

S.No. 2166

12UHM14

(For the candidates admitted from 2012–2013 onwards)

B.Sc. DEGREE EXAMINATION, NOVEMBER 2017.

Sixth Semester

Hotel Management and Catering Science

HUMAN RESOURCE MANAGEMENT

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. Define HRM.
2. Define HR Manager.
3. What is Manpower Planning?
4. Define Job Analysis.
5. What is Transfer?
6. Define Job Satisfaction.
7. Define Wages.

8. Short notes on: Labour Welfare.
9. Define Trade Union.
10. What is Conflict?

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

11. (a) Explain the nature and Scope of HRM.
Or
(b) Describe the function of HRM.
12. (a) Explain Manpower Planning and techniques.
Or
(b) Discuss the various types of selection tests and interviews.
13. (a) Bring out the difference between Transfer and Demotion.
Or
(b) Bring out job satisfaction morale.
14. (a) Explain the individual and group incentives.
Or
(b) Explain the administration of wages and salaries.

15. (a) Illustrate the trade unionism.

Or

- (b) Explain the Grievance handling and discipline.

PART C — (3 × 10 = 30 marks)

Answer any THREE out of five questions.

16. Describe HRD in future.
17. Describe the recruitment and selection process.
18. Illustrate the performance appraisal.
19. What are the factors deciding compensation of employee? Explain in detail.
20. Why is it important for parties in the labour relationship to negotiate an agreement as part of the process of collective bargaining?