

00664

No. of Printed Pages : 2

MHY-011

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination, 2019

MHY-011 : HUMAN RESOURCE MANAGEMENT

Time : 3 Hours]

[Maximum Marks : 100

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

1. Describe the structure and objectives of Human Resource Department. Explain the importance of Human Resource Management in Hotel Industry. [20]
2. Write short notes on the following : [2x10=20]
 - (a) Managing Conflicts
 - (b) Fringe Benefits
3. What do you mean by Compensation Structure ? What are the components of Modern Compensation Structure ? [20]

4. Discuss the merits of developing good interpersonal relationships in an Organisation. Also mention the approaches to good human relationships in an Organisation. [20]
5. Explain the employee selection process in Hospitality Industry. [20]
6. What do you understand by Employee Grievances ? What are the best practices for developing an effective Grievance Handling System ? [20]
7. Write short notes on the following : [2x10=20]
- (a) Induction process
 - (b) CTC concepts
8. Why is change difficult to implement ? Why appoint a change agent ? What are the desirable and undesirable qualities and characteristics of a change agent ? [20]
9. What are the objectives of HR Planning ? Illustrate with examples the process of Manpower Planning at Enterprise level. [20]

10. What is the purpose of Performance Appraisal System ? Distinguish between Performance Appraisal System and Performance Audit. [20]

----- x -----