

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT (MBA IHM)**

Term-End Examination

June, 2018

MHY-011 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. What is Job Evaluation ? Discuss the advantages and problems associated with job evaluation. 20
2. Differentiate between Recruitment and Selection. What are the different methods of selection used by the HR department of a hotel ? 20
3. Discuss the importance of Human Resource Development in Hospitality Business. 20
4. What do you understand by the term 'Human Resource Value' ? Explain the monetary and nonmonetary measurements of Human Resource Value. 20
5. What do you understand by compensation ? How compensation can be used as a motivational tool ? 20

6. What is performance management? What are the strategies of performance management? 20
7. Write a note on the best practices observed in the HR department of hospitality industry. 20
8. Provide an insight into the process of orientation and induction. Discuss the major points that should be considered while designing an orientation and induction program for new employees in a luxury hotel. 20
9. Write short notes on any two of the following : 10+10=20
- (a) Direct methods for estimation of HR supply
 - (b) Team Building
 - (c) Organizational change
10. Write about 300 words each on any two of the following : 10+10=20
- (a) Career Planning
 - (b) Emerging trends of HRD in tourism and hospitality industry
 - (c) Techniques of management development
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