vulnerability known and patched immediately
(B) ✓ Vulnerability unknown to the vendor and harmless exploit it
(C) A type of firewall
(D) Password strength level
(E) Answer not known

92. Identify the example of social engineering attack targeting online banking users from the following?

- | | |
|--------------------------|-------------------------|
| (A) ✓ Phishing Emails | (B) Brute force attacks |
| (C) Malware Installation | (D) SQL Injection |
| (E) Answer not known | |

93. The cryptographic protocol _____ is commonly used to secure online banking transaction.
- (A) ✓ SSL/TLS (B) HTTP
(C) FTP (D) SMTP
(E) Answer not known
94. SSL is not
- (a) Secured socket layer between HTTP and TCP on a web server
(b) It is transport layer security protocol
(c) It does not keep the credit card number after the transaction is completed
(d) It is less secure than phone and postal mail delivery
(A) (a) and (b)
(B) (b) and (c)
(C) (c) only
(D) ✓ (d) only
(E) Answer not known
95. Identify the odd one regarding one conversion metrics to measure effectiveness of social engagement
- (A) Conversion rate
(B) ✓ Applause rate
(C) Bounce rate
(D) Cost per click
(E) Answer not known

96. In a PKI - based commerce security model which component issues digital certificate?
- (A) ☒ Certificate Authority (CA)
 - (B) Public key Generator
 - (C) DNS Resolver
 - (D) Token validator
 - (E) Answer not known
97. According to small world theory, you are only _____ links away from any other person on earth
- (A) 2
 - (B) ☒ 6
 - (C) 4
 - (D) 3
 - (E) Answer not known
98. Which type of E-money involves transactions settled with the exchange of electronic money?
- (A) Debit or Prepaid E-money
 - (B) Credit or Postpaid E-money
 - (C) Online E-money
 - (D) ☒ Cash or Real - Time E-money
 - (E) Answer not known

99. Identify the wrong match from the following e-commerce support functions and tools

Function	Tool/Technology used
(1) Analytics	– Google analytics
(2) Customer engagement	– Chatbots
(3) Order fulfillment	– CRM systems
(4) Payment processing	– Stripe
(A) (1) and (2)	
(B) (2) and (3)	
(C) (1) and (4)	
(D) (2) and (4)	
(E) Answer not known	

100. Which among the following is not a search engine?

- (A) www.excite.com
- (B) www.adage.com
- (C) www.infoseek.com
- (D) www.webcrawler.com
- (E) Answer not known

101. Identify the Government-to-Citizen (G2C) initiative under E-Governance

- | | |
|----------------------|-----------------|
| (A) GeM | (B) UMANG |
| (C) MCA21 | (D) E-Tendering |
| (E) Answer not known | |

102. Match :

- | | |
|------------------------|---|
| (a) Data mining | 1. Uses statistical methods and models to make informed decisions |
| (b) Data warehousing | 2. Field of artificial intelligence enabling predictive modeling |
| (c) Business Analytics | 3. Analysing large datasets and extracting valuable insights |
| (d) Machine learning | 4. Aggregates data from multiple sources for analysis |

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

103. Data mining technique such as classification is a part of _____ paradigm.

- | | |
|---------------------------|------------------------------|
| (A) Unsupervised learning | (B) ✓ Supervised learning |
| (C) Deep learning | (D) Semi supervised learning |
| (E) Answer not known | |

104. Which of the following is a benefit of effective information management in ERP systems?
- (A) Increased data redundancy
 - (B) Slower data processing
 - ☒ (C) Improved decision making capabilities
 - (D) Higher operational costs
 - (E) Answer not known
105. In an international information system, the role of a data steward is
- (A) Develops software applications
 - ☒ (B) Manager data quality and compliance
 - (C) Design network infrastructure
 - (D) Overseas financial transactions
 - (E) Answer not known
106. Identify the EIS feature that supports the creation of dash boards and KPIs for executive reporting
- (A) ERP core modules
 - ☒ (B) Business Intelligence (BI) tools
 - (C) CRM
 - (D) Legacy system
 - (E) Answer not known

