

**BACHELOR IN HOTEL MANAGEMENT
(BIHM)**

00314 Term-End Examination

June, 2018

BHY-040 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. What do you understand by Human Resource Management ? Discuss the salient features of HRM and its role in the Hospitality Industry. 20

2. What is the need of manpower planning ? What is the difference between short-term and long-term planning ? 20

3. Discuss the recruitment and selection procedure in a chain hotel. 20

4. What is the need of job evaluation ? What are the techniques used for job evaluation in an organisation ? 20

5. Write short notes on the following : 4×5=20
- (a) Job Description
 - (b) Demotion
 - (c) Fringe Benefits
 - (d) Induction Process
6. What are the elements of compensation structure ? What is the need and role of compensation in employee motivation ? 20
7. Discuss the need and importance of employee welfare and social security schemes in an organisation. Substantiate your answer with suitable examples from the Hospitality Industry. 20
8. What do you understand by Conflict Management ? What is the role of HR department in effectively resolving conflicts in an organisation ? 20
9. Write a detailed note on the role as well as merits and demerits of trade unions in the Hospitality Industry. 20
10. Write short notes on the following : 2×10=20
- (a) Techniques of Manpower Planning
 - (b) Grievance Handling
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