

(6 pages) **Reg. No. :**

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**Code No. : 22337 E Sub. Code : JMTO 6 B/
SETO 6 A**

B.A. (CBCS) DEGREE EXAMINATION,
APRIL 2020.

Sixth Semester

Tourism and Hospitality Management — Main

Major Elective — HUMAN RESOURCE
MANAGEMENT IN TOURISM

(For those who joined in July 2016 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer :

1. The process of forecasting an organizations future demand for, and supply of the right type of people in the right number is called
 - (a) Human capital management
 - (b) Recruitment
 - (c) Human Resource planning
 - (d) Human Resource management

2. The voluntary and involuntary permanent withdrawal from an organisation is called
- (a) Behaviour (b) Misbehaviour
(c) Turnover (d) None of the above
3. The emotional part of an attitude is called _____
- (a) Attitude
(b) Affective component
(c) Behavioural component
(d) All the above
4. What is the main objective of job evaluation?
- (a) It is not compulsory
(b) To define satisfactory wage and salary differentials
(c) Job is rated before the employee is appointed to occupy
(d) None of the above
5. Which of the following is a benefit of employee training?
- (a) Improves morale
(b) Provides a good climate for learning
(c) Helps people identify with organizational goals
(d) None of the above

6. First come last go and last come first go is the principle of
- (a) Retrenchment (b) Dismissal
- (c) Closure (d) Lay-off
7. Which of the following is not a type of wage differentials?
- (a) Social (b) Industrial
- (c) Geographical (d) Occupational
8. Which of the following is not a traditional method of organizational development?
- (a) Managerial grid
- (b) Survey feed back
- (c) Sensitivity training
- (d) Process consultation
9. Negotiation of labour contracts by union and management is referred to as
- (a) Collective Bargaining
- (b) Industrial Relations
- (c) Consumerism
- (d) Trade union

10. Need-tllerarchy theory was propounded by
- (a) Elton Mayo (b) Mc-Fralad
(c) Peer F. Drucker (d) Abraham Maslow

PART B — ($5 \times 5 = 25$ marks)

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

Each answer should not exceed 250 words.

11. (a) List out the objectives of Human Resource Management.

Or

- (b) Write a short note on scope of Human Resource Management.

12. (a) Write about external environment in Human resource management.

Or

- (b) Bring out the changing emphasis in Human resource management.

13. (a) Write about levels of human resource planning.

Or

- (b) Explain process of job analysis.

14. (a) Explain career management.

Or

- (b) How to set training objectives-Discuss.

15. (a) List out the code of discipline.

Or

- (b) Write a note on Grievance procedure.

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Discuss about Human Resource Management objectives and functions.

Or

- (b) Explain Human Resource Management in Tourism industry.

17. (a) Write about evaluation of Human Resource Management.

Or

- (b) Explain environment of Human Resource Management.

18. (a) Discuss in detail about the Human Resource Management

Or

- (b) Explain the systematic approach of the selection of a manager.

19. (a) Explain the importance of training.

Or

- (b) Write about potential appraisal.

20. (a) Discuss conflict and stress management.

Or

- (b) Explain emerging trends in tourism.
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