

Roll. No. ....

Question Booklet Number

O.M.R. Serial No.

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**B.Com. (Hons.) (SEM.-IV) EXAMINATION, 2025-26**

**COMMERCE**

**( Human Resource Management )**

**[ CODE : BCH-402 ]**

**Paper Code**

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Question Booklet  
Series

**B**

**Time : 1 : 30 Hours**

**Max. Marks : 75**

**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 75 questions in the OMR Answer-Sheet provided and not in the question booklet. 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.
4. Four alternative answers are mentioned for each question as - A, B, C & D in the booklet. The candidate has to choose the correct / answer and mark the same in the OMR Answer-Sheet as per the direction :

**(Remaining instructions on last page)**

**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 75 प्रश्नों को केवल दी गई OMR आन्सर-शीट पर ही हल करना है, प्रश्न-पुस्तिका पर नहीं। 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, उसे तुरन्त बदल लें।
4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर- A, B, C एवं D हैं। परीक्षार्थी को उन चारों विकल्पों में से सही उत्तर छॉटना है। उत्तर को OMR उत्तर-पत्रक में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

**(शेष निर्देश अन्तिम पृष्ठ पर)**

1. A modern method of performance appraisal is :
  - (A) Assessment centre
  - (B) Ranking method
  - (C) Checklist
  - (D) Essay method
2. Transfer means:
  - (A) Shifting employee from one job to another
  - (B) Removing employee
  - (C) Increasing salary
  - (D) Retirement
3. Promotion means:
  - (A) Upgrading employee to higher position
  - (B) Reducing salary
  - (C) Transfer of employee
  - (D) Retirement
4. Promotion usually results in:
  - (A) Higher salary
  - (B) Lower salary
  - (C) No salary
  - (D) None of the above
5. Transfer may be done due to:
  - (A) Organizational needs
  - (B) Employee request
  - (C) Better utilization of skills
  - (D) All of the above
6. Promotion motivates employees by:
  - (A) Punishing workers
  - (B) Recognizing performance
  - (C) Reducing salary
  - (D) None of the above
7. Employee counselling helps in :
  - (A) Selling products
  - (B) Increasing machines
  - (C) Solving employee problems
  - (D) Transport
8. Counselling improves :
  - (A) Employee morale
  - (B) Machine efficiency
  - (C) Market demand
  - (D) Sales price

9. Interview means :
- (A) Face-to-face communication
  - (B) Written test
  - (C) Medical test
  - (D) None of the above
10. Panel interview is conducted by :
- (A) One interviewer
  - (B) Group of interviewers
  - (C) Computer
  - (D) Workers
11. Interview helps in:
- (A) Evaluating personality
  - (B) Evaluating finance
  - (C) Evaluating machines
  - (D) Evaluating products
12. Training means :
- (A) Improving employee skills
  - (B) Increasing salary
  - (C) Increasing machines
  - (D) Reducing workers
13. Development focuses on:
- (A) Future growth of employees
  - (B) Present job only
- (C) Machines
- (D) Products
14. On-the-job training is given :
- (A) At workplace
  - (B) Outside workplace
  - (C) In classroom only
  - (D) Online only
15. Off-the-job training is given :
- (A) Outside the workplace
  - (B) At workplace
  - (C) At home
  - (D) None of the above
16. Training improves :
- (A) Employee performance
  - (B) Machine performance
  - (C) Market demand
  - (D) Transport
17. Performance Management System mainly evaluates :
- (A) Machines
  - (B) Employee performance
  - (C) Buildings
  - (D) Products

