

MODEL QUESTION PAPER

WRITTEN TEST FOR THE POST OF MANAGEMENT TRAINEE (PERSONNEL & ADMINISTRATION)

Max. Marks: 170

Duration: 3 Hrs.

Part I (Max. Marks: 120)

All questions are Compulsory. All Questions carry equal marks

1. Explain the difference between Recruitment & Selection. Discuss the various sources of Recruitment. Explain the procedure of selection in a large scale infrastructure based or manufacturing enterprise.

Or

Explain the significance of Manpower Planning in a large scale enterprise in the present dynamic environment. Explain the steps involved in Manpower Planning. Explain the impact of business environment and educational infrastructure facilities on manpower planning.

2. *"The wages in an industry are determined by wage laws and industry's capacity to pay."* Examine the statement. Explain the various types of fringe benefits or employee benefits provided to the employees in a large scale enterprise.

Or

Explain the concept of Social Security. Explain the various statutory and non-statutory measures of social security prevalent in India.

3. Explain the concept of Collective Bargaining. Explain the essentials of a good collective bargaining process. Discuss the trend and practice of Collective Bargaining in India.

Or

Explain the dispute resolution machinery under Industrial Disputes Act, 1947. Explain the difference between Strikes and Lockouts. Explain the provision of Strikes and Lockouts in Industrial Disputes Act, 1947.

4. How performance appraisal helps in creating a performance oriented culture in the organization? How performance management system is different from performance appraisal?

Or

How Job Enrichment serve as a motivational tool in an enterprise? "Money is necessary but not the major source of motivator for the employees". Examine the statement. Explain the various factors which help in attracting and retaining talent in an organization.

5. Write Short notes on any four. (5X4=20)

- (i) Prohibition of Employment of Contract Labour
- (ii) Employer's liability for injury arising out of and in the course of employment.
- (iii) Job Description and Job Specification
- (iv) Notice of Change under Industrial Disputes Act, 1947.
- (v) Career Planning & Development

6. Multiple Choice Questions. In the questions below choose any one option (10X2=20)

- (i) Which Act provides for the provision of Medical Benefit to the insured employees?
 - (a) Workmen Compensation Act, 1923
 - (b) Employees State Insurance Act, 1948
 - (c) Maternity Benefit Act, 1961
 - (d) Contract Labour (Regulation and Abolition Act), 1970

- (ii) The performance appraisal method which rates the appraisee on various parameters on a point scale is:
 - (a) Critical Incident Method
 - (b) MBO Method
 - (c) Graphic Rating Sheet
 - (d) Bell Curve Appraisal

- (iii) Contract Labour (Regulation and Abolition Act), 1970 can be classified into the category of:
 - (a) Social Security Act
 - (b) Industrial Relations Act
 - (c) Welfare Act
 - (d) Commercial Act

- (iv) Job Evaluation is a technique which aims at:
 - a) Establishing fair and equitable pay structure
 - b) Analysing of requirement of updating technology
 - c) Assessing safety requirement of jobs
 - d) Improving productivity

- (v) Under what circumstances the gratuity of an employee can be forfeited.
 - (a) Wilful Omission or negligence
 - (b) Termination for riotous or disorderly conduct
 - (c) Offence involving moral turpitude
 - (d) All of the above

- (vi) Industrial Dispute Act, 1947 provides the following industrial relations machinery for resolution of conflicts: (Tick mark the wrong one):
 - a. Negotiation
 - b. Conciliation
 - c. Meditation
 - d. Arbitration

- (vii) When a young person joins an organization he needs some senior person in whom he can confide and get advice and support. Such relationship may be called:
- (a) Mentoring
 - (b) Counselling
 - (c) Listening
 - (d) Understanding
- (viii) As per Factories Act, 1948 canteen should be provided in factory where more than _____ workers are employed:
- a) 100
 - b) 250
 - c) 600
 - d) 1000
- (ix) The logical and possible sequences of positions that could be held by an individual based on what and how well he performs in an organization is called:
- (a) Career
 - (b) Career Anchors
 - (c) Career Path
 - (d) Succession Planning
- (x) Gratuity is paid to the employee for every completed year of service or part thereof in excess of six months at the rate of 15 days wages based on last drawn wages by the employee. While calculating the 15 day's wages, the number of working days in a month are taken as _____:
- (a) 30
 - (b) 31
 - (c) 15
 - (d) 26

