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**1206E468**

Candidate's Seat No : \_\_\_\_\_

**BBA THM (NEP) Semester 2 Examination**

**DSC-C-THM 122**

**HRM in Service Industries**

**June-2024**

**Time : 2-00 Hours]**

**[Max. Marks : 50**

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Note: There are 5 questions; each question carries **(10 Marks)**.

Answer the following question in detail.

Q1. Explain off the job training and various methods in detail with example

**OR**

Q1. What is acquisition of HR? Explain the process of recruitment with the example.

Q2. What is Training and development? Explain factors to be consider for the training.

**OR**

Q2. Write a short note on Employee maintenance.

Q3. Describe what is compensation and various methods of compensation in detail.

**OR**

Q3. What is Performance appraisal? Explain 360 degree performance appraisal with suitable example.

Q4. Define the terms:

- 1) Job description (2) Goal congruence (3) Job enlargement (4) layoff
- (5) employee turnover

**OR**

Q4. Describe the difference between Simulation exercises and Sensitivity training.

(P.T.O)

**Q5. Choose the correct answer (Any 10)**

- 1) Job description is a statement containing items like
  - a. Job title, location and duties
  - b. Machines, tools and equipment
  - c. Materials, working conditions and hazards.
  - d. All of these.
- 2) \_\_\_\_\_ is the systematic, periodic and impartial rating of an employee excellence in matters pertaining to his present job and his potential for a better job.
  - a. Performance appraisal
  - b. Compensation and motivation
  - c. Training and Development
  - d. Performance indicator
- 3) The combination of peer, superior, subordinate, and self review appraisal is known as-
  - a. All round review
  - b. Feed forward
  - c. HR Accounting
  - d. 360 degree appraisal
- 4) Finding ways to reduce \_\_\_\_\_ is a key responsibility of management.
  - a. Dissatisfaction
  - b. Uncertainty
  - c. stress
  - d. None of the above
- 5) \_\_\_\_\_ is considered as strategic activity.
  - a. Recruitment
  - b. Planning
  - c. Productivity
  - d. All of the above
- 6) The actual achievements compared with the objectives of the job is \_\_\_\_\_
  - a. Job performance
  - b. Job evaluation
  - c. Job description
  - d. None of the above
- 7) Majority of the disputes in the industry is related with..
  - a. Wages
  - b. Salaries
  - c. Benefits
  - d. All of the above
- 8) \_\_\_\_\_ involves a one to one discussion between the participant and administrator.
  - a. Counselling
  - b. Training
  - c. motivation
  - d. All of the above
- 9) Human resource management emphasis \_\_\_\_\_
  - a. Development of people
  - b. Punishment of people
  - c. Adoption of people
  - d. None of these
- 10) Human resource management is amalgam of
  - a. Job analysis, recruitment and selection
  - b. Social behaviour and business ethics
  - c. Organisational behaviour, personal management and industrial relation
  - d. Employer and employees

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- 11) Basic managerial functions of HRM are
- a. Planning, organising, staffing
  - b. Planning, organising and co-ordinating
  - c. Planning, organising, directing and controlling
  - d. None of these
- 12) Which of the following statement is/are correct?
- a. HRM is a strategic management functions
  - b. Under HRM employee is treated as resource
  - c. HRM is the management of skills, talent and abilities
  - d. HRM lacks the organisation to achieve its goals

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