

IMBA ATM (NEP) Semester 2 Examination

DSC-C-AVI 122

HRM in Service Industries

June-2024

Time : 2-00 Hours]

[Max. Marks : 50

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

Answer the following question in detail.

Q1. What is Training and development? Explain factors to be consider for the training.

OR

Q1. Write a note on Performance appraisal in detail with suitable example. And elaborate the modern technique of performance appraisal.

Q2. Explain what is OJT. Discuss four techniques of on the job training.

OR

Q2. If you are a manager of the service industry, how you will maintain your employees. Describe employee maintenance in detail with suitable example.

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

OR

Q3. What is acquisition of HR? Explain the process of recruitment with the example.

Q4. Define the terms:

(1) Job analysis (2) Goal congruence (3) Job enrichment (4) Corporate downsizing (5) HRD

OR

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

(P.T.O.)

Q5. Choose the correct answer (Any 10)

- 1) Human resource management emphasis_____
 - a. Development of people
 - b. Punishment of people
 - c. Adoption of people
 - d. None of these
- 2) 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
- 3) 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
- 4) 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
- 5) 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.
- 6) _____ 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
- 7) 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
- 8) Finding ways to reduce _____ is a key responsibility of management.
 - a. Dissatisfaction
 - b. Uncertainty
 - c. stress
 - d. None of the above

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- 9) _____ is considered as strategic activity.
a. Recruitment b. Planning
c Productivity d. All of the above
- 10) 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
- 11) Majority of the disputes in the industry is related with..
a. Wages b. Salaries
c Benefits d. All of the above
- 12) _____ involves a one to one discussion between the participant and administrator.
a Counselling b. Training
c motivation d. All of the above
