

**B. SC. (HOSPITALITY & HOTEL ADMINISTRATION) SEM – VI
: SUMMER - 2018**

SUBJECT: HUMAN RESOURCE MANAGEMENT

Day: **Tuesday**
Date: **17/04/2018**

S-2018-2195

Time: **10.00 AM To 01.00 PM**
Max. Marks: 80

N.B.:

- 1) All questions are **COMPULSORY**.
 - 2) Figures to the right indicate **FULL** marks.
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- Q.1** Attempt any **FOUR** of the following. (16)
- a) What do you understand by Human Resource Management? State any four challenges for Human Resource Management.
 - b) Define Job description and state the need for Job Description.
 - c) State the purpose of promotion
 - d) Write the guidelines for disciplinary action.
 - e) Discuss the elements of a grievance procedure.
 - f) Define Industrial Relations and discuss its purpose.
- Q.2** Attempt any **TWO** of the following. (16)
- a) Discuss the importance of performance appraisal. State the limitations of appraisal.
 - b) Describe the steps involved in the recruitment process.
 - c) Define Human Resource Development. Discuss the elements of Human Resource Development.
- Q.3** Attempt any **TWO** of the following. (16)
- a) Discuss the concept of collective Bargaining.
 - b) Define Compensation and explain the three parts of Compensation.
 - c) What are the statutory provisions under the Factory ACT?
- Q.4** Attempt any **TWO** of the following. (16)
- a) Explain succession planning in detail.
 - b) State the objectives of Job evaluation. Describe any one method used for job evaluation.
 - c) Describe any two commonly used training methods in the hospitality organization.
- Q.5** Answer any **TWO** of the following. (16)
- a) What do you understand by Orientation and Induction? Give its benefits.
 - b) State the benefits of Career development to employee, managers and Organizations.
 - c) Define a trade union & state the aims & objectives of a trade union.

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