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**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

December, 2015

MHY-011 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. "Human Resource Management is a planned approach to managing people effectively for performance". In light of this statement highlight the importance of Human resource management. 20

2. Develop an exhibit depicting various functions of HR department in a hotel. Explain each in brief. 20

3. "The IRS Survey (2004) found that HR functions were spending 20% of their time on strategic activities, 40% on administration, 30% on providing a consultancy service, and 10% on other activities." Comment on the HR practices, in light of given description. 20

4. Write short notes on : 10x2=20
 - (a) Budgeting in H.R.
 - (b) Assessment of manpower

5. Why is it important for an organisation to link compensation to its overall goals and strategies ? Elaborate your answer with the help of examples. **20**
6. Write short notes on following : **10x2=20**
(a) Internal equities in compensation system
(b) Retirement plans
7. Differentiate between performance appraisal and performance management. Explain the process of performance management. **20**
8. Write short notes on following : **10x2=20**
(a) Career based performance management
(b) Leadership based performance management
9. "Organisational development is about how organisations and people function and how to get them function better". In light of this statement explain the concept of organisational development. **20**
10. Write an essay on "Hospitality industry and ethical behaviour at work". **20**
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