

SUBJECT: HUMAN RESOURCE MANAGEMENT

Day: Friday
Date: 12/04/2019

Time: 10.00 AM To 01.00 PM
Max. Marks: 80

S-2019-2510

N.B:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.

Q.1 Attempt **ANY FOUR** questions of the following: (16)

- a) What are the challenges faced by HR managers of hotels.
- b) Discuss any 2 methods of 'On-the-Job' training.
- c) State any 4 needs and 4 objectives of job evaluation.
- d) Explain the following modern methods of performance appraisal
 - i) Assessment centre
 - ii) BARS
- e) Define Trade Union. State 4 objectives of Trade Unions.

Q.2 Attempt **ANY TWO** questions of the following: (16)

- a) Define recruitment. Discuss any 3 sources of recruitment used by hotels in detail.
- b)
 - i) Discuss the benefits of career development to employees, managers and organization.
 - ii) Write a note on guidelines for Disciplinary Action.
- c) Elaborate the essentials of a Trade Union.

Q.3 Attempt **ANY FOUR** questions of the following: (16)

- a) State any 4 function of HRM.
- b) Discuss any 4 aspects mentioned in job specification.
- c) Write any 4 points of difference between Training and Development.
- d) What is the purpose of promotion?
- e) Define grievance. Discuss any 3 causes of grievance.

Q.4 Attempt **ANY TWO** questions of the following: (16)

- a) Elaborate the training process with the help of a neat flowchart.
- b) What are Industrial Relations? What are the variables in IR.?
- c)
 - i) Define compensation? Explain the 3 components of compensation.
 - ii) Explain in detail performance appraisal process.

Q.5 Attempt **ANY FOUR** questions of the following: (16)

- a) Draw a neat flowchart of the recruitment process used by hotels.
- b) What is the purpose of transfer? Elaborate.
- c) Discuss any 2 methods of job evaluation.
- d) What is discipline? Enlist some of the discipline practices commonly found in hotels.
- e) Describe the following methods of performance appraisal
 - i) Group appraisal
 - ii) Straight Ranking Method