Answer Key

Q. No. 6 (Objective Questions)

- | | |
|--------|-----|
| (i) | (b) |
| (ii) | (c) |
| (iii) | (c) |
| (iv) | (a) |
| (v) | (d) |
| (vi) | (c) |
| (vii) | (a) |
| (viii) | (b) |
| (ix) | (c) |
| (x) | (d) |

Part II (Max. Marks: 50)

1. From the words given in brackets, choose the one you think appropriate to fill in the blanks: (10X1= 10)

- (i) The road accident proved to be _____ (fateful, fatal)
- (ii) He got a _____ opportunity to qualify in the test. (gold, golden)
- (iii) Faridabad is an _____ city. (industrial, industrious)
- (iv) An ashram is a _____ place. (quiet, quite)
- (v) Sohan's handwriting is _____ (eligible, illegible)
- (vi) We should not disturb the _____ of his mind. (piece, peace)
- (vii) You should _____ an example to strengthen your viewpoint. (site, cite)
- (viii) Akbar was an _____ to Humayun. (hair, heir)
- (ix) Rajasthan is a well known _____ (desert, dessert)
- (x) The _____ turned me out of the class. (principle, principal).

2. Read the speech extract and choose any one relevant answer to the questions mentioned below: (10X2=20)

(This is the text of the Commencement address by Steve Jobs, CEO of Apple Computer, at Stanford University delivered on June 12, 2005.)

I am honoured to be with you today at your commencement from one of the finest universities in the world. I never graduated from college. Truth be told, this is the closest I've ever gotten to a college graduation. Today I want to tell you a story from my life.

I was lucky – I found what I loved to do early in life. Woz and I started Apple in my parents garage when I was 20. We worked hard, and in 10 years Apple had grown from just the two of us in a garage into a \$2 billion company with over 4000 employees. We had just released our finest creation - the Macintosh - a year earlier, and I had just turned 30. And then I got fired. How can you get fired from a company you started? Well, as Apple grew we hired someone who I thought was very talented to run the company with me, and for the first year or so things went well. But then our visions of the future began to diverge and eventually we had a falling out. When we did, our Board of Directors sided with him. So at 30 I was out. And very publicly out. What had been the focus of my entire adult life was gone, and it was devastating. I really didn't know what to do for a few months. I felt that I had let the previous generation of entrepreneurs down - that I had dropped the baton as it was being passed to me. I met with David Packard and Bob Noyce and tried to apologize for screwing up so badly. I was a very public failure, and I even thought about running away from the valley. But something slowly began to dawn on me – I still loved what I did. The turn of events at Apple had not changed that one bit. I had been rejected, but I was still in love. And so I decided to start over.

I didn't see it then, but it turned out that getting fired from Apple was the best thing that could have ever happened to me. The heaviness of being successful was replaced by the lightness of being a beginner again, less sure about everything. It freed me to enter one of the most creative periods of my life. During the next five years, I started a company named NeXT, another company named Pixar, and fell in love with an amazing woman who would become my wife. Pixar went on to create the worlds first computer animated feature film, *Toy Story*, and is now the most successful animation studio in the world. In a remarkable turn of events, Apple bought NeXT, I returned to Apple, and the technology we developed at NeXT is at the heart of Apple's current renaissance. And Laurene and I have a wonderful family together.

I'm pretty sure none of this would have happened if I hadn't been fired from Apple. It was awful tasting medicine, but I guess the patient needed it. Sometimes life hits you in the head with a brick. Don't lose faith. I'm convinced that the only thing that kept me going was that I loved what I did. You've got to find what you love. And that is as true for your work as it is for your lovers. Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do. If you haven't found it yet, keep looking. Don't settle. As with all matters of the heart, you'll know when you find it. And, like any great relationship, it just gets better and better as the years roll on. So keep looking until you find it. Don't settle.