107. Identify the DSS technique that involves exploring large database to discover patterns and trends?

- (A) ☒ Data mining
- (B) Expert system
- (C) OLAP
- (D) Simulation
- (E) Answer not known

108. The process of converting trait knowledge into explicit knowledge is known as

- (A) Internalization
- (B) ☒ Externalization
- (C) Combination
- (D) Socialization
- (E) Answer not known

109. Normalisation is the process of

1. Combining tables to reduce redundancy
2. Ensuring data integrity
3. Eliminating data anomalies

- (A) only 1
- (B) only 1 and 2
- (C) only 1 and 3
- (D) ☒ 1, 2 and 3
- (E) Answer not known

110. Identify the ODD one out of the following regarding the type of database index

- (A) Single level index
- (B) Multi level index
- (C) Composite index
- (D) ☒ Circular index
- (E) Answer not known

111. Match the following with types of attention :

- | | | |
|------------------------------|----|-------------------------------|
| (a) Selective Attention | 1. | Switching focus rapidly |
| (b) Sustained Attention | 2. | Focusing on one stimulus |
| (c) Divided Attention | 3. | Maintaining focus overtime |
| (d) Alternating
Attention | 4. | Attending to multiple stimuli |

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

112. Match the following with Maslow's Hierarchy :

- | | | |
|-------------------------|----|----------------|
| (a) Safety Needs | 1. | Food and water |
| (b) Belongingness needs | 2. | Friendship |
| (c) Esteem needs | 3. | Confidence |
| (d) Physiological Needs | 4. | Security |

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

113. The word 'emotion' is derived from

- I. "E MOVERE" – Latin
- II. E MOVE – Latin
- III. E MOTERE – Greek
- IV. E MOTE – Greek

- (A) ✓ I is correct
- (B) II is correct
- (C) III is correct
- (D) IV is correct
- (E) Answer not known

114. In SEO "Canonicalization" is

- (A) ✓ Specifier preferred URL to present duplicates
- (B) A type of back link
- (C) Away to speed up page loading
- (D) A keyword stuffing technique
- (E) Answer not known

115. Match types of research methods in psychology :

Column A		Column B	
(a) Case study		1. Manipulation of variables	
(b) Experimental		2. In-Depth analysis	
(c) Survey		3. Standardized questionnaire	
(d) Naturalistic		4. Observation in real settings	

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

116. Choose the wrong matches type which of the following is incorrectly paired?

- I. Freud – Psychosexual development
- II. Erikson – Cognitive development
- III. Piaget – Cognitive development
- IV. Pavlov – Classical conditioning

- (A) I only correct
- (B) ✓ II only correct
- (C) I, III and IV are correct
- (D) II, IV are correct
- (E) Answer not known

117. Arrange the following stages of psychosocial development in chronological order

1. Trust
2. Autonomy
3. Industry
4. Intimacy
5. Integrity
6. Initiative
7. Identity
8. Generativity

- (A) ✓ 1, 2, 6, 3, 7, 4, 8, 5
(B) 4, 3, 5, 6, 8, 7, 1, 2
(C) 6, 4, 2, 1, 7, 5, 8, 3
(D) 2, 3, 4, 5, 6, 7, 1, 8
(E) Answer not known

118. Assertion [A] : Erik Erikson emphasised psychosocial stages of development

Reason [R] : Erikson believed that personality develops only during early childhood

- (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

119. According to N.K. Datta, the word caste was first used in India by

- (A) ✓ Portuguese
- (B) Dutch
- (C) British
- (D) French
- (E) Answer not known

120. The movements that are deeply dissatisfied with the current social order and aim for radical change are called

- (A) ✓ Revolutionary Movements
- (B) Reformatory Movements
- (C) Redemptive Movements
- (D) Alternative Movements
- (E) Answer not known