18. Employee health refers to :
- (A) Physical and mental well-being
  - (B) Machines
  - (C) Transport
  - (D) Products
19. Welfare facilities include :
- (A) Canteen
  - (B) Medical facilities
  - (C) Rest rooms
  - (D) All of the above
20. Employee welfare improves:
- (A) Employee satisfaction
  - (B) Machine life
  - (C) Transport
  - (D) Advertising
21. Welfare measures are:
- (A) Voluntary and statutory
  - (B) Only voluntary
  - (C) Only compulsory
  - (D) None of the above
22. Welfare activities are important for:
- (A) Employee motivation
  - (B) Employee health
  - (C) Employee efficiency
  - (D) All of the above
23. Social security protects employees against:
- (A) Risks and uncertainties
  - (B) Market competition
  - (C) Product failure
  - (D) Transport problems
24. The example of social security is:
- (A) Provident fund
  - (B) Pension
  - (C) Insurance
  - (D) All of these
25. Social security helps in:
- (A) Employee protection
  - (B) Machine repair
  - (C) Marketing
  - (D) Advertising
26. Social security is generally provided by:
- (A) Government and employers
  - (B) Customers
  - (C) Suppliers
  - (D) Competitors

27. Job specification means:
- (A) Qualification required for a job
  - (B) Salary of job
  - (C) Work timing
  - (D) Leave policy
28. Job analysis is useful for:
- (A) Recruitment
  - (B) Selection
  - (C) Training
  - (D) All of these
29. Selection means:
- (A) Choosing suitable candidate
  - (B) Searching candidates
  - (C) Advertising jobs
  - (D) Training employees
30. First step of selection process is:
- (A) Application form
  - (B) Interview
  - (C) Medical test
  - (D) Final selection
31. Selection process includes :
- (A) Interview
  - (B) Tests
  - (C) Medical examination
  - (D) All of the above
32. Final selection decision is taken by:
- (A) Management
  - (B) Customers
  - (C) Suppliers
  - (D) Government
33. Medical examination ensures :
- (A) Physical fitness of candidate
  - (B) Qualification
  - (C) Salary level
  - (D) Promotion
34. A selection test measures :
- (A) Ability of candidate
  - (B) Salary of candidate
  - (C) Age of candidate
  - (D) Address of candidate
35. Intelligence test measures :
- (A) Mental ability
  - (B) Physical strength
  - (C) Height
  - (D) Weight

36. Counselling can help employees deal with:
- (A) Personal problems
  - (B) Work stress
  - (C) Job dissatisfaction
  - (D) All of the above
37. Counselling in organizations is usually done by:
- (A) Manager or HR department
  - (B) Customers
  - (C) Suppliers
  - (D) Government
38. The main aim of counselling is:
- (A) Employee well-being
  - (B) Machine repair
  - (C) Transport
  - (D) Advertising
39. Compensation means :
- (A) Payment given to employees
  - (B) Payment to suppliers
  - (C) Payment to customers
  - (D) Payment to government
40. Compensation includes:
- (A) Wages
  - (B) Salary
  - (C) Incentives
  - (D) All of the above
41. Basic salary is part of:
- (A) Direct compensation
  - (B) Indirect compensation
  - (C) Bonus
  - (D) None of the above
42. Indirect compensation includes:
- (A) Benefits and allowances
  - (B) Basic salary
  - (C) Wage only
  - (D) None of the above
43. Incentives are given to:
- (A) Punish employees
  - (B) Motivate employees
  - (C) Reduce productivity
  - (D) None of the above

44. HR planning means:
- (A) Planning future manpower needs
  - (B) Planning production
  - (C) Planning marketing
  - (D) Planning finance
45. HR planning ensures:
- (A) Right person at right job
  - (B) Right machine
  - (C) Right product
  - (D) Right advertisement
46. HR planning helps in:
- (A) Avoiding manpower shortage
  - (B) Reducing machines
  - (C) Increasing transport
  - (D) None of the above
47. HR planning is useful for :
- (A) Long-term planning
  - (B) Short-term planning
  - (C) Both (A) and (B)
  - (D) None of the above
48. HR planning is also called :
- (A) Manpower planning
  - (B) Finance planning
  - (C) Production planning
  - (D) Marketing planning
49. Job analysis means:
- (A) Study of job and duties
  - (B) Study of machines
  - (C) Study of finance
  - (D) Study of marketing
50. Job analysis provides information about:
- (A) Job duties
  - (B) Job responsibilities
  - (C) Skills required
  - (D) All of the above
51. Job description means:
- (A) Written statement of job duties
  - (B) Written salary statement
  - (C) Written advertisement
  - (D) None of the above

