

D 103056

(Pages : 2)

Name.....

Reg. No.....

**FOURTH SEMESTER (CBCSS—UG) DEGREE EXAMINATION  
APRIL 2024**

Hotel Management and Catering Science/Hotel Management and Culinary Arts

BSH/C4C08—HUMAN RESOURCE MANAGEMENT

(2019 Admission onwards)

Time : Two Hours

Maximum : 60 Marks

**Section A***Answer the following questions in not exceeding **one paragraph**.**Each question carries 2 marks.**(Maximum Marks 20)*

1. Mention two importance of reward management ?
2. Explain two objectives of training ?
3. Mention the activities involved in acquisition function of HRM ?
4. What is the primary objective of Human Resource Planning (HRP) ?
5. How can HRP help in managing organizational change ?
6. What is the role of a personnel office in handling employee grievances and disputes ?
7. Describe the role of job analysis in job evaluation ?
8. Define 'overtime pay' in the context of the hotel industry ?
9. What is the role of goal setting in employee motivation ?
10. Mention two techniques of improving job satisfaction ?
11. Fringe benefits means ?
12. Explain Employee grievance ?

**Turn over**

**Section B (Short Essay)**

*Answer the following questions in not exceeding 120 words.*

*Each question carries 5 marks.*

*(Maximum Marks 20)*

13. Explain the role of human resource information system (HRIS) in employee self-service ?
14. Explain the importance of succession planning in hospitality industry ?
15. What is Human resource accounting ? Discuss its objectives ?
16. Describe the methods of handling disciplinary problems ?
17. What is Frustration ? Explain the causes of frustration ?

**Section C (Long Essay)**

*Answer any **two** questions in not exceeding 250 words.*

*Each question carries 10 marks.*

*(Maximum Marks 20)*

18. State and describe the relevancy of HR demand forecasting, explain the techniques of HR demand forecasting ?
19. Discuss the impact of mergers and acquisitions on HR information systems (HRIS) and the challenges involved in integrating these systems.
20. Evaluate the impact of employee welfare schemes on organizational performance ?
21. What is job satisfaction ? What are the factors that you can impose to enhance job satisfaction of your employees working in a hotel ?