121. Tonnie's mathematical formula for interpreted social processes is

(A) $A = N \times E$

(B) $B = A \times N$

(C) $P = A \times S$

(D) $S = B \times A$

(E) Answer not known

122. Which of the following is not a characteristic of culture?

(A) Acquired quality

(B) Communicative

(C) Inherited

(D) Idealistic

(E) Answer not known

123. Which among the following focus on the Physical and demographic aspects of social life?

(A) General sociology

(B) Social morphology

(C) Social psychology

(D) Social dynamics

(E) Answer not known

124. Match correctly the concept with author :

- | | |
|-----------------------------------|--------------------------|
| (a) The social division of labour | 1. Karl Marx |
| (b) Social process | 2. Auguste Comte |
| (c) Social change | 3. Charles Horton Cooley |
| (d) Social class | 4. Emile Durkheim |

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

125. Match the sociologists with their contributions :

- | | |
|---------------------|-----------------------------|
| (a) Emile Durkheim | 1. Social affection |
| (b) Max Weber | 2. Functionalism |
| (c) Karl Marx | 3. Structural functionalism |
| (d) Talcott Parsons | 4. Conflict theory |

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

126. Assertion [A] : The implementation of a Matrix organisation structure can lead to employees reporting to more than one manager.

Reason [R] : This dual reporting relationship is a key characteristic of matrix structure and directly contributes to creating “organizational pluralism”.

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

127. Under the requirement of different personnel services based on their geographical location, _____ pattern of organisation of personnel department is suitable.

- | | |
|-------------------------|--|
| (A) Unit oriented | ☒ (B) People – oriented |
| (C) Innovation oriented | (D) Strategically aligned |
| (E) Answer not known | |

128. Which of the following incorrect :

1. APFPM – Asian Pacific Federation of Personnel Manager
2. WFPMA – World Federation of Personnel Management Association
3. NIPM – National Institute of Personnel Management
4. IHRMA – Institute of Human Resource Management Association

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

129. Find one of the wrong ways of organisation of personnel department

- (A) By function (B) By division
(C) By teams (D) ☒ By product line
(E) Answer not known

130. The personnel department of a Matrix organisation has _____ relationship.

- (A) Horizontal (B) ☒ Dual
(C) Complex (D) Vertical
(E) Answer not known

131. Match the role of the personnel manager in Column A with its description in Column B :

Column A	Column B
(a) Counsellor	1. Act as a linking pin between management and workers
(b) Staff specialist	2. Represents the company in government – appointed committees
(c) Mediator	3. Addresses and guides employees on their problems and grievances
(d) Spokesman	4. Advises line managers on personnel matters

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

132. According to Norcott, the profession of personnel management calls for individuals with _____ qualities.

- | | |
|----------------------|----------------|
| (A) Ordinary | (B) ✓ Sterling |
| (C) Basic | (D) Common |
| (E) Answer not known | |

133. A key quality of the personnel manager is the willingness to let credit for success go to

- (A) Themselves
- (B) The CEO
- (C) ✓ Line Managers
- (D) Customers
- (E) Answer not known

134. According to Howard Gardner, in the context of a personnel managers should have _____ for gathering and integrating information from different sources.

- (A) Creating mind
- (B) ✓ Synthesizing mind
- (C) Ethical mind
- (D) Disciplined mind
- (E) Answer not known

135. Assertion [A] : Personnel managers have executive skills.

Reason [R] : Executive skills allow them to plan long term corporate strategies.

- (A) [A] is true, but [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

136. The personal manager must have intellectual integrity, which is enabled by freedom from _____ allowing for an objective view of management and workers.

- (A) Strict dead lines
- (B) Financial constraints
- (C) ☒ Bias
- (D) Personal preferences
- (E) Answer not known

137. Why is controlling essential in personnel management?

- (A) It guarantees that all employees receive promotions
- (B) ☒ It ensures personnel functions align with planned objectives
- (C) It restricts employees from participating in decision making
- (D) It eliminates the need for training and development programs
- (E) Answer not known

138. _____ is mainly concerned with the hiring of personnel.

- (A) ☒ Procurement
- (B) Development
- (C) Compensation
- (D) Integration
- (E) Answer not known

139. Why do modern Industrial organizations prioritize personnel officers over welfare officers?

- (A) ✓ Personnel officers handle broader functions beyond welfare and industrial relations
- (B) Welfare officers have lost relevance due to changing labour laws
- (C) Personnel officers prevent employee disputes from arising
- (D) Welfare officers focus only on administrative paperwork
- (E) Answer not known

140. _____ is not a managerial function of personnel management.

