

Roll No. ....

Question Booklet Number

O. M. R. Serial No.

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## B. Com. (Honors) (Fourth Semester)

### EXAMINATION, July, 2022

#### HUMAN RESOURCE MANAGEMENT

Paper Code

BCOMH	4	0	0	2
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Questions Booklet  
Series

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Time : 1:30 Hours ]

[ Maximum Marks : 100

#### Instructions to the Examinee :

1. Do not open the booklet unless you are asked to do so.
2. The booklet contains 100 questions. Examinee is required to answer any 75 questions in the OMR Answer-Sheet provided and not in the question booklet. If more than 75 questions are attempted by student, then the first attempted 75 questions will be considered for evaluation. All questions carry equal marks.
3. Examine the Booklet and the OMR Answer-Sheet very carefully before you proceed. Faulty question booklet due to missing or duplicate pages/questions or having any other discrepancy should be got immediately replaced.

परीक्षार्थियों के लिए निर्देश :

1. प्रश्न-पुस्तिका को तब तक न खोलें जब तक आपसे कहा न जाए।
2. प्रश्न-पुस्तिका में 100 प्रश्न हैं। परीक्षार्थी को किन्हीं 75 प्रश्नों को केवल दी गई OMR आन्सर-शीट पर ही हल करना है, प्रश्न-पुस्तिका पर नहीं। यदि छात्र द्वारा 75 से अधिक प्रश्नों को हल किया जाता है तो प्रारम्भिक हल किये हुए 75 उत्तरों को ही मूल्यांकन हेतु सम्मिलित किया जाएगा। सभी प्रश्नों के अंक समान हैं।
3. प्रश्नों के उत्तर अंकित करने से पूर्व प्रश्न-पुस्तिका तथा OMR आन्सर-शीट को सावधानीपूर्वक देख लें। दोषपूर्ण प्रश्न-पुस्तिका जिसमें कुछ भाग छपने से छूट गए हों या प्रश्न एक से अधिक बार छप गए हों या उसमें किसी अन्य प्रकार की कमी हो, तो उसे तुरन्त बदल लें।

(Remaining instructions on the last page)

(शेष निर्देश अन्तिम पृष्ठ पर)

***(Only for Rough Work)***

1. Testing of hypothesis is a/an :
  - (A) Inferential Statistics
  - (B) Descriptive Statistics
  - (C) Data Analysis
  - (D) None of these
2. The Brettonwoods system was based on :
  - (A) a gold standard
  - (B) a flexible exchange rate system
  - (C) a gold exchange standard
  - (D) None of these
3. Dalal Street is situated at :
  - (A) London
  - (B) New Delhi
  - (C) Paris
  - (D) None of these
4. Which of the following is not a credit rating agency ?
  - (A) Moody
  - (B) Standard and Poor
  - (C) Fitch
  - (D) Nasdaq
5. “Vent for surplus approach” is applicable to :
  - (A) Rich countries
  - (B) Underdeveloped countries
  - (C) Oil exporting countries
  - (D) None of these
6. 360° feedback enhances the quality of ..... decisions.
  - (A) HR
  - (B) Managerial
  - (C) Human resource development
  - (D) All of the above
7. HRM has primary responsibility for all the these implementation variables except :
  - (A) Task design
  - (B) People
  - (C) Reward systems
  - (D) Organizational structure
8. Which of these is an internal factor influencing remuneration ?
  - (A) Business strategy
  - (B) Cost of living
  - (C) Legislation
  - (D) Society

9. Incentives depend upon :
- (A) Productivity
  - (B) Sales
  - (C) Profits
  - (D) All of the above
10. Jobs are compensated on the basis of :
- (A) Job analysis
  - (B) Job specification
  - (C) Job worth
  - (D) Job description
11. .... is the main source of innovations.
- (A) Upgraded technology
  - (B) Human brain
  - (C) Competitor pressure
  - (D) Research and development
12. Initially personnel department was only involved in :
- (A) Recruitment and selection
  - (B) Compensation and benefits
  - (C) Training and development
  - (D) Scheduling vacations
13. Which of the following terms describes the unique combination of psychological traits that describes a person's behaviour ?
- (A) Perception
  - (B) Personality
  - (C) Attitude
  - (D) Ability
14. HRM is a ..... function.
- (A) Line
  - (B) Staff
  - (C) Accounting
  - (D) All of the above
15. .... is a selection test to find out future success of an employee.
- (A) Aptitude test
  - (B) Polygraph test
  - (C) Personality test
  - (D) Interest test
16. HRP is basically done to ensure :
- (A) Demand analysis
  - (B) Supply analysis
  - (C) Parity between demand and supply
  - (D) None of the above
17. Long-term career advancement and managerial succession fall under :
- (A) Training
  - (B) Development
  - (C) Selection
  - (D) Job analysis

