

Roll No. ....

## **HM-204**

### **Human Resource Management**

Master of Hotel Management (MHM-17)

Second Semester, Examination, 2018

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to attempt the questions contained in these Sections according to the detailed instructions given therein.

#### **Section-A**

##### **(Long Answer Type Questions)**

**Note :** Section 'A' contains four (04) long answer type questions of nine and half ( $9\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. Explain in detail about importance of HRD policies for the service sector.
2. Elaborate the process of conducting HR Audit.
3. How does effective compensation management help an organization achieve its strategic objectives ?
4. Bring out the essence of Porter and Lawler's theory of motivation. Do you think model is comprehensive ? Yes *or* No, Justify.

**(B-86) P. T. O.**

**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 *four* (04) questions only.

1. Write a short note on 'Challenges of Human Resource Management'.
2. What are the different modules of a Human Resource Information System (HRIS) ?
3. How is job description different from job specifications ?
4. Describe the development of human resources, its process and approaches with examples.
5. Describe briefly about staffing for global assignments.
6. What are strategic recruitment decisions and types of recruitment ?
7. What do you understand by HRP ? What is its importance ?
8. Discuss the basic principles or considerations to be kept in mind while designing organizational structure. State the usefulness of organizational structure.

**Section-C****(Objective Type Questions)**

**Note :** Section 'C' contains ten (10) objective type questions of half ( $\frac{1}{2}$ ) mark each. All the questions of this Section are compulsory.

State whether True/False :

1. By 2010, the Government of India has identified that as many as 6 million additional jobs in the tourism sector may be created.

2. Career management at ITC Hotels revolves around the objective of unification of the organisation around key business challenges.
3. Concept of 'Chauffeur Academy' is at Oberoi Hotels.
4. Kuoni-India is committed to building 'A Fellowship of Winners'.
5. Project Organization is temporary in nature develop for particular project.
6. Organizational structure allocates authority and responsibility. It specifies who is to direct whom and who is accountable for what results.
7. The holistic view of HRD embraces the idea of learning at individual and organizational levels as a crucial source of competitive advantage.
8. HRD process is facilitated by mechanisms (instruments or subsystems) like performance appraisal, training, organisational development, feedback and counselling, career development, potential development, job rotation and rewards.
9. An organisation's productivity is not at all affected by the state of motivation and competency of its employees.
10. In both the travel and hospitality industry, dependence on people is medium.