Instructions:
1. Answer all 50 questions (compulsory). Each question carries 2 marks. **Total: 100 Marks**
2. Read instructions given on the OMR answer sheet and answer the questions.

1. ERP is short form of:
   a. Enterprise Resource Planning
   b. Enterprise Relationship Planning
   c. Entire resource Planning
   d. Enterprise Research Planning

2. ERP use software application to ____________ the processes of an organization
   a. Automate
   b. Speed
   c. Growth
   d. None of the above

3. Capacity resource planning was developed in:
   a. 1970’s
   b. 1940’s
   c. 1980’s
   d. 1960’s

4. Which one of the following is not a technology of an ERP system?
   a. Supply chain management
   b. Business Process Reengineering
   c. Data Mining
   d. All of the above

5. Which one of the following is not an ERP Module from the following:
   a. HR
   b. Purchasing
   c. Inventory
   d. None of the above

6. Full form of AHP is:
   a. Analytical Hierarchy Process
   b. Analytical High Process
   c. Analytical Hierarchy Chain
   d. None of the above

7. Which one of the following is an advantage of an ERP?
   a. Business integration
   b. Better analysis and planning capabilities
   c. Use of latest technologies
   d. All of the above
8 Which one of the following is a indirect benefits of ERP?
   a. Access to accurate data
   b. Faster access to data for timely decisions.
   c. Improve customer response
   d. All of the above

9 Which one of the following is a major business process of a company:
   a. Product Planning
   b. Parts purchasing
   c. Product circulation
   d. All of the above

10 Which one of the following is a part of the organization?
    a. People
    b. Common goal
    c. Resources
    d. All of the above

11 Which one of the following is not a myth about ERP:
    a. ERP means more work and procedures
    b. ERP make’s many employees redundant
    c. ERP integrate and automate organization processes
    d. ERP is the sole responsibility of management

12 Which one of the following is not a part of an ERP implementation:
    a. Vendor representatives
    b. Employees team
    c. Consultants
    d. customer

13 BPR is also known as:
    a. Business Process Redesign
    b. Business transformation
    c. Business process change management
    d. All of the above

14 ROI stands for __________.
    a. Return on investment
    b. Repeatable operational Information
    c. Regular official information
    d. None of the above

15 Which one of the following is not an ERP implementation strategy:
    a. Big bang strategy
    b. Phased implementation
    c. Half implementation
    d. Parallel implementation

16 Which one of the following is an ERP life cycle phase:
    a. Adaptation and decision
    b. Acquisition and implementation
    c. Use and maintenances
    d. All of the above
17 Full form of CEO is:
   a. Chief executive officer
   b. Chief enterprise officer
   c. A&B both
   d. None of the above

18 Which one of the following is a success factor of ERP system:
   a. Project Planning
   b. Architectural design
   c. Phased approach
   d. All of the above

19 The following is (are) the key components of a business process Re-engineering programme?
   a. Product development
   b. Service delivery
   c. Customer satisfaction
   d. All of the above

20 The actual achievements compared with the objectives of the job is
   a. Job performance
   b. Job evaluation
   c. Job description
   d. None of the above

21 Majority of the disputes in industries is (are) related to the problem of
   a. Wages
   b. Salaries
   c. Benefits
   d. All of the above

22 In an organization initiating career planning, the career path model would essentially form the basis for
   a. Placement
   b. Transfer
   c. Rotation
   d. All of the above

23 Section _______ of the Industrial Disputes Act 1947, states that an employer should only retrench employees who have been most recently hired
   a. 24-F
   b. 24-G
   c. 25-F
   d. 25-G

24 Performance development plan is set for the employee by his immediate boss.
   a. Employer
   b. Department Head
   c. Immediate boss
   d. Any of the above

25 The following is (are) the objective(s) of inspection.
   a. Quality product
   b. Defect free products
   c. Customer satisfaction
   d. All of the above
26 Large recruitment ____ problematic and vice-versa
   a. Less
   b. More
   c. Any of the above
   d. None

