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**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

December, 2016

MHY-011 : HUMAN RESOURCE MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

1. What is Human Resource Management ? Why is it important for HRM to evolve from an administrative and operational level to a strategic level ? 20
2. Briefly explain the employee selection process. Discuss with examples from hospitality industry. 20
3. What is the role of an HR manager in an organisation ? What are the desirable qualities in an HR manager ? Explain. 20
4. "Developing an effective team having healthy interpersonal relationships is the need of the hour." Comment. 20
5. What is Performance Appraisal ? Explain its process. 20

6. Describe any 4 methods of on the job training and off the job training. Also list their merits and demerits. 20
7. Differentiate between job description and job specification. Explain taking an example from any one designation in a hotel. 20
8. Do you believe that an employees behaviour is always influenced by the rewards expected ? Discuss. 20
9. Write short notes on (any two) : 10x2=20
- (a) Job analysis
 - (b) Job Specification
 - (c) Fringe benefits
10. Differentiate between (any two) : 10x2=20
- (a) Motivation/Morale
 - (b) Recruitment/Selection
 - (c) Dismissal/Suspension
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