



MAR IVANIOS COLLEGE (AUTONOMOUS)
THIRUVANANTHAPURAM

Reg. No. :.....

Name :.....

Third Semester B.Voc. Degree Examination, November 2016
First Degree Programme under CSS
General Course – VIII (for Tourism & Hospitality Management)
AUTH362: Human Resources Management
(for 2014 Admissions – Improvement Only)

Time: 3 Hours

Max. Marks: 80

SECTION – A

Answer ALL questions in one or two sentences.

1. Explain the objectives of HRM.
2. What do you meant by promotion ?
3. Give a note on personnel management.
4. Explain Campus interviews.
5. Explain vestibule school training.
6. Write about private employment exchanges.
7. Explain the term induction in HRM.
8. Explain the importance of employee motivation.
9. What do you mean by employee safety ?
10. Write short note on wage system.

(10 × 1 = 10 Marks)

SECTION – B

Answer any EIGHT questions, not exceeding a paragraph of 50 words.

11. Differentiate between recruitment and Selection.
12. What do you meant by job description ?

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13. Write in detail about labour participation in Management.
14. Differentiate between conventional and strategic planning.
15. Briefly explain the process of selection.
16. Narrate the importance of job specification in HRM.
17. What do you meant by career enrichment ?
18. Briefly explain training evaluation.
19. Define On the Job Training.
20. Briefly explain the term HR planning.
21. Differentiate between conventional and strategic planning in HRM.
22. State employee punishment in HRM.

(8 × 2 = 16 Marks)

SECTION – C

Answer any SIX questions, in a page of 100 words.

23. Define Job analysis. Give a detailed note on process of Job analysis.
24. Give a detailed note on factors influencing the wage system.
25. Explain the role of HR managers in travel and tourism industry.
26. Elaborate various types of challenges for employee training in a firm.
27. List out the major challenges of HRM in hospitality business.
28. Explain in detail about the term career development.
29. Write in detail about internal mobility, promotion, demotion in HRM.
30. Elaborate the grievance Redressal procedure in an organization.
31. Write in detail about the essentials of good discipline system.

(6 × 4 = 24 Marks)

SECTION – D

Answer any TWO questions, not exceeding four pages.

32. Explain the necessity of training in a firm. Give various methods of training.
33. Discuss in detail about concept of career planning, its features and methods.
34. What is performance appraisal ? Explain the procedure.
35. Briefly explain the process of recruitment. Write various sources of Recruitment.

(2 × 15 = 30 Marks)

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