

Roll No \_\_\_\_\_

**BTS (Bachelor in Tourism Studies)**  
**Examination – 2012**  
**TS – 07**  
**Human Resource Development**

Time : 3:00 Hours

Maximum Marks : 70

Section – A  
(Long answer Questions)

Answer any 2(Two) questions. Each question carries 20 Marks (2x20=40)

1. Outline the steps involved in Human Resource planning process (demand and supply forecasting).Mention the advantages of Human Resources Planning?
2. Define Motivation. Explain any three theories of motivation?
3. Discuss various methods of recruitment. Briefly explain the process of selection?
4. What are the various methods of Job Evaluation? Discuss the advantages and limitation of job evaluation?

Section –B  
(Short Answer Question )

Answer any 4(Four) questions. Each answer should not exceed 100 words. Each question carries 5 Marks (2x20=40)

1. Discuss the advantage and limitation of performance appraisal
2. Write a short note on Job analysis?
3. Outline various methods of training an employee in organization
4. Write a short note on Human Resource Audit
5. Explain what are the factors that affect the compensation or wage structure
6. Throw a light on the position of women in Hotel and Hospitality industry?
7. What are the functions or role of Personnel Manager in an organization?
8. Define Grievance. Explain grievance handling procedure?

### Section – C

#### Objective Question (Compulsory)

Answer all question. Each question carries 01 Marks (1x10=10)

1. \_\_\_\_\_ refers to upward movement of employee from current to higher job i.e. higher in pay, responsibilities and/or organizational level. (Promotion/Demotion)
2. \_\_\_\_\_ is a written statement of what job holder does i.e. his duties and responsibilities, how the job is done and under what conditions (Job Description/Job Specification)
3. Human Resource Audits summaries each employee's skills, knowledge and abilities. (True/False)
4. Upgrading the scope, responsibilities and challenges in the content of job is Job Enrichment (True/False)
5. Remuneration paid to clerical and management personnel employed on monthly or yearly basis is known as \_\_\_\_\_ (Wages/Salary)

6. Welfare means doing well i.e. it includes mental, physical, moral and emotional well being of individual (True/False)
7. Maslow need hierarchy suggest \_\_\_\_\_ type of need at the third stage followed by psychological and safety need (social need/self esteem need)
8. \_\_\_\_\_ is a systematic procedure for collecting, storing, maintaining, retrieving and validating data needed by an organization about its human resource.  
(HR Information System/HR Accounting).
9. Physical appearance is one of the important aspect of personality in interview rating (True/False)
10. \_\_\_\_\_ is the assessment of an individual's performance against the set standards. (Performance Appraisal/Job Evaluation)