- (A) Planning
- (B) Organising
- (C) Directing
- (D) ✓ Production
- (E) Answer not known

141. All the decisions of the shop council shall be on the basis of _____ and not by voting.

- (A) Majority rule
- (B) ✓ Consensus
- (C) Management directive
- (D) Government order
- (E) Answer not known

142. _____ is formed in pursuance of the recommendations of the second meeting of the group on labour at New Delhi on 23rd September 1985.

- (A) Unit council
- (B) Joint council
- (C) ✓ Plant council
- (D) Shop council
- (E) Answer not known

143. _____ involves a higher degree of sharing of views and feelings of employees.

- (A) Informative participation
- (B) Decision participation
- (C) Administrative participation
- (D) ☒ Consultative participation
- (E) Answer not known

144. Collective bargaining mainly aims to

- (A) Allow employers to decide wages without consideration
- (B) ☒ Facilitate joint negotiation of working conditions between employees and management
- (C) Implement government labour relations
- (D) Recruit new staff members
- (E) Answer not known

145. In humanitarian approach, compulsion is replaced by

- | | |
|----------------------|--|
| (A) Obedience | (B) ☒ Co-operation |
| (C) Compliance | (D) Discipline |
| (E) Answer not known | |

146. Match the following :

- | | | |
|---------------------------------|----|------|
| (a) Work committee | 1. | 1975 |
| (b) Joint Management Council | 2. | 1970 |
| (c) Workers directors | 3. | 1958 |
| (d) Worker participation scheme | 4. | 1947 |

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

147. _____ is based on trust, information – sharing and mutual problem – solving.

- (A) Quality circle
- (B) ✓ Worker participation in management
- (C) Collective bargaining
- (D) Consultative engagement
- (E) Answer not known

148. If an employee's salary is maintained, a transfer or appointment of employee to a post of lower status / or with fewer responsibilities will constitute

- (A) Promotion
- (B) Transfer
- (C) ☒ Demotion
- (D) Termination
- (E) Answer not known

149. _____ can never justify unfair discrimination.

- (A) Inherent Job requirement
- (B) Affirmative action
- (C) ☒ Prejudice
- (D) Employment equity plan
- (E) Answer not known

150. Match the following [Reason for dismissal three broad categories with examples]

- | | |
|------------------------------|--|
| (a) Misconduct | 1. Dismissal due to company restructuring or economic downturn |
| (b) Incapacity | 2. Dismissal due to repeated insubordination or theft |
| (c) Operational requirements | 3. Dismissal due to poor performance or long term illness |

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

151. The minimum bonus under the code on wages cannot be less than
- (A) 5% of wages
 - (B) ✓ 8.33% of wages
 - (C) 10% of wages
 - (D) 15% of wages
 - (E) Answer not known
152. Under which act are labour courts established in India?
- (A) ✓ Industrial Disputes Act, 1947
 - (B) Trade Unions Act, 1926
 - (C) Factories Act, 1948
 - (D) Payment of wages Act, 1936
 - (E) Answer not known
153. Labour courts are considered as
- (A) Civil courts
 - (B) ✓ Quasi-judicial bodies
 - (C) Administrative bodies
 - (D) Criminal courts
 - (E) Answer not known
154. The nature of a labour court's award are
- (A) Recommendatory and Advisory
 - (B) Advisory and Binding
 - (C) ✓ Binding
 - (D) Appealable
 - (E) Answer not known

155. _____ is not a function of the labour court.