18. BPRE stands for :
- (A) Business Process Re-Engineering
  - (B) Business Process Re-Election
  - (C) By Product Re-Engineering
  - (D) Business Part Redraft Engineering
19. "Performance appraisal can only be based on past data." The statement is :
- (A) True
  - (B) False
  - (C) Partially true
  - (D) None of the above
20. Fringe benefits are mostly provided to ..... level of employees.
- (A) Top
  - (B) Middle
  - (C) Lower
  - (D) All of the above
21. Factors causing industrial accident may include :
- (A) Technical
  - (B) Human
  - (C) Both (A) and (B)
  - (D) None of the above
22. 360° feedback is a ..... method of appraisal.
- (A) Ancient
  - (B) Traditional
  - (C) Modern
  - (D) All of the above
23. MBO is a ..... oriented technique of performance appraisal.
- (A) Past
  - (B) Future
  - (C) Both (A) and (B)
  - (D) None of the above
24. Factors which affect the job satisfaction :
- (A) Personal characteristic
  - (B) Work behaviour
  - (C) Both (A) and (B)
  - (D) None of the above
25. Relationship between job satisfaction and performance is :
- (A) Negative
  - (B) Positive
  - (C) Both (A) and (B)
  - (D) None of the above

26. Significance of HRM can be studied :
- (A) Professional
  - (B) Social
  - (C) Organizational
  - (D) All of the above
27. Process of HRM starts with :
- (A) Staffing
  - (B) Compensation
  - (C) HR Planning
  - (D) HR audit
28. Functional strategy is also called as :
- (A) Operational strategy
  - (B) Face strategy
  - (C) Blind strategy
  - (D) None of the above
29. Process of measurement of human resource is :
- (A) Human resource accounting
  - (B) Human resource management
  - (C) Human resource development
  - (D) None of the above
30. “The measurement and reporting of the cost and value of people in organizational resources.” This was defined by :
- (A) M. N. I. Baker
  - (B) Drucker
  - (C) Flamholtz
  - (D) None of the above
31. Scope of HR Audit is for :
- (A) HR professional
  - (B) HR department
  - (C) HR policies
  - (D) All of the above
32. Job analysis is a process by which :
- (A) Job is ascertained by money value
  - (B) History of a job is studied
  - (C) Pertinent facts about a job are collected
  - (D) All of the above
33. Job specification means :
- (A) It specifies the skill, qualification, training and experience required for the job.
  - (B) It specifies the worth of a job.
  - (C) It tells how to do a job.
  - (D) None of the above

34. Which of the following is not a part of job analysis ?
- (A) Job satisfaction
  - (B) Job description
  - (C) Job specification
  - (D) All of the above
35. Job analysis is conducted by :
- (A) Marketing department
  - (B) Sales department
  - (C) Training department
  - (D) HR department
36. Recruitment means :
- (A) Conducting interview
  - (B) Appointing a new person
  - (C) Selecting fresh candidate
  - (D) Attracting candidates for a job
37. Selection is a ..... process.
- (A) Negative
  - (B) Positive
  - (C) Both (A) and (B)
  - (D) None of the above
38. Advancement of an employee in the organization to another job is :
- (A) Promotion
  - (B) Demotion
  - (C) Transfer
  - (D) All of the above
39. Transfer from one department to another by mutual consideration of heads :
- (A) Intra-departmental
  - (B) Inter-departmental
  - (C) Extra-departmental
  - (D) None of the above
40. The act of increasing the knowledge, skill and ability of employee is known as :
- (A) Training
  - (B) Recruitment
  - (C) Selection
  - (D) Appraisal

