



MAR IVANIOS COLLEGE (AUTONOMOUS)
THIRUVANANTHAPURAM

Reg. No. :.....

Name :.....

Third Semester B.Voc. Degree Examination, November 2015
First Degree Programme under CSS
General Course – VIII (for Tourism & Hospitality Management)
AUTH362: Human Resources Management

Time: 3 Hours

Max. Marks: 80

SECTION – A

Answer ALL questions in one or two sentences.

1. Define 'Human Resource'.
2. What do you mean by 'profession' ?
3. What is grievance ?
4. What is Job ?
5. Define Personnel.
6. What is meant by Discipline ?
7. List out any two public sector recruitment cells in India.
8. Who is an Employer ?
9. What is called Interview ?
10. What is an organization ?

(10 × 1 = 10 Marks)

SECTION – B

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

11. Differentiate the Traditional and Strategic HRM.
12. Define HRM.
13. Distinguish the terms Rewards and Awards.

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14. What do you mean by Punishment ?
15. What is Performance Appraisal ?
16. Define Human Resource Planning.
17. Differentiate between Wage and Salary.
18. What do you mean by Compensation Planning ?
19. What is Job Description ?
20. Define Training and Development.
21. Mention any two features of Labour.
22. What is Employee Morale ?

(8 × 2 = 16 Marks)

SECTION – C

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

23. Explain in brief the evolution of the concept of HRM.
24. Discuss the role and scope of HRM in Tourism Industry.
25. Bring out the role of HR Department in training and development.
26. Elucidate the characteristics of Human Resource in India.
27. Explain the features and methods of career planning.
28. Write a note on factors influencing wage system in Indian scenario.
29. Discuss the various sources and methods of Recruitment.
30. Write an essay on importance of Grievance Redressal in an organisation.
31. Explain the essentials of a good discipline system.

(6 × 4 = 24 Marks)

SECTION – D

Answer any TWO questions, not exceeding four pages.

32. Discuss in detail the various approaches to HRM.
33. Examine the process of HR Recruitment and selection.
34. Analyse the methods and process of Performance Appraisal.
35. Elucidate the objectives and importance of Compensation management.

(2 × 15 = 30 Marks)

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