

Roll No.-----

<b>Paper Code</b>		
<b>4</b>	<b>5</b>	<b>8</b>
(To be filled in the OMR Sheet)		

प्रश्नपुस्तिका क्रमांक  
Question Booklet No.

O.M.R. Serial No.

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प्रश्नपुस्तिका सीरीज  
Question Booklet Series  
**C**

**BBA (Third Semester) Examination, February/March-2022**

**BBA-303(N)**

**Human Resource Management**

(for Regular, Ex & B.P. Students)

**Time : 1:30 Hours**

**Maximum Marks-100**

जब तक कहा न जाय, इस प्रश्नपुस्तिका को न खोलें

- निर्देश : —
1. परीक्षार्थी अपने अनुक्रमांक, विषय एवं प्रश्नपुस्तिका की सीरीज का विवरण यथास्थान सही- सही भरें, अन्यथा मूल्यांकन में किसी भी प्रकार की विसंगति की दशा में उसकी जिम्मेदारी स्वयं परीक्षार्थी की होगी।
  2. इस प्रश्नपुस्तिका में 100 प्रश्न हैं, जिनमें से केवल 75 प्रश्नों के उत्तर परीक्षार्थियों द्वारा दिये जाने हैं। प्रत्येक प्रश्न के चार वैकल्पिक उत्तर प्रश्न के नीचे दिये गये हैं। इन चारों में से केवल एक ही उत्तर सही है। जिस उत्तर को आप सही या सबसे उचित समझते हैं, अपने उत्तर पत्रक (O.M.R. ANSWER SHEET) में उसके अक्षर वाले वृत्त को काले या नीले बाल प्वाइंट पेन से पूरा भर दें। यदि किसी परीक्षार्थी द्वारा निर्धारित प्रश्नों से अधिक प्रश्नों के उत्तर दिये जाते हैं तो उसके द्वारा हल किये गये प्रथमतः यथा निर्दिष्ट प्रश्नोत्तरों का ही मूल्यांकन किया जायेगा।
  3. प्रत्येक प्रश्न के अंक समान हैं। आप के जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
  4. सभी उत्तर केवल ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर ही दिये जाने हैं। उत्तर पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।
  5. ओ०एम०आर० उत्तर पत्रक (O.M.R. ANSWER SHEET) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाय।
  6. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी प्रश्नपुस्तिका बुकलेट एवं ओ०एम०आर० शीट पृथक-पृथक उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें।
  7. निगेटिव मार्किंग नहीं है।
- 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 कक्ष निरीक्षक को दिखाकर उसी सीरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।

## **Rough Work / रफ कार्य**

1. In the essentials of successful grievance Handling Procedure:
  - (A) Legal Sanctity
  - (B) Acceptability
  - (C) Unambiguity
  - (D) All of the above
2. The code is based on which one on the fallowing principles:
  - (A) There should be no strike or lockout without-proper nature
  - (B) There should be no recourse to go slow tactics
  - (C) Act of violence, intimidation, coercion should not be resorted to
  - (D) All of the above
3. In the payments for time not worked-which is not true:
  - (A) Paid Holidays
  - (B) Sickness benefit
  - (C) Paid vacation
  - (D) Holiday pay
4. In the types of group incentive plan which one is not true:
  - (A) Co-partnership
  - (B) Profit sharing
  - (C) Scanlon plan
  - (D) Job enrichment
5. In the form of separation - which one is not included:
  - (A) Resignation
  - (B) Dismissal
  - (C) Cock-out
  - (D) Lay-offs

6. On the basis of unit which is not included in transfer's types:
- (A) Sectional transfer
  - (B) Company transfer
  - (C) Departmental transfer
  - (D) Inter-plant Transfers
7. Causes of Demotion, this is not included:
- (A) Incompetence
  - (B) Disciplinary tool
  - (C) Merger and Acquisition
  - (D) Transfer
8. In the types of promotion- which is not true:
- (A) Horizontal
  - (B) Diagonal
  - (C) Vertical
  - (D) Dry Promotion
9. Strategic management consider:
- (A) Mission and strategy
  - (B) Human Resource system
  - (C) Formal structure of the organisation
  - (D) All of the above
10. In the formulation of Personnel Policy which is not true:
- (A) Gathering Information
  - (B) Environment study
  - (C) Getting approval of proposed policy
  - (D) Approval from Government agencies