52. Downsizing means:
- (A) Reducing number of employees
  - (B) Increasing employees
  - (C) Promoting employees
  - (D) Transferring employees
53. Downsizing is generally done to:
- (A) Reduce costs
  - (B) Increase machines
  - (C) Increase buildings
  - (D) Increase holidays
54. VRS stands for:
- (A) Voluntary Retirement Scheme
  - (B) Variable Retirement System
  - (C) Voluntary Reward Scheme
  - (D) None of the above
55. VRS allows employees to:
- (A) Retire voluntarily
  - (B) Work overtime
  - (C) Get promotion
  - (D) Get transfer
56. VRS is generally used to:
- (A) Increase workforce
  - (B) Reduce workforce
  - (C) Increase machines
  - (D) Increase production
57. Downsizing may affect:
- (A) Machine life
  - (B) Employee morale
  - (C) Transport
  - (D) Advertising
58. Business process reengineering focuses on :
- (A) Radical improvement in processes
  - (B) Minor changes only
  - (C) No change
  - (D) Temporary change
59. HRM plays an important role in:
- (A) Machine repair
  - (B) Managing organizational change
  - (C) Transport management
  - (D) Product design

60. HR policies help in :
- (A) Increasing machines
  - (B) Consistency in decisions
  - (C) Advertising products
  - (D) Transportation
61. HR policy should be :
- (A) Clear and simple
  - (B) Complicated
  - (C) Secret
  - (D) Temporary
62. HR policies are generally framed by:
- (A) Top management
  - (B) Workers
  - (C) Customers
  - (D) Suppliers
63. HR policies help in :
- (A) Employee discipline
  - (B) Machine repair
  - (C) Transport
  - (D) Sales
64. Procurement means :
- (A) Hiring employees
  - (B) Buying machines
  - (C) Selling products
  - (D) Accounting
65. Procurement includes:
- (A) Recruitment
  - (B) Selection
  - (C) Placement
  - (D) All of these
66. Recruitment means:
- (A) Searching for potential employees
  - (B) Selecting employees
  - (C) Training employees
  - (D) Paying salary
67. Internal recruitment includes :
- (A) Promotion
  - (B) Advertisement
  - (C) Campus recruitment
  - (D) Employment exchange
68. External recruitment includes:
- (A) Transfer
  - (B) Promotion
  - (C) Advertisement
  - (D) Demotion

69. Social security improves:
- (A) Machine quality
  - (B) Employee confidence
  - (C) Market demand
  - (D) Advertising
70. HRIS stands for:
- (A) Human Resource Information System
  - (B) Human Resource Internal System
  - (C) Human Research Information System
  - (D) None of the above
71. HRIS helps in:
- (A) Managing employee data
  - (B) Managing machines
  - (C) Managing transport
  - (D) Managing marketing
72. IT helps HRM in:
- (A) Recruitment
  - (B) Payroll processing
  - (C) Employee records
  - (D) All of the above
73. E-recruitment means:
- (A) Online recruitment
  - (B) Manual recruitment
  - (C) Newspaper recruitment
  - (D) Campus recruitment
74. HR technology improves:
- (A) Efficiency of HR functions
  - (B) Machine speed
  - (C) Transport
  - (D) None of the above
75. Business Process Reengineering means:
- (A) Redesigning business processes
  - (B) Selling products
  - (C) Buying machines
  - (D) Advertising
76. BPR aims at :
- (A) Increasing machines
  - (B) Increasing workers
  - (C) Improving efficiency and productivity
  - (D) None of the above

