

# HM-204

## Human Resource Management

Master of Hotel Management (MHM-17)

Second Semester, Examination, 2019 (June)

**Time : 3 Hours]**

**Max. Marks : 40**

**Note :** This paper is of Forty (40) marks divided into 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 any two (2) questions only.

( $2 \times 9\frac{1}{2} = 19$ )

1. Write a detailed note on 'Challenges of Human Resource Management'.
2. What do you mean by 'Matrix Organization'? List the merits and demerits of 'Matrix Organization'.
3. What are the different types of Recruitment? Explain each with suitable example.

4. Write a detailed note on 'Grievance Handling'.

## **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. What are the possible causes of indiscipline?
2. Write down the features of HRM.
3. Define and distinguish Line, Line & Staff, and Functional relationship.
4. Outline the steps involved in Human Resource Planning.
5. What do you understand by selection and various steps in the process of selection?
6. Define the concept of development of human resources and its process.
7. What are the different points to be kept in mind while selecting the type of organization structure?
8. What is job analysis and describe various approaches to job analysis?

**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. (10 $\times$  $\frac{1}{2}$ =05)

**State whether True or False**

1. Human resource management originated in the United Kingdoms.
2. HRM asserts the interrelationship among shareholders, managers, employees, unions and government.
3. One of the major aspects of HR maintenance involves employee recruitment, training and development as a function of human capital management.
4. Human Resource Management can also be performed by line managers.
5. The role of a counselor can not be performed by an HR Manager.
6. In a small organization, a human resources generalist may handle many, or all, aspects of human resources work, requiring a broad range of knowledge.
7. Industrial labor relations programs are implemented by labor relations managers and their staff.

8. Changes in technology have no effect on the human resources of an organisation.
  9. Induction training is the training, which provides skill and knowledge to the employees.
  10. Probation is one of the three components of Recruitment.
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