- (A) Adjudicating individual worker disputes
- (B) ☒ Trying criminal cases
- (C) Enforcing settlement awards
- (D) Adjudicating standing order disputes
- (E) Answer not known

156. The tenure of Grievance Redressal committee shall be _____ according to industrial relations code 2020.

- (A) 1 year
- (B) ☒ 2 years
- (C) 3 years
- (D) 5 years
- (E) Answer not known

157. The Grievance redressal committee aims to resolve

- (A) Legal cases
- (B) Layoffs and retrenchments
- (C) ☒ Individual grievances of workers
- (D) Strikes
- (E) Answer not known

158. The full form of OSH code is occupational _____, health and working conditions code.

- (A) Self
- (B) ☒ Safety
- (C) State
- (D) Schedule
- (E) Answer not known

159. A hazardous process under the occupational safety, Health and working conditions code 2020 is
- (A) Typing work
 - (B) Cold storage
 - (C) ☒ Use of toxic chemicals in manufacturing
 - (D) Printing operations
 - (E) Answer not known
160. Every establishment must register within _____ days of applicability of the OSH code, 2020.
- (A) ☒ 60 days
 - (B) 120 days
 - (C) 360 days
 - (D) 30 days
 - (E) Answer not known
161. _____ is penalty for contravening the provisions of the code on wages 2019.
- (A) Imprisonment upto 6 months
 - (B) Fine upto Rs. 50,000
 - (C) ☒ Both imprisonment and fine
 - (D) No penalty
 - (E) Answer not known

162. _____ framed the objectives of industrial relation in 1947.

- (A) Richardson
- (B) ✓ Nair and Nair citing kirkaldy
- (C) F. W. Taylor
- (D) Henry Foyal
- (E) Answer not known

163. _____ is the primary purpose of occupational code 2020.

- (A) To classify job based on salary levels
- (B) ✓ To categories occupations systematically for social analysis
- (C) To rank occupations by prestige
- (D) To identify individuals skills only
- (E) Answer not known

164. _____ is not a function of a trade union.

- (A) Protecting the interest of workers
- (B) Negotiating with employers
- (C) ✓ Increasing employer profit
- (D) Providing legal assistance to members
- (E) Answer not known

165. _____ is the primary objective of industrial relations.
- (A) To improve employee protectivity
 - (B) ✓ To maintain industrial peace
 - (C) To entrance profits only
 - (D) To eliminate trade unions
 - (E) Answer not known
166. The social security code 2020, subsumes how many central labor legislations?
- (A) 7
 - (B) ✓ 9
 - (C) 11
 - (D) 13
 - (E) Answer not known
167. The objectives of code on Wages Act 2019
- (A) ✓ Minimum wages will be paid to all employees
 - (B) Maximum wages will be paid to all employees
 - (C) Bonus to be paid to all employees
 - (D) Dividend to be paid to all employees
 - (E) Answer not known
168. Under the code on wages 2019, that minimum wages be revised in _____ intervals.
- (A) 4 years
 - (B) ✓ 5 years
 - (C) 6 years
 - (D) 7 years
 - (E) Answer not known

169. Industrial Tribunal under the Industrial Disputes Act is constituted by
- (A) ✓ State Government and Central Government
 - (B) Central Government
 - (C) Labour Court
 - (D) Supreme Court
 - (E) Answer not known
170. The body that is empowered to issue awards and settlements in industrial disputes?
- (A) Labour courts
 - (B) Industrial tribunals
 - (C) National Tribunals
 - (D) ✓ Both (A) and (B)
 - (E) Answer not known
171. Choose the options that falls outside the standard sources of input in a typical 360-degree feedback process
- (A) Self – evaluation
 - (B) Peer input
 - (C) Supervisor Review
 - (D) ✓ External consultant rating
 - (E) Answer not known

172. Identify the most accurate statement about Laissez-Faire leadership style based on its characteristics and applicability

- (A) This style promotes active supervision and tight control over decision-making
- (B) Subordinates are expected to follow strict instructions from the leader
- (C) ✓ The leader provides minimal guidance, allowing subordinates full freedom in decision-making
- (D) This style is effective when employees are inexperienced and need constant supervision
- (E) Answer not known

173. Assertion [A] : Transformational leaders inspire followers to achieve extraordinary outcomes

Reason [R] : transformational leadership emphasizes motivating followers by appealing to their higher ideals and more values

- (A) ✓ Both [A] and [R] are true, and [R] explains [A]
- (B) Both [A] and [R] are true, but [R] does not explain [A]
- (C) [A] is true, but [R] is false
- (D) [A] is false, but [R] is true
- (E) Answer not known

