

**B.Sc. (Hospitality & Hotel Administration)(CBCS 2016 Course Sem-VI
: SUMMER - 2019**

SUBJECT: HUMAN RESOURCE MANAGEMENT

Date: Monday
Day: 15/04/2019

Time: 02.00 PM To 04.30 PM
Max. Marks: 60

S-2019-2447

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answer to the both the section should be written in the **SAME** answer book.

SECTION – I

Q.1 Explain **ANY SIX** of the following. **(6)**

- | | |
|-----------------------|------------------|
| a) Job. | e) Job analysis. |
| b) Job title. | f) HRP. |
| c) Job description. | g) Halo effect. |
| d) Job specification. | h) HRD. |

Q.2 Attempt **ANY THREE** of the following. **(12)**

- a) Define HRM and state the role and functions of HRM.
- b) Give any Four difference between HRM and personnel management.
- c) With the help of a flow chart explain the HRP process.
- d) State any Four challenges for HRM in India?

Q.3 Attempt **ANY THREE** of the following. **(12)**

- a) Describe in detail the selection process.
- b) What are the sources of recruitment for the hospitality and tourism industry?
- c) Give the difference between training and development.
- d) Describe any Two traditional and Two Modern methods of performance appraisal.

SECTION - II

Q.4 Explain **ANY SIX** of the following. **(6)**

- | | |
|------------------------|-------------------------------|
| a) ESOP. | e) Salary and wages. |
| b) Induction training. | f) Discipline. |
| c) Career. | g) CTC. |
| d) Compensation. | h) Productivity linked bonus. |

Q.5 Attempt **ANY THREE** of the following. **(12)**

- a) Describe any Four rating errors in performance appraisal.
- b) What is the concept of career development and state its benefits for employees, managers and organizations.
- c) Describe the objectives of Job evaluation.
- d) What are the objectives of compensation administration?

Q.6 Attempt **ANY THREE** of the following. **(12)**

- a) What are grievances? How to resolve employee grievances.
- b) What are the aim and objectives of discipline?
- c) Give the concept, objectives and functions of trade union.
- d) Explain the concept and process of collective bargaining.