77. The importance of HRM lies in :
- (A) Effective use of manpower
  - (B) Machine repair
  - (C) Transport management
  - (D) Office decoration
78. HRM contributes to :
- (A) Employee development
  - (B) Machine development
  - (C) Product packaging
  - (D) Advertising
79. Personnel management is the old name of:
- (A) Marketing
  - (B) HRM
  - (C) Finance
  - (D) Accounting
80. Scientific Management was introduced by:
- (A) Henry Fayol
  - (B) Elton Mayo
  - (C) F.W. Taylor
  - (D) None of the above
81. Human Relations approach was developed after :
- (A) Hawthorne Studies
  - (B) World War II
  - (C) Industrial revolution
  - (D) None of the above
82. Hawthorne studies were conducted by:
- (A) Elton Mayo
  - (B) Taylor
  - (C) Fayol
  - (D) McGregor
83. Modern HRM focuses on :
- (A) Machines only
  - (B) Employee punishment
  - (C) Employee development
  - (D) Finance only
84. HR policy means :
- (A) Guidelines for managing employees
  - (B) Production plan
  - (C) Marketing strategy
  - (D) Pricing method

85. The main objective of performance management is:
- (A) Improving employee performance
  - (B) Reducing employees
  - (C) Increasing machines
  - (D) Increasing price
86. Performance appraisal means:
- (A) Evaluating employee performance
  - (B) Recruiting employees
  - (C) Training employees
  - (D) Selecting employees
87. Performance appraisal helps in:
- (A) Promotion decisions
  - (B) Transfer decisions
  - (C) Training needs
  - (D) All of the above
88. Performance appraisal is usually conducted:
- (A) Periodically
  - (B) Once in life
  - (C) Daily only
  - (D) Never
89. Traditional method of performance appraisal is :
- (A) Ranking method
  - (B) 360-degree feedback
  - (C) BARS
  - (D) Assessment centre
90. In ranking method, employees are:
- (A) Ranked from best to worst
  - (B) Paid equally
  - (C) Ignored
  - (D) Promoted automatically
91. 360-degree appraisal means feedback from:
- (A) Supervisor only
  - (B) Peers only
  - (C) Customers only
  - (D) All related persons
92. BARS stands for:
- (A) Behaviourally Anchored Rating Scale
  - (B) Basic Analysis Rating System
  - (C) Behaviour Analysis Rating Standard
  - (D) None of the above

93. Human Resource Management mainly deals with :
- (A) Machines
  - (B) Money
  - (C) People in the organisation
  - (D) Materials
94. HRM is concerned with :
- (A) Production only
  - (B) Marketing only
  - (C) Managing human resources
  - (D) Finance only
95. The nature of HRM is :
- (A) Mechanical
  - (B) Human oriented
  - (C) Technical only
  - (D) Financial
96. HRM is :
- (A) A continuous process
  - (B) A temporary activity
  - (C) A short-term activity
  - (D) None of these
97. HRM helps in achieving :
- (A) Individual goals only
  - (B) Organisational goals only
  - (C) Both individual and organisational goals
  - (D) None of the above
98. One important function of HRM is :
- (A) Recruitment
  - (B) Production
  - (C) Pricing
  - (D) Advertising
99. HRM function includes :
- (A) Training employees
  - (B) Selling goods
  - (C) Buying machines
  - (D) Transportation
100. HRM helps in improving:
- (A) Employee efficiency
  - (B) Weather conditions
  - (C) Transportation
  - (D) Electricity

## **Rough Work**

**Example :**

**Question :**

Q.1 (A) ● (C) (D)

Q.2 (A) (B) ● (D)

Q.3 (A) ● (C) (D)

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 & 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.

**Imp't. 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.**

**उदाहरण :**

**प्रश्न :**

प्रश्न 1 (A) ● (C) (D)

प्रश्न 2 (A) (B) ● (D)

प्रश्न 3 (A) ● (C) (D)

5. प्रत्येक प्रश्न के अंक समान हैं। आपके जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
6. सभी उत्तर केवल ओ०एम०आर० 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. ओ०एम०आर० 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 में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।
11. परीक्षा-कक्ष में लॉग-बुक, कैल्कुलेटर, 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 प्रश्नपुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।