

18U423

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Name:

Reg. No.....

FOURTH SEMESTER B.Sc. DEGREE EXAMINATION, APRIL 2020

(CUCBCSS-UG)

CC18U HM4 C08 - HUMAN RESOURCE MANAGEMENT

(Catering Science & Hotel Management - Complementary Course)

(2018 Admissions: Regular)

Time: Three Hours

Maximum: 80 Marks

Section A

Answer *all* questions. Each question carries 1 mark.

Fill in the Blanks:

1. ----- is sometimes confused with employment.
2. ----- is the process of studying and collecting information relating to jobs.
3. Matching the requirements of the job with the qualifications of a candidate is the essence of -----
4. ----- is also known as 'shop training'.
5. ----- attaches money values to the value of a firm's internal employees and its external goodwill.

Choose the correct answer:

6. A ----- is a widely accepted device for getting information from a prospective applicant.
(a) Preliminary Interview (b) Selection Tests
(c) Checking References (d) Blank Application Form
7. ----- purport to measure the applicant's skills for the job in question.
(a) Personality Tests (b) Interest Tests
(c) Achievement Tests (d) Aptitude Tests
8. Under ----- actual job conditions are duplicated or simulated.
(a) Class room training (b) Apprenticeship Training
(c) Vestibule Training (d) Internship Training
9. 9. ----- is not an end in itself, but a continuous process of developing human resource for achieving optimum results.
(a) Management Games (b) Sensitivity Training
(c) Career Planning (d) None of this
10. ----- refers to the presence of orderliness in any particular field of activity.
(a) Grievance (b) Knowledge (c) Discipline (d) Conflict

(10 x 1 = 10 Marks)

Section B

Answer any *eight* questions. Each question carries 2 marks.

11. Describe the scope of human resource management.
12. What do you understand by manpower planning?
13. What is job description?
14. Explain Gate Recruitment.
15. What do you mean by checking references?
16. What is unstructured interview method?
17. What do you mean by induction of an employee?
18. Describe the objectives of training.
19. Explain 360 Degree performance appraisal.
20. Define job evaluation.

(8 x 2 = 16 Marks)

Section C (Short Essay)

Answer any *six* questions. Each question carries 4 marks.

21. Write a note on the impact of mergers and acquisitions on human resources.
22. Discuss the concept and features of HRIS.
23. Differentiate between induction and placement.
24. Write a note on the process of human resource management audit.
25. Explain about selection process in detail.
26. Discuss in detail about various employee benefits and welfare schemes.
27. Differentiate between class room training and internship training.
28. Discuss the need and limitations of human resource management.

(6 x 4 = 24 Marks)

Section D (Long Essay)

Answer any *two* questions. Each question carries 15 marks.

29. Explain the role of human resource planning in hotel industry.
30. What are the factors that should be taken in to consideration while designing an effective training programme?
31. "An effective grievance procedure is preventive rather than curative". Explain this statement.

(2 x 15 = 30 Marks)
