

Organizations are no longer confined to \_\_\_\_\_ borders as  
 1 business activities are expanding across globe.

\_\_\_\_\_ groups is composed of subordinates who report  
 2 directly to a common supervisor.

3 OB represents the \_\_\_\_\_ approach of management.

4 \_\_\_\_\_ is the last stage of group formation.

OB enables a manager to motivate his \_\_\_\_\_ for higher  
 5 productivity and better results.

\_\_\_\_\_ is a study of mankind and the study of human  
 6 behaviour as a whole.

In International business the functions of hiring, training must  
 7 acquire a \_\_\_\_\_ perspectives.

8 \_\_\_\_\_ helps in stimulating innovation and change.

To improve quality and productivity in organisation one must  
 9 include \_\_\_\_\_ participation of the employees.

\_\_\_\_\_ model emerged due to the employees frustration and  
 10 aggression towards their managers.

The first step of communication process is developing idea by  
 11 the \_\_\_\_\_.

\_\_\_\_\_ is serious action that generally is the culmination of a  
 12 serious of progressive disciplinary actions.

\_\_\_\_\_ channel of communication means a  
 communication that is probably endorsed and controlled by  
 13 the managers.

A \_\_\_\_\_ structure is defined as a design that groups similar or  
 14 related occupational specialties together.

\_\_\_\_\_ is temporary separation of an employee from his or  
 15 her employer.

International	Competition	National	Global
Formal	Command	Membership	Secondary
Financial	Production	Behavioural	Skill
Norming	Storming	Forming	Performing
Subordinates	Superiors	Customers	Suppliers
Sociology	Anthropology	Economics	Psychology
National	Local	Global	Regional
HRP	HRP	Organisational Behaviour	HRD
Active	Passive	Discourage	Ignore
Custodial	Supportive	System	Autocratic
Sender	Decoder	Recover	Feedback
Rewards	Punishments	Termination	Layoffs
Formal	Upward	Informal	Indirect
Divisional	Simple	Functional	Ordinary
Layoff	Separation	Termination	Attrition

\_\_\_\_\_ means converting or translation the idea into a  
 16 perceivable from that can be communicated to other.

Encoding

Decoding

Feedback

Sender

Pensions plans, paid vacations, paid sick leaves and purchase  
 17 discounts are \_\_\_\_\_ rewards.

Performance

Membership

Financial

Intrinsic

The rate of employee \_\_\_\_\_ is high it may adversely affects  
 18 the profitability of the company.

Layoff

Termination

Separation

Attrition

19 \_\_\_\_\_ conflict arises out of emotions.

Affective

Substantive

Distributive

Competitive

\_\_\_\_\_ is an exchange of ideas, facts, opinions or emotions  
 20 by two or more persons.

Production

Communication

Selling

Miscommunication

21 The term HRD was first introduced in the year \_\_\_\_\_.

1949

1959

1969

1979

\_\_\_\_\_ is the form of pay, incentives and benefits are the  
 22 rewards given to the employees for performing organisational  
 work.

Compensation

Selection

Training

Development

\_\_\_\_\_ ensures that the organisation has such competent  
 23 human resources to achieve its desired goals and objectives.

HRP

HRM

HRD

HRIS

HR plan should have the \_\_\_\_\_ to anticipate and deal with  
 24 contingencies.

Ability

Incapacity

Disability

Inability

25 \_\_\_\_\_ ensures all the positions in the organisation are filled.

Organizing

Staffing

Directing

Controlling

Several organizations \_\_\_\_\_ part of their work to outside  
 26 parties in the form of subcontract.

Give away

Outsource

Neglect

Insource

During environmental scanning, as a part of HRP process  
 \_\_\_\_\_ concerns, including child care, educational facilities

27 and priorities.

Technological

Political

Demographic

Social

28 \_\_\_\_\_ precedes the actual selection of people for organisation.

HRD

HRP

HRIS

HRM

In HRD \_\_\_\_\_ capabilities should be continuously be  
 29 acquired, sharpened and used.

Products

Employees

Competitors

Customer

Job \_\_\_\_\_ means shifting employee from one department to  
 30 another.

Specification

Specialization

Enrichment

Rotation

The \_\_\_\_\_ effect is introduced when an overall impression  
31 of an individual is judged on the basis of single trait.

\_\_\_\_\_ planning is the ongoing process that helps to  
32 manage employees learning and development.

A performance review is a \_\_\_\_\_ interaction between an  
33 employee and manager.

\_\_\_\_\_ is the reward given to the employees that serve as a  
34 motivational tool for a desired action or behaviour.

Analyzing career opportunities is the \_\_\_\_\_ stage of career  
35 planning.

Goal setting has consistently been demonstrated as a  
36 management process that generates \_\_\_\_\_ performance.  
37 Morale and job satisfaction are affected by \_\_\_\_\_.

\_\_\_\_\_ wage is the amount of remuneration fixed according  
38 to the provisions of the Minimum Wages Act,1948.

Career \_\_\_\_\_ is advice by a specialized professional  
counselor in assisting the employees interested in career  
39 planning.

In \_\_\_\_\_ method the performance is evaluated from the  
40 monetary returns that an employee brings to his organization.

Dynamic

Traditional

Halo

Modern

Financial

Production

Career

Time

Friendly

Informal

Destructive

Formal

Layoff

Bonus

Incentives

Wages

First

Second

Third

Fourth

Degraded  
Friendship

Superior  
Compensation

Duplicate  
Conflicts

Inferior  
Relations

Real

Nominal

Minimum

Statutory

Counseling

Path

Centers

Advancements

Cost Accounting

Ranking

Observation

Essay