174. Identify the section of the Companies Act, 2013 that mandates the formation of a Corporate Social Responsibility (CSR) Committee

- (A) Section 134
- (B) ✓ Section 135
- (C) Section 136
- (D) Section 137
- (E) Answer not known

175. Select the following item that does not belong to HRD sub-system.
- (A) Organization Development
 - (B) Counselling
 - (C) Rewards
 - (D) ☒ Job Analysis
 - (E) Answer not known
176. A primary tool used in Human Resource Planning to forecast future workforce requirements and evaluate current employee competencies is
- (A) Job Analysis
 - (B) ☒ Skills inventory
 - (C) Performance Appraisal
 - (D) Compensation Survey
 - (E) Answer not known
177. How did the code on Wages, 2019, aim to address inconsistencies in wage regulation across various sectors in India?
- (A) By eliminating state - specific labour laws
 - (B) ☒ By introducing a universal minimum wage and simplifying wage definitions
 - (C) By abolishing performance - based incentives
 - (D) By setting uniform wages regardless of skill
 - (E) Answer not known

178. Why are profit-sharing schemes considered instrumental in maintaining industrial harmony in Indian firms?

- (A) Because they reduce management interference in wage fixation
- ☒ (B) Because they directly align worker goals with company success
- (C) Because they replace formal salary structures
- (D) Because they increase reliance on government subsidies
- (E) Answer not known

179. Assertion [A] : Mutual trust is a significant factor influencing the outcome of collective bargaining.

Reason [R] : Without trust, parties are likely to enter bargaining with suspicion reducing co-operation.

- (A) Both [A] and [R] are true, but [R] does not explain [A]
- ☒ (B) Both [A] and [R] are true, and [R] explains [A]
- (C) [A] is false, [R] is true
- (D) [A] is true, [R] is false
- (E) Answer not known

180. Name the labour welfare theory that emphasizes the provision of welfare measures as a means to enhance worker efficiency and productivity?

- (A) Paternalistic theory
- ☒ (C) Efficiency Theory
- (B) Public Relations theory
- (D) Religion Theory
- (E) Answer not known

181. Name the following act consolidates and amends law relating to social security, aiming to extend coverage to all employees and workers, including those in unorganized sector?
- (A) Factories Act, 1948
 - (B) Industrial Relation Code, 2020
 - (C) Maternity Benefit (Amendment) Act, 2017
 - (D) ✓ Code of Social Security, 2020
 - (E) Answer not known
182. Industrial Counselling Primarily Focuses on
- (A) Evaluating employee performance through structured feedback
 - (B) Providing legal remedies for contract violations
 - (C) ✓ Promoting emotional well-being and resolving human relations issues
 - (D) Enforcing discipline for workplace misconduct
 - (E) Answer not known
183. Name the social security scheme specifically targeted to provide a pension to worker in the unorganized sector upon reaching 60 years of age?
- (A) Ayushman Bharat - PM - Jay
 - (B) Pradhan Mantri Suraksha Bima Yojana (PMSBY)
 - (C) ✓ Pradhan Mantri Shram Yogi Maandhan Yojana (PM-SYM)
 - (D) National Pension Scheme
 - (E) Answer not known

184. What is the minimum age for a person to be considered an 'adult' under the Factories Act 1948?

- (A) 16 years
- (B) ☒ 18 years
- (C) 21 years
- (D) 15 years
- (E) Answer not known

185. What does Article 24 of the Indian Constitution Prohibit?

- (A) Employment of Women in night shifts
- (B) Forced Labour for adults
- (C) ☒ Employment of children below the age of 14 in hazardous jobs
- (D) Discrimination in employment based on Caste
- (E) Answer not known

186. Which of the following are considered mandatory health measures under the Factories Act, 1948?

- (i) Adequate ventilation and temperature control in every work room
- (ii) Weekly cleaning of floors using disinfectants or effective methods
- (iii) Compulsory food allowance for workers employed in hazardous process
- (iv) Provision of sufficient and suitable lighting in all parts of the factory
- (A) (i) only correct
- (B) ✓ (i) and (ii) are correct
- (C) (i) and (iv) are correct
- (D) (i) and (iii) are correct
- (E) Answer not known

