

Roll No.:

END SEMESTER THEORY EXAMINATION JANUARY-2021

Program:	Bachelor of Hotel Management	Year/Semester:	7th Semester
Course/Subject:	Human Resource Management	Duration:	03:00 Hrs
Course/Subject Code:	07010702	Maximum Marks:	60
		Batch:	2017

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 Marks]

S. No.	Question	Marks Allotted
1	Define HRM	1
2	Write a short note on 'Work Force'.	1
3	Briefly define Recruitment'.	1
4	Short note on 'Benefits of Learning & Development'	1
5	What is manpower planning..	1
6	Briefly describe the process of Appraisals.'.	1
7	Short note on 'Compensation'	1
8	Explain briefly 'Employee motivation'.	1
9	What is feedback.?	1
10	Write a short note on 'Counselling'.	1
11	Name various steps of 'Disciplinary Action'.	1
12	Briefly describe 'Suspension'.	1

SECTION-B
(Short Answer Type Questions)

Note: All Questions are compulsory: -

[4X2=8 Marks]

S. No.	Question	Marks Allotted
13	What are the various 'Tools' of the recruitment process?	2
14	What are HR challenges.	2
15	Write a note on 'Charge sheet'.	2
16	Define ' Job Satisfaction'.	2

SECTION-C
(Descriptive Answer Type Questions)

Note: All Questions are compulsory: -

[4X4=16]

S. No.	Question	Marks Allotted
17	Explain the Importance of Manpower planning.	4
18	Role of 'Training & Development' Explain.	4
19	Explain in detail 'Maslow's hierarchy of needs'.	4
20	Explain positive organisational culture.	4

SECTION-D
(Long Answer Type Questions)

Note: All Questions are compulsory: -

[4X6=24 Marks]

S. No.	Question	Marks Allotted
21	Explain HR issues & challenges in Hospitality Industry'.	6
22	Explain various steps of Recruitment process.	6
23	Explain in detail Counselling.	6
24	Explain in detail Job satisfaction.	6