STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086
(For candidates admitted during the academic year 2023– 2024 & thereafter)

B. A. DEGREE EXAMINATION, NOVEMBER 2024
TOURISM AND TRAVEL MANAGEMENT
THIRD SEMESTER

COURSE   : ALLIED - CORE
PAPER   : HUMAN RESOURCE MANAGEMENT
SUBJECT CODE : 23TT/AC/RM35
TIME   : 3 HOURS   MAX. MARKS : 100

Q. No.	SECTION A (10 × 2 = 20) Answer ALL questions in not more than 30 words each.	CO	KL
1	Define human resource management.	CO1	K1
2	What is a job description.	CO1	K1
3	How would you define motivation?	CO1	K1
4	What does employee retention mean?	CO1	K1
5	Identify the basic roles of HRM.	CO1	K1
6	What are the costs of turnover?	CO1	K1
7	What is On-the-Job Training (OJT), and how is it defined?	CO1	K1
8	List out the goals of compensation.	CO1	K1
9	Define recruitment and explain its key elements.	CO1	K1
10	How would you define an interview?	CO1	K1
Q. No.	SECTION B (8 × 5 = 40) Answer any FOUR questions from K2 and any FOUR questions from K3. Your answers should be in about 150 words each.	CO	KL
11	Classify the different sources of recruitment.	CO2	K2
12	Discuss the important types of training.	CO2	K2
13	Explain the importance of job analysis.	CO2	K2
14	Appraise the benefits of employee retention.	CO2	K2
15	Differentiate between recruitment and selection.	CO2	K2
16	List out the steps involved in training an employee.	CO3	K3
17	What are the types of direct compensation pay systems?	CO3	K3
18	Summarize the functions of HRM.	CO3	K3
19	Highlight compensation package and types of pay systems.	CO3	K3
20	Analyze performance and discipline issues among employees.	CO3	K3
Q. No.	SECTION C (2 × 20 = 40) Answer any ONE questions from K4 and any ONE questions from K5. Your answers should be in about 1000 words each.	CO	KL
21	Assess the importance of job analysis and job description in recruitment process.	CO4	K4
22	Evaluate and explain the issues and challenges in HRM.	CO4	K4
23	How crucial is the development and implementation of training programmes?	CO5	K5
24	List out and explain the steps involved in designing a training programme.	CO5	K5

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