187. According to the Factories Act 1948, what committee is constituted for hazardous processes?

- (A) Safety Management Committee
- (B) ✓ Site Appraisal Committee
- (C) Workers' Welfare Committee
- (D) Machinery Inspection Committee
- (E) Answer not known

188. How should a human resource manager perform their functions?
- (A) ✓ With sensitivity and feeling, sharing in the joys and sorrows of employees
 - (B) With strict rules and discipline only
 - (C) By prioritizing company goals over employee concerns
 - (D) By avoiding emotional involvement with employees
 - (E) Answer not known
189. Which of the following best explains the role of HR managers in promoting labour welfare?
- (A) They solely focus on legal compliance
 - (B) ✓ They act as mediators between workers and management for welfare issues
 - (C) They restrict employee benefits to reduce costs
 - (D) They ignore employee welfare to prioritize profits
 - (E) Answer not known

190. Assertion [A] : Maintaining a healthy work-life balance is essential for managing stress effectively

Reason [R] : Continuous focus on work-related issues without sufficient personal time can lead to physical and psychological health problems.

- (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

191. According to a scientific study conducted by the Kerala State Youth Commission, which sector reported the highest level of job stress among young professionals?

- (A) Gig economy
- (B) Retail trade sector
- (C) ✓ IT and media
- (D) Banking and insurance
- (E) Answer not known

192. Which of the following unsafe acts could directly lead to accident?

- 1. Removing safety devices
 - 2. Working at unsafe speed
 - 3. Using equipment properly
 - 4. Taking a break during work hours
- (A) ✓ 1 and 2 are correct
 - (B) 3 and 4 are correct
 - (C) 1 and 4 are correct
 - (D) 3 and 2 are correct
 - (E) Answer not known

193. According to the Factories Act, 1948, an industrial accident is defined as
- (A) Any incident causing minor discomfort to a worker
 - (B) ✓ An event causing bodily injury making a person unfit to resume duties in the next 48 hours
 - (C) Any absence from work regardless of injury
 - (D) Any accident causing property damage only
 - (E) Answer not known
194. Choose the wrong match regarding industrial safety principles :
- (A) Minimizes occupational hazard exposure
 - (B) ✓ Focuses on operational efficiency
 - (C) Promotes – accident – free environments
 - (D) Includes chemical hazard control
 - (E) Answer not known
195. Which of the following topics is explicitly covered under the safety measures specified in the occupational safety and health standards declared by the Central Government?
- (A) Employee salary structures
 - (B) ✓ Hazards relating to Physical, Chemical, Biological agents
 - (C) Company promotional activities
 - (D) Taxation policy for industries
 - (E) Answer not known

196. Assertion [A] : Occupational hazards are an unavoidable part of all professions.

Reason [R] : According to the ILO, occupational hazards are risks inherent in certain jobs that can cause injury or illness.

- (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

197. Identify the characteristics of industrial relations

- (A) Exclusively individualistic, focusing solely on individual employment contracts
- (B) ☒ Involves interactions between employers, employees and sometimes the government
- (C) Statics and unchanging overtime
- (D) Regulated solely by international laws
- (E) Answer not known

198. Conflict due to poor communication

Assertion [A] : Lack of transparent communication between management and workers contributes to the rise of Industrial disputes.

Reason [R] : Communication gaps prevent early resolution of grievances and breed mistrust.

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

199. Choose the correct matches between the types of strike and its description :

Types of strike	Description
(a) General strike	1. Strike in support of another group of worker in a different dispute
(b) Wildcat strike	2. Unauthorized strike not approved by union leadership
(c) Sympathy strike	3. Strike involving a wide section of workers, often across multiple sectors
(d) Sit down strike	4. Workers stop working but remain inside the workplace

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

200. Which of the following is not a non statutory method of dispute resolution?

- (A) Voluntary arbitration
 (B) Collective Bargaining
 (C) Code of discipline
 (D) ☒ Adjudication by industrial tribunals
 (E) Answer not known