

00110

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2016

BHY-040 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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- Note :** (i) *Attempt any five questions.*
(ii) *All questions carry equal marks.*
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1. What do you understand by Human Resource Planning ? Discuss the short term and long term planning of Human Resource in an organisation. 20
2. Discuss the functions of Human Resource Department with special reference to hospitality industry. 20
3. Discuss the process of recruitment in a Star category hotel. 20
4. Define the terms "Job description and Job Specification". Enlist the major uses of the same. 20
5. What is the importance of "Human Relations" in an organisation ? Also discuss different approaches for developing good human relations in hospitality business. 20

6. Write a detailed note on the different techniques used for job evaluation in an organisation. 20
7. Discuss the schemes related to labour welfare and social security. With suitable examples write a note on the need of welfare and social security schemes to employees. 20
8. Explain compensation structure and incentive systems generally followed by different hotels. Discuss their role in employee motivation. 20
9. Discuss the types and reasons of commonly occurring grievances. Discuss the process of Grievance Handling in an organisation. 20
10. Write short notes on the following : 10+10=20
- (a) Trade Unionism
 - (b) Workers Participation
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