TM244292Z

MASTER'S DEGREE (C.S.S) EXAMINATION, MARCH 2024
2022 ADMISSIONS REGULAR
SEMESTER IV - CORE COURSE MTTM
TT4C16TM20 - Human Resource Management for Tourism

Time : 3 Hours   **Maximum Weight : 30**

Part A

I. Answer any Eight questions. Each question carries 1 weight   (8x1=8)

1. Explain the welfare aspect dealing with HRM.

2. List out the features of HRP.

3. Explain the term manpower Planning.

4. What do you understand by Placement and Induction?

5. Define Selection.

6. What is 360-degree appraisal?

7. Explain the term role playing.

8. Explain the term Conferences.

9. Explain the term coaching.

10. Differentiate between Strikes, Layoffs and Lockouts.

Part B

II. Answer any Six questions. Each question carries 2 weight   (6x2=12)

11. Explain the term HRM and State its objectives.

12. Briefly explain HRD and its importance.

13. Evaluate on the need of HRP in an organization.

14. Explain the various methods of Job design.

15. Explain why job analysis is useful for an organization.

16. Briefly evaluate on the skills required by HR in Hospitality profession.

17. Explain the need and importance of HR in tourism and hospitality industry.

18. What do you mean by dismissal and what are the grounds for dismissal.

Part C

III. Answer any Two questions. Each question carries 5 weight   (2x5=10)

19. Explain the relevance of HRM and HRD in an organization.

20. "An interview is a purposeful exchange of ideas, the answering of questions and communication between two or more persons" . Explain the various types of interview.

21. Training is the act of increasing the knowledge and skill of an employee for doing a particular job. Explain the various training techniques that can be adopted.

22. Discipline is the management action to enforce the organizations standards and norms among all the employees. Explain.