

00180

**MBA IN INTERNATIONAL HOSPITALITY  
MANAGEMENT**

**Term-End Examination**

**June, 2016**

**MHY-011 : HUMAN RESOURCE MANAGEMENT**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : (i) Attempt any five questions.*

*(ii) All questions carry equal marks.*

1. Elucidate the evolution of HRM. Discuss the significance due to the emergence of a large number of hotel chains. 20
2. Define HRM and distinguish it from traditional personnel management. Describe the components of human resource management. 20
3. Explain the concept of performance appraisal and its objectives. 20
4. Define job analysis, job description and job specification. What is the relationship between the three ? 20
5. Suppose you have been appointed as an HR Manager for a Five Star Hotel. Outline the policies you would put in place and give your rationale for each. 20

6. What do you mean by fringe benefits ? Explain the need for fringe benefits. Explain the various types of fringe benefits offered to employees in India. 20
7. (a) Explain the position of HR department in an organisation. 10x2=20  
(b) Elaborate the role of an HR manager.
8. What are the basic principles of compensation administration ? Analyse the wage structure in India using suitable examples. 20
9. If you were responsible for hiring someone for the post of an executive house-keeper, which recruitment sources would you use and why ? Which recruitment sources would you avoid and why ? 20
10. Differentiate between (any two) : 10x2=20  
(a) Duties/Responsibilities  
(b) Performance appraisal/Performance audit  
(c) On-the job training/off the job training
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