

P-809

Total Pages : 3

Roll No.

BHM-702T

Human Resource Management

Bachelor of Hotel Management (BBM)

7th Semester Examination, 2023 (June)

Time : 2 Hours]

[Max. Marks : 35

Note : This paper is of Thirty Five (35) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answer to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

SECTION-A

(Long Answer Type Questions)

Note : Section 'A' contains Five (05) long answer type questions of Nine and Half (9½) marks each. Learners are required to answer any Two (02) questions only.
(2×9½=19)

1. Define Human Resource Management and explain its growth in India with the graph and list the challenges faced by HRM in India.

2. Discuss the various sources of Recruitment and mention the characteristics to be looked in the prospective candidates.
3. Give difference between the terms learning, training and development and list the importance of training in the hospitality industry?
4. Explain the term compensation with its determinants or factors affecting the compensation policy.
5. Explain job satisfaction and correlates the theories of motivation with job satisfaction.

SECTION-B

(Short Answer Type Questions)

Note : Section 'B' contains Eight (08) short answer type questions of Four (04) marks each. Learners are required to answer any Four (04) questions only. (4×4=16)

1. Briefly explain the process of Human Resource Planning.
2. Mention the characteristics of Hospitality Industry.
3. Discuss the challenges faced by HR while selecting the Performance appraisal.

4. Explain the Balance Score method of performance appraisal.
 5. Discuss the wage policy in India.
 6. Explain Maslow Theory of motivation.
 7. Write a note on principles of natural Justice.
 8. Define the term Counselling and explain its process.
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