11. Essentials of sound personnel policy:
  - (A) Simple and clear
  - (B) Consistency
  - (C) Participative formulation
  - (D) All of the above
12. The challenges of HRD manager in the new Environment include:
  - (A) To be quality oriented
  - (B) To be cost effective
  - (C) To be customer oriented
  - (D) All of the above
13. The committee on fair wages was appointed in India in the year:
  - (A) 1946
  - (B) 1947
  - (C) 1948
  - (D) 1949
14. The Payment of wages Act come into force on:
  - (A) 29<sup>th</sup> March, 1937
  - (B) 29<sup>th</sup> March, 1938
  - (C) 29<sup>th</sup> March, 1939
  - (D) 29<sup>th</sup> March, 1940
15. A wage board consists of:
  - (A) 2 other independent members
  - (B) 2 or 3 representatives of worker and employees
  - (C) An impartial chairman
  - (D) All of the above

16. Grievance should be submitted by a worker to his:
- (A) Immediate superior
  - (B) Department head
  - (C) HR manager
  - (D) Live manager
17. The purpose of a SWOT analysis is to analyse:
- (A) The business environment and strategic capability of an organisation relative to its competitors.
  - (B) External and organisational environments
  - (C) The strategic capability of an organisation
  - (D) None of the above
18. Which of the following is not a traditional method of performance- appraisal?
- (A) MBO
  - (B) Checklist
  - (C) Graphic rating
  - (D) Field Review
19. Selection Procedure includes:
- (A) Application form
  - (B) Reference check
  - (C) Medical Test
  - (D) All of the above
20. The type of transfer includes:
- (A) Replacement transfer
  - (B) Department transfer
  - (C) Remedial transfer
  - (D) All of the above

21. Which one of the following is not a method of performance appraisal?
- (A) Check list method
  - (B) Straight ranking method
  - (C) Man to man comparison method
  - (D) All of the above
22. Which is non-monetary incentives?
- (A) Work competition
  - (B) Praise
  - (C) Experience of progress
  - (D) All of the above
23. Training control system includes:
- (A) Annual review of years training plan
  - (B) Monthly review of Budget and plan
  - (C) Both (A) and (B)
  - (D) All of the above
24. Performance appraisal includes:
- (A) Team building
  - (B) Job enrichment
  - (C) Organisational diagnosis
  - (D) All of the above
25. Which is not a primary objective of trade union?
- (A) To regulate the relations
  - (B) Between workmen
  - (C) Between employers
  - (D) Social equity

26. 'Kaizen' is based on the principle of:
- (A) Improvement over improvement
  - (B) Quality control
  - (C) Total quality management
  - (D) All of the above
27. Attrition, layoffs and early retirement are examples of which type of downsizing strategy?
- (A) Work redesign
  - (B) Work force reduction
  - (C) Systemic
  - (D) All of the above
28. HRM is primarily concerned with:
- (A) Sales
  - (B) Dimension of people
  - (C) External environment
  - (D) Cost discipline
29. A development programme contains all of the following characteristics except:
- (A) Current focus
  - (B) High use of work experience
  - (C) Both (A) and (B)
  - (D) None of the above
30. Which one of the following type of training is not a simulation training?
- (A) Sensitivity training
  - (B) Role playing
  - (C) Management game
  - (D) Case study



31. One of the following is a future-oriented appraisal techniques?
- (A) MBO
  - (B) BARS
  - (C) Checklist
  - (D) Rating Scale
32. Techniques of estimating demand for Human Resource:
- (A) More approximation
  - (B) Involve HR Audit
  - (C) Employee skills inventories
  - (D) All of the above
33. Which of the following can be said to be a correct concept of wages:
- (A) Wage is a reward
  - (B) Wage is compensation
  - (C) Wage is the price of labour
  - (D) Wage is an incentive to work
34. Which of the following is not an authorised deduction under the payment of wages Act, 1936?
- (A) Fines
  - (B) Income Tax
  - (C) Contribution of LIC Premium
  - (D) Deduction made for payment of debt to money Lender.

