

I. Multiple Choice Questions

11. _____ is an approach by which performance could be appraised. (d)
a) Casual approach b) Traditional approach
c) Behavioural approach d) All the above
12. Graphic rating scale method of performance appraisal is known as _____. (b)
a) Behaviourally anchored rating scales b) Linear rating scale
c) Ranking method d) Field review method
13. A person getting evaluated from all his scalesin know as _____ appraisal. (c)
a) 90° b) 180° c) 360° d) 270°
14. In _____ method, appraiser evaluates each individual in his own words and by considering various parameters. (a)
a) Essay method b) Ranking method
c) Graphic rating scale d) Forced choice rating
15. Refers to the satisfaction which the workers have with their job environment. (a)
a) Job satisfaction b) Sense of competence
c) Job performance d) Job involvement
16. Explains the values of bureaucracy and feudalism. (d)
a) Authoritarian culture b) National culture
c) Subculture d) Mechanistic culture
17. Socialization process consists of phases. (c)
a) 1 b) 2 c) 3 d) 4
18. _____ is a final in the process of creating an organizational culture. (d)
a) Establishment of values b) Creation of vision
c) Operationalising values and vision d) Socialization of employees
19. Culture can be characterized as consisting of all of the following except one. (a)
a) Behaviour and artifacts b) Values
c) Perceptions d) Assumptions and beliefs
20. The person who analysis the performance is called as the appraiser whereas the person who performance is being analysed is called as (d)
a) Employee b) Individual
c) Both (a) and (b) d) Appraisee

II. Fill In The Blanks

1. **Industrial relations** are build by the government with the help of laws, rules, agreements and awards etc.
2. The Gandian approach to industrial relations, depends on **Gandhiji**'s basic principles of truth, non-violence and non-possession.
3. The industrial, disputes Act, came into force on **1st April, 1947**.
4. The study of industrial relations is basically from a **Multi disciplinary** approach.
5. **Standing orders** are the rules of conduct for workmen employed in industrial establishments.
6. The disfunctioning of standing orders results in **Industrial strife**.
7. An employer may be fixed upto 5000 for submitting draft of standing orders without certifying officers concent.

8. A workman will be given a causal leave of absence either paid (or) unpaid but not more than **10** days.
9. Industrial relations are also termed as **Labour relations**.
10. In **Administering contracts** the decisions are concerned with day-to-day activities in which union members and the organizations managers may have chance of disagreement.
11. **Performance appraisal** is the process of assessing the progress of employee.
12. **Assessment centre** is an organized process where in different assessment tools are used to assess the performance of employee.
13. BARS stand for **Behaviorally Anchored Rating scale**.
14. During the self appraisal process, generally the employees identify their strength and ignore to focus towards **Weakness** and **Failure**.
15. In **360°** appraisal, system, an individual is appraised by superiors, subordinates, peers, customers and himself.
16. **Quality of work life** refers to the quality of relationship which exists among the employees and the overall working environment.
17. **Organizational culture** is defined as the set of assumptions, beliefs, values and norms that are shared by an organization's members.
18. **Organization climate** is the foremost determinant of job satisfaction, job performance, morale and overall productivity of human resource.
19. Performance appraisal is broadly categorized into **Past oriented** and **future oriented** method.
20. Management by Objective (MBO) is known as **Appraisal by results**.

III. Short Questions

1. What do you mean by Industrial Relations?
A: According to International Labour Organizations (ILO), "Industrial Relations (IR) deal with either the relationship between the state and employers and workers' organizations or the relation between the occupational organisations themselves".
2. What is Industrial Disputes Act, 1947 ?
A: The Industrial Disputes Act, 1947 is one of the laws governing Industrial Relations in India. The Act came into force on 1" April, 1947 and has been amended several times since then. According to Patna High court, the basis of the Act is "amelioration of the conditions of workmen in an industry".
3. Define Standing Orders ?
A: According to Industrial Employment (standing orders) Act, 1946 section 2(g) define standing order as, "rules relating to matters set out in the schedule"
"Rules of conduct for workmen employed in industrial establishments".
4. Define Collective Bargaining?
A: "Collective bargaining is a negotiation between an employer or group of employers and a group of working people to reach an agreement on working conditions."
5. What are Labour Relations?
A: The term labour relations commonly focuses on the relationship between employees and employer both in an organized and unorganized way in the day-to-day industrial work. It is also known as industrial relations.

6. Define Performance Appraisal ?

A: The following are the various definitions of performance appraisal,

Dale S. Beach defines Performance Appraisal as "the systematic evaluation of the individual with regard to his/her performance on the job and his/her potential for development".

Edwin B. Flippo says that "Performance Appraisal is a systematic, periodic and an impartial rating of employee's excellence in matter pertaining to his/her present job and his/her potential for a better job"

7. Write briefly about 360° Appraisal Method ?

A: The 360° appraisal is a method where an employee is appraised by all the parties around him i.e., his superiors, subordinates, peers, customers, clients and by himself. The appraiser in this method may include all the persons who are directly or indirectly connected with the appraisees.

8. Define Quality of Work Life ?

A: American Society of Training and Development defined quality of work life as "a process of work organization which enables its members at all levels to actively participate in shaping organization's environment, methods and outcomes. This value based process is aimed towards meeting the twin goals of enhanced effectiveness of organization and improved quality of life at work for employees".

9. Define Organization Culture?

A: "Culture is the single most important factor accounting for the success or failure of an organization".

-Deal and Kennedy

Organisational culture is defined as the set of assumptions, beliefs, values and norms that are shared by an organisation's members.

10. Define Organization Climate ?

A: According to Edgar Schein "Organization Climate is a pattern of basic assumptions, invented, discovered or developed by a given group as it learns to cope with its problems of external adaptation and internal integration that has worked well enough to be considered valid and therefore, to be taught to new members as the correct way to perceive, think and feel in relation to those problems".