

E 2985

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Reg. No.....

Name.....

B.T.S. DEGREE (C.B.C.S.S.) EXAMINATION, APRIL 2022

Fifth Semester

Core Course 18—HUMAN RESOURCE MANAGEMENT

(2013—2016 Admissions)

Time : Three Hours

Maximum Marks : 80

Part A

Answer all questions.

Each question carries 1 mark.

1. Define Personnel Management.
2. What is personnel policy?
3. What do you mean by turnover?
4. What is job analysis?
5. What is job evaluation?
6. What is social security?
7. Define Absenteeism.
8. What is minimum wage?
9. What is Job design?
10. What is Performance Appraisal System?

(10 × 1 = 10)

Part B

Answer any eight questions.

Each question carries 2 marks.

11. What is job content?
12. What is human resource planning?
13. What is Induction program?
14. Define efficiency of labour.
15. Give examples for non-pecuniary incentives.

Turn over

16. What is the logic for giving compensation?
17. What is collective bargaining?
18. List out factors influencing working conditions.
19. What is Industrial Relations?
20. What is job enlargement?
21. What is job specification?
22. Define Recruitment.
23. What is MICE tourism?

(8 × 2 = 16)

Part C

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

24. Discuss the objectives of Human Resource Management.
25. Explain the process of HR planning.
26. What are the barriers to HRP?
27. What are the objectives of personnel policies?
28. Discuss the characteristics of manpower planning.
29. Examine the causes of turnover.
30. Discuss the use of job analysis in tourism.
31. Write a note on appraisal process.

(6 × 4 = 24)

Part D

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

32. Explain in detail the process of recruitment.
33. Examine the nature and importance of training and development in tourism and hospitality sector.
34. "Job analysis is the process of critically evaluating the operations duties and relationship of the job". Discuss.
35. Examine the factors influencing manpower planning in tourism.

(2 × 15 = 30)