35. 'Wages paid to worker should be sufficient to maintain himself and his family at a reasonable level of existence.' In the above statement refers to which of the following kind of wages:
- (A) Minimum wages
  - (B) Living wage
  - (C) Fair wage
  - (D) Market wage
36. Which of the following is not time based plan from the category of Individual Incentive Plan:
- (A) Rowan Plan
  - (B) Scanlon Plan
  - (C) Bedaux Plan
  - (D) Emerson Efficiency Plan
37. Appropriate Government means:
- (A) In relation to an establishment under the Industrial Dispute Act is the central Government.
  - (B) In relation to an establishment, the govt. of state in which that establishment is situated.
  - (C) Either (A) or (B)
  - (D) Neither (A) or (B)
38. According to Payment of Bonus Act, wages include:
- (A) Basic salary + Dearness Allowances
  - (B) Overtime Salaries + HRA
  - (C) Bonus + Gratuity + Employer's Contribution to PF
  - (D) All of the above

39. An employee shall be disqualified from receiving bonus under this Act, if he is dismissed from services because of:
- (A) Fraud
  - (B) Violent behavior while in the premises
  - (C) Theft, misappropriation
  - (D) Any of the above
40. Which of the following is not a category of worker?
- (A) Permanent
  - (B) Temporary
  - (C) Badli/casual
  - (D) Consultant
41. Compensation is payable to workers and it is:
- (A) Compulsory
  - (B) Optional
  - (C) Payable of court orders
  - (D) None of these
42. Compensation payable to workers when there is:
- (A) An accident with injury
  - (B) Injury without accident
  - (C) An accident with injury while at work
  - (D) None of the above
43. Workmen's compensation Act deals with compensation payable to worker's by:
- (A) All classes of employers
  - (B) Certain class of employers
  - (C) Both (A) and (B)
  - (D) None of these

44. Under minimum wages Act an Adult means a person who has completed the age of:
- (A) 18 years
  - (B) 21 years
  - (C) 19 years
  - (D) 22 years
45. The workmen's compensation Act was enacted in the year:
- (A) 1923
  - (B) 1948
  - (C) 1947
  - (D) 1950
46. Which of the following are the objectives of trade unions:
- (A) Wages/Salaries
  - (B) Discipline and welfare
  - (C) Negotiating machinery
  - (D) All of the above
47. Which of the following is not the right of registered trade unions:
- (A) Right to employ anyone without consulting management
  - (B) Right to collect membership fees
  - (C) Right to raise issues with the management
  - (D) Right to discuss members grievances with management
48. What do we mean by lock out?
- (A) Stoppage of work by employer
  - (B) Stoppage of work by employee
  - (C) Stoppage of work by trade union
  - (D) Stoppage of work by court

49. Indian national trade union congress was organised in:
- (A) 1947
  - (B) 1948
  - (C) 1962
  - (D) 1990
50. Employees join unions to fulfill their:
- (A) Social Needs
  - (B) Economic Needs
  - (C) Esteemed Needs
  - (D) All of the above
51. Which of the following is not a characteristics of trade unions?
- (A) Voluntary association
  - (B) Intermediary
  - (C) Common goals
  - (D) Individual actions
52. Which of the following are the basic objective of code of discipline?
- (A) Maintain peace and order in industry
  - (B) Avoid work stoppage in industry
  - (C) Promote opinions from all levels
  - (D) All of the above
53. A situation where management is unable to provide employment due to non availability of work is called:
- (A) Lock out
  - (B) Layoff
  - (C) Termination
  - (D) Attrition
54. Career planning is:
- (A) Leaving the decision to seniors and parents.
  - (B) Getting information and not taking timely decision
  - (C) Going along with peers and other personal relations
  - (D) Exploring and taking decisions with ones own self

