

**BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION) (CBCS-2018 COURSE)**  
**B.Sc. (H. & H.A.) Sem-VI : SUMMER : 2025**  
**SUBJECT: HUMAN RESOURCE MANAGEMENT**

Day : Monday  
Date : 26/05/2025

**S-19909-2025**

Time : 02:00 PM-04:30 PM  
Max. Marks : 60

**N.B.**

- 1) All questions are **COMPULSORY**.
- 2) Answers to both sections should be written in the **SAME** answer book.

**SECTION – I**

- Q.1** Explain the following (Any six) (06)  
1) 360 Degree 2) Compensation 3) KPI 4) KRA 5) Turnover  
6) Grievance 7) Recognition 8) Job Description
- Q.2** Attempt **ANY TWO** of the following : (12)  
*a)* Describe steps in the recruitment and selection process.  
*b)* Define Training. Explain the significance of training needs analysis with reference to training evaluation.  
*c)* Design a training program for newly joined sales trainees of a Pharmaceutical company.
- Q3** Attempt **ANY TWO** of the following : (12)  
*a)* What are various methods of performance Appraisal and which one is how comprehensive? Justify?  
*b)* What is human resource planning?  
*c)* Define collective bargaining. Discuss the concept and importance of collective bargaining.

**SECTION – II**

- Q.4** Explain the following (Any six) (06)  
1) Recruitment 2) Trade Union 3) Staffing 4) Employee Retention  
5) Discipline 6) Job Enrichment 7) Induction 8) Orientation
- Q.5** Attempt **ANY TWO** of the following : (12)  
*a)* Define HRM. Explain the structure of the Human Resource Department in relation to the role of the HR manager  
*b)* Write short notes (any two)  
*a)* Suspension *b)* MBO *c)* JOB analysis  
*c)* What are various factors responsible for un-effective job design. Explain in details
- Q6** Attempt **ANY TWO** of the following : (12)  
*a)* Define Grievance and three common causes of grievances  
*b)* Discuss the recent trends of Recruitment methods as being adopted by various companies  
*c)* Define “employee survey” & explain various types of employee survey conducted in an organization.

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