

Roll No.: .....

## SGT UNIVERSITY

### END TERM THEORY EXAMINATION JULY -2022

|                                   |                              |                       |                          |
|-----------------------------------|------------------------------|-----------------------|--------------------------|
| <b>College/ Faculty of Study:</b> | Hotel And Tourism Management | <b>Year/Semester:</b> | 6 <sup>th</sup> Semester |
| <b>Program:</b>                   | BHM                          | <b>Duration:</b>      | 03:00                    |
| <b>Course/Subject:</b>            | Human Resource Management    | <b>Maximum Marks:</b> | 60                       |
| <b>Course/Subject Code:</b>       | 07010604                     | <b>Batch:</b>         | 2018                     |

**Instructions:-**

1. Write Your Roll No. on the Question Paper.
2. Candidate should ensure that they have been provided correct question paper. Complaint(s) in this regard, if any should be made within 15 minutes of the commencement of the exam. No complaint(s) will be entertained thereafter.
3. All Questions are compulsory. Marks are indicated against each question.
4. Illustrate your answer with diagram wherever required.

### SECTION-A

#### (Very Short Answer Type Questions)

**Note: All Questions are compulsory: -**

**[12X1=12]**

| S. No. | Question<br>Write two line answer on the following terms: | Marks Allotted |
|--------|---|----------------|
| 1      | Job description   | 1              |
| 2      | Human resource planning                                   | 1              |
| 3      | Selection   | 1              |
| 4      | Rewards   | 1              |
| 5      | Subordinate's appraisal                                   | 1              |
| 6      | Peer Appraisal  | 1              |
| 7      | External factors  | 1              |
| 8      | Employees referrals                                       | 1              |
| 9      | Self-appraisal  | 1              |
| 10     | Human Resource Management                                 | 1              |
| 11     | Forecasting human needs                                   | 1              |
| 12     | Surplus human resource                                    | 1              |

**SECTION-B**  
**(Short Answer Type Questions)**

**Note: All Questions are compulsory: -**

**[4X2=8]**

| S. No. | Question  | Marks Allotted |
|--------|---|----------------|
| 13     | Write down the internal factors those affect recruitment process. | 2              |
| 14     | What are the external sources for recruitment?                    | 2              |
| 15     | Briefly explain Herzberg's motivational theory.                   | 2              |
| 16     | What do you understand by organizational culture?                 | 2              |

**SECTION-C**  
**(Descriptive Answer Type Questions)**

**Note: All Questions are compulsory: -**

**[4X4=16]**

| S. No. | Question   | Marks Allotted |
|--------|--|----------------|
| 17     | Explain what is 360 Degree Feedback?   | 4              |
| 18     | Write down the four objectives of Human resource management.   | 4              |
| 19     | What are the four motivational theory? Briefly define.   | 4              |
| 20     | Do you agree or not with below statement? If yes then explain why. "Training and Development plays vital role to forward organization to the next level" | 4              |

**SECTION-D**  
**(Long Answer Type Questions)**

**Note: All Questions are compulsory: -**

**[4X6=24]**

| <b>S. No.</b> | <b>Question</b>   | <b>Marks Allotted</b> |
|---------------|---|-----------------------|
| 21            | What do you think that HR is responsible for what kind of duties in any organization? | 6                     |
| 22            | What are the qualities of HR manager?   | 6                     |
| 23            | What are the modern techniques using by MNCs for recruitment process?                 | 6                     |
| 24            | What are the qualities of HR manager?   | 6                     |