55. Management by objectives (MBO) technique was first promoted by:
- (A) Peter Drucker
  - (B) Karl Marx
  - (C) Max Webber
  - (D) Fayol
56. Training and development helps to achieve:
- (A) Personal goals
  - (B) Group goals
  - (C) Organizational goals
  - (D) All of these
57. Apprenticeship training is a type of:
- (A) On-the-job training
  - (B) Off-the-job training
  - (C) Both (A) and (B)
  - (D) None of these
58. A retrenchment strategy is used to reduce:
- (A) Technical losses
  - (B) Financial losses
  - (C) The scale and scope of the business
  - (D) All of the above
59. Which of the following is not a method of on– the – job training method:
- (A) Understudy
  - (B) Simulation
  - (C) Job instructions
  - (D) Committee assignment

60. Off- the- job training is given:
- (A) Outside the factory gate
  - (B) In the classroom
  - (C) At the working location
  - (D) None of the above
61. Management development program provides:
- (A) Wide awareness
  - (B) Enlarged conceptual skills
  - (C) Latest technological skills
  - (D) All of the above
62. In which of the following kinds of interview the questions are pre-determined:
- (A) Panel
  - (B) Stress
  - (C) Group
  - (D) Structured
63. Which of the following is not a typically used procedure to reduce the total member of employees:
- (A) Layoff
  - (B) Terminations
  - (C) Downsizing
  - (D) Early retirement scheme
64. HRD system or processes may include the following process mechanism:
- (A) Career planning, Manpower planning
  - (B) Performance appraisal, Motivation
  - (C) Performance appraisal, Career planning, organisation development
  - (D) Training and development and quality of work life

65. Primary goal of HRM is to:
- (A) Facilitate organizational performance
  - (B) Influence internal constituencies
  - (C) Eliminate non-automated operative position
  - (D) None of these
66. Co-ordination and co-operation are:
- (A) Two different things
  - (B) One and the same
  - (C) Dependent on each other
  - (D) More or less convey the same meaning
67. Recruitment refers to:
- (A) Process of searching for prospective employee
  - (B) Basis for selecting the right candidate
  - (C) Solicit necessary information from prospective applicant
  - (D) Know the suitability of candidate
68. Pay refers to:
- (A) The Rewards that employees receives as a result of their employment
  - (B) All the extrinsic rewards that employees receive
  - (C) Only the base wage or salary that employees receive
  - (D) The actual money that employees receive in exchange for their work
69. An efficient supervisor should be:
- (A) Impartial
  - (B) Biased
  - (C) Strict to his subordinates
  - (D) Able to maintain some distance with his subordinates



70. The practice of placing a candidate at the right job is:
- (A) Selection
  - (B) Placement
  - (C) Interview
  - (D) Induction
71. The sources of recruitment are:
- (A) Interval
  - (B) External
  - (C) Interval as well as external
  - (D) None of the above
72. The Delphi technique uses:
- (A) Mathematical model as input to the decision making process.
  - (B) A panel of experts making a series of independent decision
  - (C) A topdown approach
  - (D) None of the above
73. Recruitment is done:
- (A) By centralized office
  - (B) Through different departments
  - (C) Both (A) and (B)
  - (D) None of the above
74. Which of the following can be identified to determine training needs with the help of job analysis:
- (A) Training content
  - (B) Methods and equipment's to be used for training
  - (C) Assessment tests to measure effectiveness of training
  - (D) All of the above

75. Manpower planning can also be called as:
- (A) Human resource planning
  - (B) Human resource management
  - (C) HRIS
  - (D) Human resource development
76. Which of the following methods can be used to make future manpower forecasts:
- (A) Expert opinion
  - (B) Trend analysis
  - (C) Work land and force analysis
  - (D) All of the above
77. Which one of the following method of job evaluation is:
- (A) Ranking method
  - (B) Bonus method
  - (C) Motivational method
  - (D) None of these
78. Which one is of following component of salary:
- (A) Pocket money
  - (B) Dearness allowance
  - (C) Travelling allowance
  - (D) None of these
79. Policy execution is done at:
- (A) Middle level
  - (B) Top level
  - (C) Lower level
  - (D) None of these

