

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086**  
**(For candidates admitted during the academic year 2019– 2020 and thereafter)**

**B.Voc. DEGREE EXAMINATION, NOVEMBER 2023**  
**TOURISM AND HOSPITALITY**

**FIFTH SEMESTER**

**COURSE : MAJOR - CORE**  
**PAPER : HUMAN RESOURCE MANAGEMENT**  
**SUBJECT CODE : 19VT/VM/HR56**  
**TIME : 3 HOURS** **MAX.MARKS :100**

**SECTION – A**

**I. ANSWER ALL THE QUESTIONS IN 30 WORDS EACH. (10X3=30)**

1. Define Human Resource Management.
2. Name the four important managerial functions of Human Resource Management.
3. Explain Recruitment.
4. What are the steps involved in selection process?
5. Describe compensation.
6. Explain the two types of turnover.
7. Explicate the meaning of Training.
8. What is quality training?
9. Describe performance appraisal.
10. Define employee rights.

**SECTION – B**

**II. ANSWER ANY FIVE QUESTIONS IN 300 WORDS EACH. (5X8=40)**

11. What is Human Resource Management and how does it contribute to overall organizational success?
12. Delineate the professional and personal skills needed to be successful in HRM.
13. Explain the steps to an effective recruitment strategy.
14. Give an account on job analysis and explain the two types of job analysis.
15. Identify the difference between direct and indirect turnover costs.
16. Explain the four steps involved in training an employee.
17. What are the factors to be considered when developing a training program?
18. Describe any two appraisal methods used for evaluating employee performance.

**SECTION – C**

**III. ANSWER ALL THE QUESTIONS IN 1000 WORDS EACH. (3X10=30)**

19. a) Explain the role of Human Resource Management in an organisation.  
**(OR)**  
b) What are the challenges in Human Resource Management that organizations are facing in today's dynamic business environment?
20. a) How does an organisation conduct interviews and administrative tests to evaluate candidates for various positions.  
**(OR)**  
b) Explain the components of a retention plan.
21. a) Write an essay on the types of training given to a new employee in an organization.  
**(OR)**  
b) Illustrate the key provisions of safety and health at work.

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