

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. 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. Does HRD help in enhancing Quality of Life ? If yes, how and also cite at least *one* example to justify the statement.
2. What is human resource accounting ? Discuss with reference to a few definitions of human resource accounting.

3. Critically examine the components of a compensation package in organized industry in India.
4. Describe Herzberg's two factor theory of motivation and point out its similarity with Maslow's Need Hierarchy theory.

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 'Scope and Importance of Human Resource Management'.
2. Elaborate the features of Human Resource Information System.
3. Describe job description and its uses.
4. Explain training, its process and objectives with suitable examples.
5. What do you understand by selection and various steps in the process of selection ?
6. What are strategic recruitment decisions and types of recruitment ?
7. Explain the barriers to HRP. Bring out the requisites for effective planning.
8. What are the different points to be kept in mind while selecting the type of organization 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. The term HRD was first used by Fredrick Taylor.
(True/False)
2. An organization’s productivity is not at all affected by the state of motivation and competency of its employees.
(True/False)
3. A well trained, flexible and committed workforce is an integral and enduring element of economic success.
(True/False)
4. Human Resource Department mostly to manage the paperwork around hiring and paying people.
(True/False)
5. Human resources are a key element in ensuring the quality and content of tourism products. (True/False)
6. As a labour intensive industry, tourism is offering many opportunities for employment in the economy and has the potential to continue in future. (True/False)
7. Strategic Human Resource Management places a great emphasis on an organization’s capacity to learn from personnel management. (True/False)

8. In both the travel and hospitality industry, dependence on people is medium. (True/False)
9. The travel industry in its truest essence is all about 'movement' of people. (True/False)
10. As HRD becomes reactive in nature, maximization of efficiency and productivity could be achieved through qualitative growth of people with capabilities and potentialities to grow and develop. (True/False)