D 53087   (Pages : 3)   Name...

Reg. No......................................

THIRD SEMESTER B.VOC. DEGREE EXAMINATION
NOVEMBER 2023

Tourism and Hospitality Management

SDC 3HR 26—HUMAN RESOURCE MANAGEMENT

(2018 Admissions)

Time : Three Hours   Maximum : 80 Marks

Section A

Answer **all** *questions.*
Each question carries 1 *mark.*

1. Name any *two* activities of Human Resource Management.

2. Write any *one* Objectives of HRM.

3. Study of a job to discover its specifications, skill requirements for wage, recruitment training, or job-design purposes.

4. Name any *two* methods of interviewing.

5. Estimates of future resource needs and changes ———————.

6. Expand BARS.

7. Sensitive training is a part of ———————.

8. Expand HRP.

9. Name any *two* sources of collection of data for Job Analysis.

10. List any *two* Operative Functions of Human Resource Management.

(10 × 1 = 10 marks)

Section B (Short Answer Type Questions)

Answer any **eight** *questions.*
Each question carries 2 *marks.*

11. What Is Performance Management ?

12. Define job evaluation.

Turn over

13. What do you mean by industrial training ?

14. What is Job rotation ?

15. Define the term motivation.

16. What is Employee Retention ?

17. What is short term planning ?

18. Define Compensation.

19. What is meant by direct recruitment ?

20. What is Casual Leave ?

21. What do you mean by hot stove rule ?

22. Define intelligence test.

(8 × 2 = 16 marks)

Section C (Short Essay Type Questions)

Answer any **six** *questions.*
Each question carries 4 *marks.*

23. Explain the objectives of HRM.

24. Write down the scope of human resource management.

25. Explain the various factors affecting recruitment.

26. How do you endow with Performance Appraisal ? Explain.

27. Explain the various types of recruitment.

28. Write short note on compensation management.

29. Explain the different factors affecting compensation and rewards.

30. Explain the benefits of training in hospitality industry.

31. Write short note on the model of Grievance Procedure.

(6 × 4 = 24 marks)

Section D (Long Essay Type Question)

Answer any **two** *questions.*
Each question carries 15 *marks.*

32. Discuss the various challenges faced by modern personnel manager in hotel industry.

33. Explain the objectives and methods of job evaluation.

34. Discuss the various functions of a Human Resource Manager.

35. Evaluate the traditional and modern methods of performance appraisal.

(2 × 15 = 30 marks)