

00328

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

June, 2015

MHY-011 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

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

1. "Human resource management is a product of human relations movement of the early 20th century, when researchers began documenting ways of creating business values through the strategic management of workforce". In light of this statement comment on the importance of HRM in modern era. **20**

2. "Globalisation, company consolidation, technological advancement and focus on research have made HR managers to extend the domain of HR department". Comment on the roles and functions of HRM. **20**

3. What sort of information is needed by HR department to predict manpower requirement ? Explain in detail. **20**

4. Write short notes on : 10x2=20
(a) Recruitment
(b) Selection
5. "Ignoring pay and performance system can be devastating". Justify. 20
6. By taking example from hotel industry discuss the concept of fringe benefits and incentives. 20
7. What do you understand by 'performance management'? Develop a flow chart for the process of performance management and also explain its linkages with strategic planning. 20
8. Write short notes on following : 10x2=20
(a) Reward based performance management
(b) Culture based performance management
9. What is organisational change ? How this leads to organisational development ? Also explain the process of organisational development. 20
10. Write an essay on :
"Organisational development in global and ethical context". 20