

Sample Questions for Practice

Course: MHRDM(Semester-VI) (Choice Based) Subject: Building Learning Organisation

1. Training is mainly done for
 - a) Management staff
 - b) Workers
 - c) Pensioners
 - d) Training staff

2. Development is mainly related to
 - a) Blue collared workers
 - b) White collared management cadre
 - c) Poor performers
 - d) Freshers

3. Soft skill training is related with
 - a) How to operate machine
 - b) Changing mind attitude
 - c) How to evaluate training results
 - d) How to find training needs

4. Simulation type of training is used for industry
 - a) Hardware industry
 - b) Paint industry
 - c) Airline industry
 - d) Food industry

5. What are indicators of successful training and development
 - a) Conflicts at work place
 - b) No new patents applied
 - c) Increased training cost
 - d) Lesser conflicts/more patents applied/increased training hrs/quality improvement

6. Outdoor games help in
 - a) Brain storming
 - b) Team building skills
 - c) Improving tech skills
 - d) Negotiation skills

7. There are ___ types of system thinking concepts
- Two
 - Four
 - Six
 - Eight
8. Following is not system thinking concept
- Interconnectedness
 - Synthesis
 - Emergence
 - Bell shape curve
9. Analog cluster mapping and complex digital feedback analysis is related to
- Interconnectedness
 - Synthesis
 - Systems Mapping
 - Causality
10. The two main types of feedback loops are
- Round & Linear
 - Reinforcing and balancing
 - Continuous and casual
 - Individual & Group
11. Which of the following statement is relevant
- Reinforce feedback is good
 - Balancing feedback is bad
 - Reinforcing feedback is bad and balancing feedback is good
 - Round feedback is good and Individual feedback is bad
12. Knowledge-based competition emphasizes on
- Protecting and exploiting scarce and valuable knowledge-based assets
 - Stealing knowledge from competitors
 - Keeping quiz after training program
 - Protecting market position
13. In knowledge-based competition, firms will need to focus on
- Learning about product defects
 - Learning about govt. rules
 - Learning about customers
 - Learning about courses offered by external training agencies

14. Social Resources include
- Friends on Face book
 - Personal relationships that bind together members of an organization as well as relationships that link organizational members to other external sources of human capital
 - Resources working on CSR project
 - Resources provided to organization by social NGO
15. Knowledge based resources can be acquired through
- Internal Job Posting
 - Govt. Employment exchanges
 - Rehiring retirees
 - Mergers & Acquisition
16. Two Types of knowledge are
- Tacit knowledge and explicit Knowledge
 - Internal & External
 - Specific & General
 - Inherent and Acquired
17. Methods of investment market, Return on assets methods & Direct intellectual capital methods are
- Methods of capturing learning depreciation
 - Intellectual capital Assessment
 - Appraisal methods
 - Calculating Profit & Loss
18. Intellectual Capital can be measured through
- Balance score card
 - Forced distribution
 - 360 degree appraisal
 - MBO
19. Intellectual Capital measuring models do not include
- Human Resource Accounting
 - Economic Value Added (EVA)
 - Balance score card
 - Segmental reporting

20. Intellectual Capital does not include
- a) Patents
 - b) Licenses and Know how
 - c) Information systems
 - d) cost of training equipment
21. Intellectual capital will also be a useful concept for
- a) Setting corporate goals and strategies
 - b) Deciding cabins for researchers
 - c) Deciding training budget
 - d) Deciding CSR policy
22. Following is not Intellectual capital
- a) Instructional Capital
 - b) Awareness about CSR
 - c) Information Capital
 - d) Human Capital
23. Building learning culture include
- a) Having training every day
 - b) Building training rooms at each location
 - c) Continuous learning and sharing knowledge with others
 - d) Assessing training needs
24. This type of appraisal method takes into account training and development aspect
- a) Ranking method
 - b) Management by objectives
 - c) Confidential reporting
 - d) Balance score card
25. Learning culture does not lead to
- a) Increasing corporate image
 - b) More innovations
 - c) Better knowledge inventory
 - d) Decrease in appraisal related errors
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Sample Questions for Practice

Course: MHRDM(Semester-VI) (Choice Based) Subject: Role of HR in Knowledge Management