41. Which of the following is not an objective of training ?
- (A) Updating
  - (B) Competency development
  - (C) Induction
  - (D) Motivation
42. T-group training is given to employees to improve its :
- (A) Technical skills
  - (B) Human relation skill
  - (C) Problem solving skill
  - (D) All of the above
43. Training methods can be divided as :
- (A) On the job training
  - (B) Off the job training
  - (C) Both (A) and (B)
  - (D) None of the above
44. Vestibule training means :
- (A) Training the worker on the job
  - (B) Employees learning their job on the equipment they will be using, but are away from the job.
  - (C) Training workers off the job
  - (D) Both (B) and (C)
45. The efforts for HRD started in .....
- (A) 1960
  - (B) 1970
  - (C) 1980
  - (D) 1990
46. Which of the following is not a method of performance appraisal ?
- (A) Assignment schedules
  - (B) 360° appraisal
  - (C) BARS
  - (D) MBO
47. Performance appraisal is meant for :
- (A) improving efficiency
  - (B) rewarding employees
  - (C) promoting employees
  - (D) All of the above
48. The last step in the process of performance appraisal is :
- (A) measuring actual performance
  - (B) discussing appraisal with employees
  - (C) taking corrective action
  - (D) comparing the data
49. Commission system is a method of compensating :
- (A) Individual employees
  - (B) CEO
  - (C) Group of employees
  - (D) None of the above
50. Compensating individual is one through :
- (A) Merit pay system
  - (B) Commission system
  - (C) Piece rate system
  - (D) All of the above

51. Salary survey can be conducted at ..... level.
- (A) Professional
  - (B) Organizational
  - (C) Both (A) and (B)
  - (D) None of the above
52. Payment made uniformly on monthly basis is :
- (A) Wages
  - (B) Salary
  - (C) Neither (A) nor (B)
  - (D) All of the above
53. Subsistence theory was propounded by .....
- (A) Mayo
  - (B) Taylor
  - (C) Roa
  - (D) Ricardo
54. Industrial relation is a relationship of :
- (A) Central govt. and state govt.
  - (B) Employer, employees and government
  - (C) Government and public
  - (D) None of the above
55. Peaceful industrial relation denotes to :
- (A) Emphasis on bipartitism
  - (B) Co-operation among parties
  - (C) No strike and lockout
  - (D) All of the above
56. Human resource management emphasises on :
- (A) Development of people
  - (B) Punishment to people
  - (C) Adoption of people
  - (D) None of the above
57. Human resource management is amalgam of :
- (A) Job analysis, recruitment and selection
  - (B) Social behaviour and business ethics
  - (C) Organizational behaviour, personnel management and industrial relations
  - (D) Employer and employees

58. "Planning, organizing and controlling of procurement, development, compensation, integration of human resource to the end that objectives of individual, organization and society are achieved." Given by :
- (A) Storey  
 (B) Vetter  
 (C) Flippo  
 (D) F. W. Taylor
59. Operative function of HRM includes :
- (A) Procurement, development, compensation and motivation  
 (B) Maintenance  
 (C) Integration  
 (D) All of the above
60. Basic managerial functions of HRM are :
- (A) Planning, organizing, staffing  
 (B) Planning, organizing and co-ordinating  
 (C) Planning, organizing, directing and controlling  
 (D) None of the above
61. Which of the following is/are correct ?
- (A) HRM is a strategic management function.  
 (B) Under HRM employee is treated as resource.  
 (C) HRM is the management of skills, talent and abilities.  
 (D) HRM lacks the organization to achieve its goal.
62. Which among the following is not a function of HRM ?
- (A) Pervasive function  
 (B) Interdisciplinary function  
 (C) Integrating mechanism  
 (D) Job oriented
63. Challenges faced by HRM :
- (A) Technological changes, workforce diversity, globalization  
 (B) Productivity and career planning  
 (C) Compensation management  
 (D) Downsizing and VRS

