

C 80907

(Pages : 3)

Name.....

Reg. No.....

**FOURTH SEMESTER (CUCBCSS—UG) DEGREE EXAMINATION, APRIL 2020**

Hotel Management and Catering Science/Culinary Arts

BSH/C4 C08—HUMAN RESOURCE MANAGEMENT

(2017 Admissions)

Time : Three Hours

Maximum : 80 Marks

**Section A**

*Answer the following questions.*

1. In an organisation initiating career planning, the career path model would essentially form the basis for :
  - (a) Placement.
  - (b) Transfer.
  - (c) Rotation.
  - (d) All of these.
2. Performance development plan is set for the employee by his \_\_\_\_\_.
  - (a) Employer.
  - (b) Department Head.
  - (c) Immediate boss.
  - (d) Any of these.
3. The following type of recruitment process is said to be a costly affair :
  - (a) Internal recruitment.
  - (b) External recruitment.
  - (c) Cost remains same.
4. The \_\_\_\_\_ programme once installed must be continued on a permanent basis.
  - (a) Job evaluation.
  - (b) Training and Development.
  - (c) Recruitment .
  - (d) All of these.
5. For closure, every worker is to be compensated with \_\_\_\_\_ average pay for every year of service completed.
  - (a) 15 days.
  - (b) 20 days.
  - (c) 25 days.
  - (d) 30 days.

(5 × 1 = 5 marks)

**Turn over**

**Section B***Answer the following questions.*

1. The gap between the Collective Agreement rate and the rate actually paid is known as \_\_\_\_\_.
2. \_\_\_\_\_ is a Paid days off following the death of an employee's family member so that the employee may attend funeral proceedings.
3. In \_\_\_\_\_ where an employee is hired for the same position and compensation as in their previous job.
4. In \_\_\_\_\_, the interviewer uses pre-set standardized questions which are put to all applicants.
5. The emotional part of an attitude is called \_\_\_\_\_.

(5 × 1 = 5 marks)

**Section C***Answer any eight questions.*

1. What does the Macro level planning includes ?
2. What is Competency mapping ?
3. Define Organizational culture.
4. What is Hire date ?
5. Define Human Resource Audit.
6. Brief Job Structure.
7. What is Training ?
8. What is Underemployed ?
9. Explain the term Personal Biases.
10. Define Wage.

(8 × 2 = 16 marks)

**Section D***Answer any six questions.*

1. Manpower demand forecasting techniques used at the macro level are as follows.
2. Write down the steps in Collective Bargaining.

3. Explain the Steps in Factor Comparison method.
4. Difference between Recruitment and Selection.
5. Explain procedures required for use in the first seven steps in a formal training process.
6. List out the Objectives of Performance Appraisal.
7. What are different types of compensation ?
8. How to handle the grievances ?

(6 × 4 = 24 marks)

### Section E

*Answer any two questions.*

1. Explain the various methods of training.
2. List out and explain the Performance Appraisal Biases.
3. Describe about the Grievances Procedure.

(2 × 15 = 30 marks)