F 7679 (Pages : 2) Reg. No.....

Name.....

B.VOC. DEGREE EXAMINATION, JANUARY 2021

Third Semester

HUMAN RESOURCE MANAGEMENT

(B.Voc. in Tourism and Hospitality/B.Voc. Tourism and Hospitality Management)

(2014 Scheme)

Time : Three Hours Maximum : 80 Marks

Part A (Very Short Answer Questions)

Answer **all** *questions in one* **or** *two sentences each.*
Each question carries 1 *mark.*

1. Define Personnel Management.
2. Defence Manpower Planning.
3. What is Labour Turnover ?
4. What is Job Analysis ?
5. What is Job Design ?
6. Define Motivation.
7. What is Incentive ?
8. What is Recruitment ?
9. What is Performance Appraisal ?
10. What is Induction ?

(10 × 1 = 10 marks)

Part B (Short Answer Questions)

Answer any **eight** *of the following in not more than 50 words.*
Each question carries 2 *marks.*

11. What is Job Enrichment ?
12. Explain Career Development.
13. What is on the Job Training ?
14. What is Incentive Travel ?

Turn over

15. Define Placement.
16. What is Loyalty ?
17. What is Direct Recruitment ?
18. What is Counselling ?
19. Explain Stress Management.
20. Give an example for Social Security Scheme.
21. What is Self Appraisal ?
22. What is Human Resource Development ?

(8 × 2 = 16 marks)

Part C (Short Essays)

Answer any **six** *of the following in not more than 100 words each.*
Each question carries 4 *marks.*

23. Discuss the functions of HRM.
24. What are the objectives of Personnel Management ?
25. List out the qualities of Personnel Manager.
26. Examine the need for Manpower Planning.
27. Discuss the use of Job Analysis.
28. Examine the characteristics of a Good Job Description.
29. What are the external sources of Recruitment ?
30. Discuss the merits of Direct Recruitment.

(6 × 4 = 24 marks)

Part D (Short Essays)

Answer any **two** *of the following in not more than 400 words.*
Each question carries 15 *marks.*

31. Discuss in detail the different methods of Training.
32. How will you evaluate the training effectiveness in an Organisation ?
33. Critically examine Merit Rating.
34. Discuss the advantages and disadvantages of Goal Setting.
35. Discuss the structure, organisation and functions of Department of Tourism, Kerala.

(2 × 15 = 30 marks)