64. The process of familiarizing the new employees to the organization rules and regulations is :
- (A) Placement
  - (B) Induction
  - (C) Recruitment
  - (D) Selection
65. HRM means :
- (A) A method which an organization collects, maintains and reports information on people.
  - (B) Process of integrating the employee's needs and aspirations with organizational needs.
  - (C) Process of bringing people and organization together so that goals are achieved
  - (D) Efforts to make life worth living for workers.
66. Training process is :
- (A) Short term
  - (B) Medium term
  - (C) Long term
  - (D) None of the above
67. OJT stands for :
- (A) On the Job Training
  - (B) On the Job Technique
  - (C) On the Job Technology
  - (D) None of the above
68. On the Job Training includes :
- (A) Coaching
  - (B) Conference
  - (C) Understudy
  - (D) All of the above
69. In ..... training, a training centre is set-up and actual job conditions are duplicated in it.
- (A) Classroom
  - (B) Apprenticeship
  - (C) Internship
  - (D) Vestibule
70. .... is the process of imparting or increasing knowledge or skill of an employee to do a particular job.
- (A) Training
  - (B) Motivation
  - (C) Development
  - (D) Leadership

71. Methods of training and development are :
- (A) Off the job
  - (B) On the job
  - (C) Both (A) and (B)
  - (D) None of the above
72. .... is a device or situation that replicates job demands at the job site.
- (A) Brainstorming
  - (B) Simulation
  - (C) Artificial intelligence
  - (D) Transactional analysis
73. Management development :
- (A) is short-term in nature
  - (B) focuses on employee's current job
  - (C) is an informal activity
  - (D) aims at overall development of a manager
74. Off the job training method includes :
- (A) Vestibule training
  - (B) Syndicate
  - (C) Sensitivity training
  - (D) All of the above
75. Simulation technique of off the job method includes :
- (A) Role playing
  - (B) In-basket exercise
  - (C) Case study
  - (D) All of the above
76. Relative worth of a job is found out by :
- (A) Job design
  - (B) Job analysis
  - (C) Job evaluation
  - (D) Job change
77. Methods of job evaluation are :
- (A) Qualitative method
  - (B) Quantitative method
  - (C) Both (A) and (B)
  - (D) None of the above
78. Quantitative job evaluation methods are :
- (A) Ranking method
  - (B) Point rating method
  - (C) Factor comparison method
  - (D) Both (B) and (C)
79. Qualitative job evaluation method is :
- (A) Ranking
  - (B) Grading
  - (C) Point rating
  - (D) Both (A) and (B)

80. Process of studying and collecting information about a job is known as :
- (A) HRP
  - (B) Job design
  - (C) Job analysis
  - (D) Job evaluation
81. Job analysis results in :
- (A) Job description
  - (B) Job specification
  - (C) Job evaluation
  - (D) All of the above
82. .... is the systematic, periodic and impartial rating of an employee excellence in matter pertaining to his present job and his potential for a better job.
- (A) Performance appraisal
  - (B) Compensation and motivation
  - (C) Training and development
  - (D) Performance indicator
83. Traditional method of performance appraisal includes :
- (A) Confidential report
  - (B) Paired comparison method
  - (C) Free form or essay method
  - (D) All of the above
84. Modern methods of performance appraisal are :
- (A) Assessment centre method
  - (B) Management by objectives
  - (C) BARS
  - (D) All of the above
85. .... is a performance appraisal technique in which appraisers rate critical employee behaviour.
- (A) MBO
  - (B) BARS
  - (C) BOS
  - (D) BOSS
86. .... is a performance appraisal technique that involves an agreement between employee and manager on goals to be achieved in a given period.
- (A) Rating scales
  - (B) BARS
  - (C) BOS
  - (D) MBO

87. The combination of peer, superior, subordinate and self-review appraisal is known as :
- (A) 360° appraisal
  - (B) Human resource accounting system
  - (C) All round review
  - (D) Feed forward
88. HRM is concerned with the ..... in the organization.
- (A) Company
  - (B) People
  - (C) Society
  - (D) Finance
89. HRM can be understood as a process of :
- (A) Processing
  - (B) Development
  - (C) Maintaining people
  - (D) All of the above
90. HRM is an art of .....
- (A) preparation of a task
  - (B) coordinating middle management
  - (C) helping top management
  - (D) managing people
91. Why are employees interested in employee engagement ?
- (A) To encourage employees to trust their managers
  - (B) To earn more profit
  - (C) To make employers work harder for less
  - (D) Because engaged employees are more motivated and prepared to give their best
92. HR policy makes employees :
- (A) train for future position
  - (B) better position
  - (C) knowledgeable person
  - (D) All of the above
93. Healthy HRM practices can help to :
- (A) reduce disputes
  - (B) increase promotional opportunities
  - (C) maintain cordial relation
  - (D) All of the above