1. At what age Steve Jobs started Apple and at what age he got fired from Apple?
 - (i) 25,35 Years
 - (ii) 20,30 Years
 - (iii) 30,45 Years
 - (iv) 40,55 Years

2. What is the name of the finest creation, Steve Jobs mentioned in the story?
 - (i) Macintosh
 - (ii) Apple
 - (iii) NeXT
 - (iv) Pixar

3. When Steve Jobs got fired from the Apple he felt that:
 - (i) focus of his entire adult life was gone
 - (ii) he had let the previous generation of entrepreneurs down
 - (iii) he was a very public failure
 - (iv) All of the above

4. What encouraged Steve Jobs to decide to start over again?
 - (i) Financial Insecurity
 - (ii) Shame over his failure
 - (iii) Lust for Status and Recognition
 - (iv) Love for his work

5. After getting fired from Apple Steve Jobs entered into the most_____ periods of his life:
 - (i) Creative
 - (ii) Challenging
 - (iii) Romantic
 - (iv) Luxurious

6. Which is the first company/institute that Steve Jobs started after being fired from Apple?
 - (i) Pixar
 - (ii) Stanford University
 - (iii) NeXT
 - (iv) Microsoft

7. As per Steve Jobs how we can be truly satisfied with our jobs?
 - (i) By having a good work-life balance
 - (ii) By taking a financially rewarding job
 - (iii) By doing great work
 - (iv) By doing respected work

8. Which company Apple bought?
(i) Pixar
(ii) NeXT
(iii) Microsoft
(iv) Dell
9. What is the name of Steve Jobs's wife?
(i) Jane
(ii) Laurene
(iii) Kate
(iv) Chrisann
10. Steve Jobs suggests to keep looking for _____ you love until you find it.
(i) Car
(ii) Partner
(iii) Work
(iv) Computer

3. Choose the correct answer of the questions mentioned below: (10x2=20)

1. Which famous social activist of India died on Feb, 2008?
(i) Baba Amte
(ii) Aruna Roy
(iii) Sunderlal Bahuguna
(iv) Anna Hazare
2. Who is the recipient of the Person of the Year Award, 2008?
(i) Ratan Tata
(ii) Mukesh Ambani
(iii) Anil Ambani
(iv) Anand Mahindra
3. Under whose leadership ISRO successfully launched Chandrayaan -1?
(i) Madhavan Nair
(ii) VV Agashe
(iii) Krishnaswami Kasturirangan
(iv) KR Narayanan
4. Which team won IPL, 2008?
(i) Delhi Daredevils
(ii) Mumbai Indians
(iii) Kolkata Nightriders
(iv) Rajasthan Royals
5. Who won the Man Booker Prize in 2008?
(i) Salman Rushdie
(ii) Vikram Seth
(iii) Arvind Adiga
(iv) Arundhati Roy
6. Who is HRD Minister of India?
(i) Sharad Pawar
(ii) Arjun Singh
(iii) P. Chidambaram

- (iv) Pranab Mukherjee
7. What is the name of only terrorist captured alive in Mumbai 26/11 Attacks in 2008?
- Ajmal Amir Kasab
 - Dera Ismail Khan
 - Abdul Rahman
 - Dipalpur Taluka
8. Raj Thackeray belongs to which organization?
- UPA
 - Shiv Sena
 - MNS
 - BJP
9. Apart from Bihar which State witnessed massive floods in 2008?
- Tamil Nadu
 - Orissa
 - West Bengal
 - Andhra Pradesh
10. Which Accountancy Firm audited the Accounts of Satyam Computers?
- Ernst & Young International
 - Jackson & Jackson
 - Kiwi Partners
 - Pricewaterhouse Coppers

Answer Key

Q. NO. 1	Q. No. 2	Q. No. 3
(i) Fatal	1. (ii)	1. (i)
(ii) Golden	2. (i)	2. (ii)
(iii) industrial	3. (iv)	3. (i)
(iv) quiet	4. (iv)	4. (iv)
(v) illegible	5. (i)	5. (iii)
(vi) peace	6. (iii)	6. (ii)
(vii) cite	7. (iii)	7. (i)
(viii) heir	8. (ii)	8. (iii)
(ix) desert	9. (ii)	9. (ii)
(x) principal	10. (iii)	10. (iv)