27 The ________ programme once installed must be continued on a permanent basis.
   a. Job evaluation
   b. Training & Development
   c. Recruitment
   d. All of the above

28 The following person has suggested the new concept which takes into account various key factors
   that will tell the overall performance of a job.
   a. Elliot Jecques
   b. Fred Luthas
   c. Juran
   d. None of the above

29 The three important components in aligning business strategy with BPR practice:

30 The basic managerial skill(s) for BPR exercise is(are)
   a. To supervise
   b. To stimulate
   c. To motivate
   d. All of the above

31 During the lay off period as a result of BPR strategy, the employer has to pay ____ of the basic
   wages.
   a. One fourth
   b. Half
   c. Three fourth
   d. One third

32 __________ involves a one to one discussion between the participant and administrator.
   a. Counseling
   b. Training
   c. Motivation
   d. All of the above

33 Point system and factor comparison methods are placed under such category
   a. Non-quantitative job evaluation
   b. Quantitative job evaluation
   c. Any of the above
   d. None

34 ________ system stresses on discipline and there is simplicity in the form.
   a. Merit rating
   b. Point rating
   c. Both ‘a’ and ‘b’
   d. None
35 Stephen Knauf defined HRA as “the measurement & _______ of Human organizational inputs such as recruitment, training experience & commitment
   a. Qualification
   b. Accounting
   c. Development
   d. None of the above

36 A key HR role in the firm will be multidisciplinary consulting around
   a. Individual
   b. Team
   c. Business unit
   d. All of the above

37 The following are the key factors of the new economic policy.
   a. Privatization
   b. Market friendly state
   c. Liberalisation
   d. All of the above

38 During which of the following stage, the firm plans the proposed changes into practice.
   a. Clarification
   b. Monitoring
   c. Assessment
   d. Design

39 During which of the following stage, the firm identifies and confirms the overall business direction
   a. Clarification
   b. Monitoring
   c. Assessment
   d. Design

40 The _______ role is to ensure the deserving managers should get appropriate opportunities for job Rotation.
   a. Reviewer
   b. Assessor
   c. Administrator
   d. Employer

41 The three phases of recruitment process are
   a. Planning, Implementing, Evaluating
   b. Planning, Implementing, Screening
   c. Planning, Implementing, Enrichment
   d. Planning, Screening, Evaluating

42 The role of the organization in career planning is to introduce & strengthen systems to ensure _______ of employees
   a. Career progression
   b. Self development
   c. Economical Development
   d. Skill enhancement

43 The formula used to calculate current ratio is
   a. Current assets / Current liabilities
   b. Current liabilities / Current assets
   c. Inventory / Current liabilities
   d. Current liabilities / Inventory
44 For a healthy business the current ratio lies between
   a. 0 to 1.5
   b. 1.5 to 3
   c. 3 to 4.5
   d. 4.5 to 6

45 In ABC analysis ‘A’ class consist of items having ________.
   a. Accurate records
   b. Good records
   c. Minimal records
   d. No records

46 The symptom of large inventory accumulation in anticipation of price rise in future will be indicated by
   a. Asset turnover ratio
   b. Working Capital turnover ratio
   c. Inventory turnover ratio
   d. All of the above

47 The comparison of financial data of same time period of different organizations engaged in similar business.
   a. Time series analysis
   b. Cross-sectional analysis
   c. Spatial data analysis
   d. None of the above

48 An example of fixed asset is
   a. Live stock
   b. Value stock
   c. Income stock
   d. All of the above

49 The following is (are) the limitation of Economic Order Quantity assumption(s).
   a. Demand may vary throughout the year
   b. It assumes that the storage space is unlimited
   c. Prices of materials change throughout the year
   d. All of the above

50 The assets held by a business which can be converted in the form of cash, without disturbing the normal operations of a business.
   a. Tangible assets
   b. Intangible assets
   c. Fixed assets
   d. Current assets