80. The most common activities performed by HR Which are often outsourced, are:
- (A) Recruitment and selection
  - (B) Payroll pensions, training
  - (C) Human Resource planning
  - (D) Assessment Centres
81. Which of the following are the major sources of recruitment of educated manpower:
- (A) Local employment exchange
  - (B) On campus interview
  - (C) Web portals
  - (D) All of the above
82. Orientation is generally given to:
- (A) New entrants
  - (B) Very old employees
  - (C) Supervisory staff
  - (D) External people
83. Job rotation involves:
- (A) Moving a person from one job to another
  - (B) Making a job more motivating
  - (C) Enlarging the activities involved in the job
  - (D) Upgrading a job to a higher rank
84. The Horizontal expansion of job is termed as:
- (A) Job enlargement
  - (B) Job enrichment
  - (C) Job specification
  - (D) Job enhancement

85. Which of the following is not a fringe benefits:
- (A) Transport facility
  - (B) Subsidised canteen facilities
  - (C) Free education to children
  - (D) Dearness allowances
86. Which of the following are the operative functions of HRM:
- (A) Organising
  - (B) Directing
  - (C) Coordinating
  - (D) All of the above
87. Job analysis involves:
- (A) Job description and job specification
  - (B) Job enlargement and job description
  - (C) Job specification and job order
  - (D) Job satisfaction and job enrichment
88. HRM function does not include:
- (A) Recruitment
  - (B) Selection
  - (C) Training
  - (D) Cost control
89. The difference between HRM and Personnel management is:
- (A) Insignificant
  - (B) Marginal
  - (C) Not – at – all
  - (D) Wide

90. Human Resource Management aims at maximising employees as well as organisational:
- (A) Effectiveness
  - (B) Efficiency
  - (C) Economy
  - (D) Performance
91. The statement of an organisation's commitment to quality:
- (A) Policy
  - (B) Vision
  - (C) Goal
  - (D) Principles
92. 360- degree feedback involves appraisals by:
- (A) Line managers
  - (B) Subordinates
  - (C) Superiors
  - (D) Any one who is directly in contact with the appraise
93. Key to successful management of HR practices is the ability of manager to:
- (A) Travel abroad
  - (B) Have good contacts
  - (C) Have appropriate training system
  - (D) Have ability to identify key potential of all
94. In which of the following aspect of HR it is very important for HR department to depict its fairness and non-discrimination?
- (A) Recruitment and selection
  - (B) Grievance and discipline
  - (C) Reward management
  - (D) All of the above

95. Too much reliance on internal recruitment can result in:
- (A) Restricted talent pool
  - (B) Poor team work
  - (C) Interval conflict
  - (D) More burded on HR dept.
96. Which of the following cannot be delegated by the manager in an organisation to his subordinate?
- (A) Authority
  - (B) Work load
  - (C) Assignments
  - (D) Attendance at meetings to represent the department
97. Manpower planning involves all of the following except:
- (A) Organising and training the staff.
  - (B) Estimating future personnel requirements.
  - (C) Monitoring the quality of the product
  - (D) Preparing and maintaining personnel records
98. “Establish rapport and get ready to show best” is the mantra of:
- (A) Recruitment
  - (B) Interview
  - (C) Orientation
  - (D) None of these

99. Orientation in an organisation is done as to:
- (A) Train a new joinee
  - (B) Select an employee for a particular job
  - (C) Socialize the new employee
  - (D) All of the above
100. The difference between job enrichment and job enlargement is that:
- (A) Enlarged job include some of the planning and controlling whereas enrichment means getting more money for the same job.
  - (B) Enlarged job contain a large no. of similar tasks while enriched job include some of the planning and control in the hands of job holder.
  - (C) Enriched job include performing number of loosing job as well along with the one he is performing.
  - (D) All of the above

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2. **This Question Booklet contains 100 questions, out of which only 75 Question are to be Answered by the examinee. Every question has 4 options and only one of them is correct. The answer which seems correct to you, darken that option number in your Answer Booklet (O.M.R ANSWER SHEET) completely with black or blue ball point pen. If any examinee will mark more than one answer of a particular question, then the first most option will be considered valid.**
3. Every question has same marks. Every question you attempt correctly, marks will be given according to that.
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