

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)
Each answer should not exceed 600 words.

16. (a) Write elaborately the essentials of HRM Department.
Or
(b) Explain the various roles of Human Resource Department.
17. (a) Describe the Hierarchy of Personnel Department.
Or
(b) Explain the relationship of Human Resource Management with Personnel Management.
18. (a) Discuss the various steps involved in Human Resource Planning.
Or
(b) Enumerate the Statistical methods used for forecasting Human Resource Planning.
19. (a) Explain the new trends and perspectives in Training.
Or
(b) Write an essay on advantages and dangers of merit rating.
20. (a) Discuss the various welfare provision of a company.
Or
(b) Explain the stages involved in career development.

Reg. NO. :

Code No. : 22874 E Sub. Code : JMT0 6 B

B.A. (CBCS) DEGREE EXAMINATION,
APRIL 2019.

Sixth Semester

Tourism and Hospitality Management - Main

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 questions.

Choose the correct answer :

1. The actual achievements compared with the objectives of the job is _____
(a) Job Performance (b) Job evaluation
(c) Job description (d) None of these
2. Job evolution is _____
(a) Analysing the job
(b) System of remuneration
(c) System of Performance
(d) Development



3. The basic managerial skill is _____.
 (a) To supervise (b) To stimulate
 (c) To motivate (d) All the above
4. Large recruitment _____ problematic.
 (a) Less (b) More
 (c) Medium (d) All the above
5. _____ is the objectives of inspection.
 (a) Quality Product
 (b) Defect the products
 (c) Customer Satisfaction
 (d) All the above
6. The _____ programme once installed must be continued on a permanent basis.
 (a) Job evaluation
 (b) Training & Development
 (c) Recruitment
 (d) All the above
7. The art of increasing the knowledge and skill of the employee is _____.
 (a) Training (b) Development
 (c) Promotion (d) Education
8. Workers who volunteer to meet regularly to solve problems affecting their work is called _____.
 (a) Participation (b) Group
 (c) Quality circles (d) All the above
9. Majority of the disputes in Industries is related to the problem of _____.
 (a) Wages (b) Salaries
 (c) Benefits (d) All the above

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10. Implementation of a reward and Recognition is _____.
 (a) External Marketing
 (b) Internal Marketing
 (c) Human Resource Planning
 (d) Regular Activities

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
 Each answer should not exceed 250 words.

11. (a) Write the objectives and scope of HRM.
 Or
 (b) What is Human Resource Management? State its features.
12. (a) Write the importance of Levels of Management.
 Or
 (b) List out the functions of Human Resource Manager.
13. (a) How will you organize a Manpower Planning?
 Or
 (b) List out the steps involved in Human Resource Management.
14. (a) What are the benefits of training?
 Or
 (b) Write the various methods of Performance Appraisal.
15. (a) Write short notes on "Stress Management".
 Or
 (b) Write the various types of promotions.

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