

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)  
B.Voc DEGREE EXAMINATION MAY 2017  
(Sixth Semester)

Branch- HOSPITALITY MANAGEMENT

HUMAN RESOURCE MANAGEMENT

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10x2 = 20)

- T What is human resource management?  
2 Write a short note on human resource development.  
3 What is job analysis?  
4 Write a note on job specification.  
5 What is recruitment?  
6 What do you mean by psychology test?  
7 What is performance appraisal?  
8 Write a note on fringe benefits.  
9 What is industrial dispute?  
10 What is collective bargaining?

SECTION - B (25 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5x5 = 25)

- 11 a Write the points of differences between HRM and HRD.  
OR  
b What are the characteristics of human resource management?  
12 a What are the objectives of human resource policies?  
OR  
b Narrate the contents of job description.  
13 a What are the types of interview?  
OR  
b Explain the process of orientation,  
14 a What are the types of wages?  
OR  
b What are the benefits of performance appraisal?  
15 a What are the types of industrial disputes?  
OR  
b Write the importance of collective bargaining.

SECTION - C (30 Marks)

Answer any THREE Questions

ALL Questions Carry EQUAL Marks (3 x 10 = 30)

- 16 Describe the different functions of human resource management.  
17 Explain the process of human resource planning.  
18 Explain the selection process in detail.  
19 Explain the different methods of performance appraisal.  
20 Narrate the causes of industrial disputes.

**Z-Z-Z**

**END**