



HCH-010-004702 Seat No. _____
Fourth Year B. H. T. M. (Sem. VII) (CBCS) Examination
September - 2017
7.2 : Human Resource Management
(New Course)

Faculty Code : 010
Subject Code : 004702

Time : Hours]

[Total Marks : **70**

Instructions : (1) Attempt any five questions.
(2) All questions carry equal marks i.e. 14 Marks each.

- 1 Elaborate on Learning and Development function of Human Resource Department indicating the theories, conditions and types of learning.
- 2 What is Human Resource Management? Elaborate on the role and functions of HR department in a Hotel. List with example six challenges faced by Hotel Human Resource Department.
- 3 Elaborate on Provident Fund Act 2016.
- 4 Define Performance Management. What are the factors for designing an effective Performance Management system? Explain in brief about Performance Appraisal.
- 5 Mr. Joe joined XX hotels as a Manager in Housekeeping. The expectations as stated by the General Manager were in lines with implementing the best quality in terms of cleanliness, best of the services and 100 percent guest satisfaction. On his commencing work at the department he called his supervisors for a meeting, took rounds in all the areas and spoke to the staff working in the department. The outcome for the same led to the following conclusion

- (A) Disorganized departmental set up with no process for undertaking tasks
- (B) Demotivated staff working towards only personal gains
- (C) Poor work environment with no team work

From the above case answer the following questions :

- (i) What is Organizational Culture and list the elements that are wrong in the organizational culture of Hotel XX.
 - (ii) Explain the components that lead to the development of Organizational Culture.
 - (iii) List the steps that can be taken by the Manager to correct Organizational Culture.
- 6** List and explain the factors affecting Salary and Wages in organizations. List the advantages and disadvantages of any method of Wage payment.
- 7** What are Industrial disputes? Explain in detail the methods of settlement of Industrial disputes and the role of Trade Union.
- 8** What is Human Resource Planning? Explain the objective, need and importance of Human Resource planning with relevant examples.
- 9** Explain in detail the Trade Union Act 1926.
- 10** What is Industrial Relation? Explain in detail why industrial relation is necessary to manage smooth operations in organizations.
