

04683

TOURISM STUDIES (BHM/BA-IHA)

Term-End Examination

October, 2010

TS-7 (S) : HUMAN RESOURCE DEVELOPMENT

Time : 3 hours

Maximum Marks : 100

*Note : Attempt any five questions in about 600 words each.
All questions carry equal marks.*

1. Explain the need of Human Resource Planning 20
in Hospitality. Explain with examples.

2. Enumerate the role of computers in effective 20
management of Human Resource Information.
Answer with reference to Hospitality Industry.

3. Write short notes on any two : 10x2=20
 - (a) Human Resource Accounting.
 - (b) Retrenchment.
 - (c) Voluntary Welfare Amenities.

4. What do you understand by Job Evaluation ?
Explain the methods of Job Evaluation. $5+15=20$

5. "Interview process is very important in the process of employee selection." Explain with examples from the Hospitality Industry. 20

6. What do you understand by Motivation ? Discuss any two theories of Motivation. $6+7+7=20$

7. What is performance appraisal ? What are the various methods of performance appraisal ? $6+14=20$

8. What are the needs and benefits of Training ? Also mention the various methods of Training. $6+14=20$

9. What are the aims and principles of salary administration ? Also mention the components of salary administration and pay structure. $10+10=20$

10. Discuss how one should handle gender related complaints in the hospitality ? 20
