

C 2205

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Name.....

Reg. No.....

FOURTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION, APRIL 2021

Hotel Management and Catering Science

BSH/C4 C08—HUMAN RESOURCE MANAGEMENT

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

Section A

Answer the following questions.

1. Which pay is one of the most crucial pay given to the employee and also shown in the pay structure ?
(a) Strategic. (b) Bonus.
(c) Performance. (d) Commission.
2. What is that describes the duties of the job, authority relationship, skills requirement, conditions of work etc ?
(a) Job analysis. (b) Job enlargement.
(c) Job enrichment. (d) Job evaluation.
3. During the lay off period, the employer has to pay _____ of the basic wages.
(a) One fourth. (b) Half.
(c) Three fourth. (d) One third.
4. _____ involves a one to one discussion between the participant and administrator.
(a) Counseling. (b) Training.
(c) Motivation. (d) Recruiting.
5. _____ appraisal done separately will provide feedback on the potential of these managers.
(a) Managerial. (b) General.
(c) Potential. (d) Administrative.

(5 × 1 = 5 marks)

Section B

Answer the following questions.

1. _____ is also known as skill based and knowledge based pay.
2. _____ is the term used to describe those individuals born between 1945 and 1970.

Turn over

3. _____ is the term used to describe children born after 1994 that are growing up in the Internet age.
4. 'First come last go and last come first go' is the principle of _____.
5. A complaint brought by one party to an employment contract against another party is called _____.

(5 × 1 = 5 marks)

Section C

Answer any eight questions.

1. What do you mean by micro level planning ?
2. Define Demand analysis.
3. State Cultural consistency.
4. What is Job ranking ?
5. What is HRIS ?
6. Give formula for labour turnover rate.
7. How does the Performance-based training helps ?
8. Who is Competent ?
9. Define the Code of ethics.
10. Brief about Reinforcement System.

(8 × 2 = 16 marks)

Section D

Answer any six questions.

1. Explain about the Competency Mapping.
2. Write a note on Position Analysis.
3. Discuss the objectives of Job Evaluation.
4. Write a note on Orientation Program.
5. Explain the Herzberg Principles for Job Enrichment.
6. Write a note on Employee Assistance Programs.
7. What are the Components of a Compensation System ?
8. Explain the Sources of Grievance.

(6 × 4 = 24 marks)

Section E

Answer any two questions.

1. List out the Benefits of Training. Explain.
2. Describe the Components of the Typical Employee Counseling Program.
3. Explain the Compensation Plans.

(2 × 15 = 30 marks)