MBA.T.1/10. 174

M.B.A. (TRAVEL AND TOURISM) DEGREE I SEMESTER EXAMINATION NOVEMBER 2010

SMT 2106 HUMAN RESOURCE MANAGEMENT

Time: 3 Hours

Maximum Marks: 50

(5 x 10 = 50)

I.   A.   Identify and explain the focus of each of the major operational areas in HRM.

OR

     B.   Discuss the influence of environmental factors and forces on the current HRM practices.

II.   A.   Explain the similarities and differences between organization – wide planning and human resource planning (HRP).

OR

     B.   Establish clearly the linkages among recruitment, selection and job analysis.

III.   A.   Define Training Effectiveness. What criteria are to be adopted to evaluate the effectiveness of a cross – cultural training programme for salesmen in tourism industry?

OR

     B.   Explain BARS in performance appraisal. What distortions are possible in a performance appraisal system?

IV.   A.   If pay is predominantly job based, explain how can HR managers compensate and reward exceptionally performing employees?

OR

     B.   Explain the purpose of discipline among employees and the major steps in a departmental action.

V.   A.   Discuss the concept and operational features of an effective Human Resource Information System for a business firm in tourism industry.

OR

     B.   Explain the essential features and elements in Industrial Relations according to the systems perspective on IR.

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