

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT (MBA IHM)**

Term-End Examination

00061 December, 2014

MHY-011 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : Answer any **five** questions. All questions carry equal marks.

1. Discuss the concept, nature and scope of Human Resource Management. 20

2. (a) How do HR policies help in Manpower Management ? 10
(b) "An HR Manager is a change agent in the organization." Elucidate. 10

3. Write short notes on the following : 4×5=20
 - (a) Categorization of Staff
 - (b) Reward System
 - (c) Role of Compensation in an organization
 - (d) Training Programmes

4. (a) Explain the various methods used for identifying training needs. 10
- (b) Describe in brief, the process of developing Managers. 10
5. (a) Distinguish between Performance Appraisal and Job Evaluation. 10
- (b) Write a short note on the significance of performance. 10
6. Differentiate between the following :
- (a) Reward based and Career based Performance Management. 10
- (b) Competency based and Leadership based Performance Management. 10
7. Write a detailed note on Organizational Conflicts. Also suggest two measures to minimize the conflicts in an organization. 20
8. Critically analyse the different theories of 'Change' in any organization. 20
9. Discuss the importance of HR Development, both at Micro and Macro levels. 20
10. Briefly discuss
- (a) The implications of change in the profile of people, technology and environment on managing people in the organizations. 10
- (b) Problems connected with employment of women. 10