

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2016

BHY-040 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

- Note :**
- (i) *Attempt any five questions.*
 - (ii) *All questions carry equal marks.*

1. What is 'Human Resource Management' ? 20
Discuss its scope and objective.
2. Critically analyse the role of Human Resource Manager of a Heritage Property. 20
3. Define the "Concept of Human Resource Planning". Discuss the importance of manpower planning and forecasting. 20
4. What do you understand by Performance Appraisal ? Discuss the role of Performance Appraisal in an organisation. 20
5. As a personal manager, how will you create effective motivational climate and job satisfaction in a hotel. 20

6. What do you mean by Cost To Company (CTC) 20
concepts. Also discuss its implications.
7. Elaborating upon various forms of disciplinary 20
actions, discuss the grounds that are required for
suspension and dismissal of an employee in a
hotel. Substantiate your answer with suitable
examples.
8. Write short notes on the following : 10+10=20
(a) Collective Bargaining
(b) Managing conflicts
9. Explain the reasons of commonly occurring 20
grievances. Also discuss how the management
discovers presence of grievances in the employees.
10. Write short notes on the following : 10+10=20
(a) Trade Unionism
(b) Workers Participation
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