

D 13907

(Pages : 2)

Name.....

Reg. No.....

THIRD SEMESTER B.VOC. DEGREE EXAMINATION, NOVEMBER 2021

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. _____ evaluate job and not the job holder.
2. Name any *two* methods of performance appraisal.
3. SWOT stand for _____.
4. _____ a system of review and evaluation of an individual or team's job performance.
5. A form of training which is provided at the work place during the performance of the actual job.
6. Expand HRP.
7. _____ includes job title, job location, job code, job grade.
8. Employee receives direct and clear info about the effectiveness of their job performance.
9. Name any *two* forms of the external recruiting. Advertising, employment agencies etc.
10. Expand MBO.

(10 × 1 = 10 marks)

Section B (Short Answer Type Question)*Answer any eight questions.**Each question carries 2 marks.*

11. What is Human Resource Management ?
12. What is morale ?
13. What is HR audit ?
14. Define job specification.

Turn over

15. What do you mean by compensation management ?
16. What are human resource policies ?
17. Define Personnel Management ?
18. What do you mean by merit rating ?
19. What is job analysis ?
20. What is supply forecasting ?
21. What do you understand by brain storming ?
22. Define grievance redresses.

(8 × 2 = 16 marks)

Section C (Short essay Type Question)

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

23. Write down the importance of HRM.
24. Differentiate between human resource management and personal management
25. State the various sources of recruitment.
26. Explain the various methods of job evaluation.
27. Write short note on career development process.
28. Write down the different methods of training.
29. Point out the various objectives of compensation planning.
30. Bring out the principles of employee benefits programme.
31. Explain the role of HR manager in a hotel industry.

(6 × 4 = 24 marks)

Section D (Long essay Type Question)

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

32. Explain the procedure for handling employee's grievance in a five star category hotel.
33. Briefly explain the various steps in human resource planning.
34. Write an essay on the principles and objectives of placement.
35. Explain the need and importance of performance appraisal in an organization.

(2 × 15 = 30 marks)