94. HRM process starts with :
- (A) staffing
  - (B) compensation
  - (C) HR planning
  - (D) HR audit
95. Functional strategy is also called as :
- (A) Operational strategy
  - (B) Face strategy
  - (C) Blind strategy
  - (D) None of the above
96. Process of measurement of human resource is :
- (A) HR accounting
  - (B) HR management
  - (C) HR development
  - (D) None of the above
97. Which is the better measure of welfare ?
- (A) National Income
  - (B) Per Capita Income
  - (C) Per Capita Disposal Income
  - (D) Gross National Product
98. Scope of HR audit is for :
- (A) HR professional
  - (B) HR department
  - (C) HR policies
  - (D) All of the above
99. Job analysis is a process by which :
- (A) Job is ascertained by money value
  - (B) History of a job is studied
  - (C) Pertinent facts about a job are obtained
  - (D) All of the above
100. Job analysis is conducted by :
- (A) Marketing department
  - (B) Sales department
  - (C) Training department
  - (D) HR department

4. Four alternative answers are mentioned for each question as—A, B, C & D in the booklet. The candidate has to choose the most correct/appropriate answer and mark the same in the OMR Answer-Sheet as per the direction :

**Example :**

**Question :**

Q. 1 (A) ● (C) (D)

Q. 2 (A) (B) ● (D)

Q. 3 (A) ● (C) (D)

Illegible answers with cutting and over-writing or half filled circle will be cancelled.

5. Each question carries equal marks. Marks will be awarded according to the number of correct answers you have.
6. All answers are to be given on OMR Answer sheet only. Answers given anywhere other than the place specified in the answer sheet will not be considered valid.
7. Before writing anything on the OMR Answer Sheet, all the instructions given in it should be read carefully.
8. After the completion of the examination candidates should leave the examination hall only after providing their OMR Answer Sheet to the invigilator. Candidate can carry their Question Booklet.
9. There will be no negative marking.
10. Rough work, if any, should be done on the blank pages provided for the purpose in the booklet.
11. To bring and use of log-book, calculator, pager and cellular phone in examination hall is prohibited.
12. In case of any difference found in English and Hindi version of the question, the English version of the question will be held authentic.

**Impt. :** On opening the question booklet, first check that all the pages of the question booklet are printed properly. If there is any discrepancy in the question Booklet, then after showing it to the invigilator, get another question Booklet of the same series.

4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर— A, B, C एवं D हैं। परीक्षार्थी को उन चारों विकल्पों में से एक सबसे सही अथवा सबसे उपयुक्त उत्तर छोटना है। उत्तर को OMR आन्सर-शीट में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

उदाहरण :

प्रश्न :

प्रश्न 1 (A) ● (C) (D)

प्रश्न 2 (A) (B) ● (D)

प्रश्न 3 (A) ● (C) (D)

अपठनीय उत्तर या ऐसे उत्तर जिन्हें काटा या बदला गया है, या गोले में आधा भरकर दिया गया, उन्हें निरस्त कर दिया जाएगा।

5. प्रत्येक प्रश्न के अंक समान हैं। आपके जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
6. सभी उत्तर केवल ओ. एम. आर. उत्तर-पत्रक (OMR Answer Sheet) पर ही दिये जाने हैं। उत्तर-पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।
7. ओ. एम. आर. उत्तर-पत्रक (OMR Answer Sheet) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाये।
8. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी OMR Answer Sheet उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें। परीक्षार्थी अपने साथ प्रश्न-पुस्तिका ले जा सकते हैं।
9. निगेटिव मार्किंग नहीं है।
10. कोई भी रफ कार्य, प्रश्न-पुस्तिका के अन्त में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।
11. परीक्षा-कक्ष में लॉग-बुक, कैलकुलेटर, पेजर तथा सेल्युलर फोन ले जाना तथा उसका उपयोग करना वर्जित है।
12. प्रश्न के हिन्दी एवं अंग्रेजी रूपान्तरण में भिन्नता होने की दशा में प्रश्न का अंग्रेजी रूपान्तरण ही मान्य होगा।

**महत्वपूर्ण :** प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें कि प्रश्न-पुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरीज की दूसरी प्रश्न-पुस्तिका प्राप्त कर लें।