1. Explicit Knowledge refers to knowledge that is transmittable in _____, systematic language, which can be captured and shared through information technology so, it is easy to transfer within and between people.
 - a. Formal
 - b. Informal
 - c. Casual
 - d. Correct

2. Cognitive Knowledge is the _____ discipline that professionals achieve through extensive training and certification.
 - a. Simple
 - b. Plain
 - c. Basic
 - d. Required

3. Tacit type of _____ is derived empirically.
 - a. Knowledge
 - b. Culture
 - c. Design
 - d. Structure

4. Communities of Practice are groups of people with a common _____ who meet for sharing their insights in order to develop better solutions to problems or challenges.
 - a. Habit
 - b. Source
 - c. Liking
 - d. Interest

5. Knowledge Management is fundamentally about making the right knowledge or the right knowledge sources (including people) available to the right people at the _____.
 - a. Right place
 - b. Right moment
 - c. Right time
 - d. Right work

6. Knowledge workers in today's workforce are _____ who are valued for their ability to act and communicate with knowledge within a specific subject area.
 - a. Individuals
 - b. Organisations
 - c. Customers

- d. Employers
7. Analysing data to establish relationships, assessing _____ in order to evaluate complex or conflicting priorities and identifying and understanding trends are a one of the functions of Knowledge workers.
- Input
 - Output
 - Productivity
 - Profitability
8. Articulation, Awareness and _____ to knowledge are a part of Explicit Knowledge.
- Entry
 - Admission
 - Availability
 - Access
9. Factor relevant to Tacit Knowledge is informal network and _____ way of communication.
- Informal
 - Formal
 - SAP Network
 - Peer Network
10. To _____ people not to leave can also be called as Knowledge Retention.
- Persuade
 - Inform
 - Motivate
 - Convince
11. Efficiency, Effectiveness & Innovation are the basic types of _____ from a Knowledge Management Initiative.
- Improvements
 - Benefits
 - Uses
 - Requirements
12. The collective _____, beliefs and values of employees in the workplace is called as Organisation culture.
- Ideas
 - Understanding
 - Benefits
 - Perceptions

13. Adaptation, _____, communication and interaction are types of Knowledge culture enablers.
- Alteration
 - Principles
 - Sharing
 - Collaboration
14. Organisational Diagnosis _____ the existing organizational patterns.
- Beliefs
 - Practices
 - Understands
 - Studies
15. The structural support knowledge culture enablers consist of _____, transparent decision making and information access.
- Organizational Structure
 - Divisional Structure
 - Matrix Structure
 - Hybrid Structure
16. Encourage knowledge champions, share user _____ stories and promote awareness of the process and outcomes are the key steps of Knowledge Culture enhancement programs.
- Success
 - Failure
 - Achievement
 - Accomplishment
17. While _____ the existing knowledge culture, a key step is diagnostic focus.
- Reviewing
 - Previewing
 - Studying
 - Revising
18. Stoner and Wankel has defined Organizational structure as “the arrangement and _____ of the component parts and positions of a company”
- Building
 - Association
 - Relationship
 - Interrelationship
19. The Organic model is a logical opposite flexible division of tasks, low standardization, _____, hierarchy, and low formality of rules.
- Flat structure
 - Matrix structure
 - Divisional structure
 - Hybrid Structure

20. The idea to group employees who perform similar tasks and activities in _____ department of an organization, is based on the functional design.
- a. One
 - b. Two
 - c. Multiple
 - d. Five
21. An organization Knowledge Management strategy is supposed to _____ an understanding of the organization's knowledge management resources and where they reside.
- a. Build
 - b. Benefit
 - c. Create
 - d. Imbibe
22. An organization's strategy of _____ is not arbitrary but depends upon the way the company serves its clients, the economics of its business and the people it hires.
- a. Knowledge Management
 - b. Finance Management
 - c. Human Resource Management
 - d. Marketing Management
23. To start to _____ a Knowledge Management strategy, an organization needs to build systems for capturing internal knowledge.
- a. Inculcate
 - b. Capture
 - c. Build
 - d. Create
24. Knowledge Management strategy is necessary for organizations because what worked _____ may or may not work for tomorrow.
- a. Yesterday
 - b. Today
 - c. Past
 - d. Future
25. The personnel function should focus on top management to encourage processes that will promote cross-boundary _____ and sharing.
- a. Learning
 - b. Implementation
 - c. Promoting
 - d. Motivation
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