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**Reg. No. :** .....

**Code No. : 12338 E      Sub. Code : JMT 06 B/  
SET 06 A**

B.A. (CBCS) DEGREE EXAMINATION, APRIL 2021.

Sixth Semester

Tourism and Hospitality Management

**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 the above

2. Which of the below term is used before the language of modern HRM
  - (a) Personnel management
  - (b) Industrial management
  - (c) Labour Relations
  - (d) All of the above
3. Which of the below following is the creative factor of production?
  - (a) Consumers
  - (b) Human Resources
  - (c) Land
  - (d) Capital
4. One of the following is not included in job descriptions.
  - (a) Duties
  - (b) Job title
  - (c) Location
  - (d) Penal actions
5. Human Resource planning include
  - (a) Action planning
  - (b) Scenario planning
  - (c) Demand and supply forecasts
  - (d) All the above
6. Which one is not a part of recruitment process?
  - (a) Attracting candidates
  - (b) Selecting candidates
  - (c) Determining requirements
  - (d) Planning recruitment campaign

7. Grapevine is a type of
- (a) Formal communication
  - (b) Informal communication
  - (c) Written communication
  - (d) Lateral communication
8. Decision-making process is guided by
- (a) Policy                      (b) Strategy
  - (c) Procedure                (d) Programme
9. The concept of management by objectives was given by
- (a) Rensis Likert            (b) Luther Gulick
  - (c) Peter F Drucker        (d) Blake and Mouton
10. Training information system included
- (a) Training aids
  - (b) Internal and external faculty
  - (c) Training resources
  - (d) Training needs

PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Define Personnel Management?

Or

- (b) Write a note on planning?

12. (a) Write a short note on Internal Environment?

Or

- (b) Write about Contingency Approach Era?

13. (a) Write a note on importance of Human Resource planning?

Or

- (b) Discuss - Orientation?

14. (a) Explain the importance of Executive Development?

Or

- (b) Write a short note on Training methods?

15. (a) Write about Guidelines of Disciplinary Action?

Or

- (b) Explain legislative aspects of the grievance?

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Discuss the difference between Personal Management and Human Resource Management?

Or

- (b) Explain - POSDCORB?

17. (a) Role of Human Resource Management in Tourism Industry - Explain?

Or

- (b) Human Resource Management and its development - Discuss?

18. (a) Discuss about job Analysis?

Or

- (b) Explain Recruitment and Selection?

19. (a) Explain the need for training in Human Resource Management?

Or

- (b) Explain briefly about Succession planning?

20. (a) Importance of counseling in Tourism –  
Explain?

Or

- (b) Explain the perspectives in Tourism Industry?
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