



(Pages : 2)

D – 2835

Reg. No. :

Name :

Fifth Semester B.Sc. Degree Examination, December 2017
Career Related FDP under CBCSS
Group 2(b) : HOTEL MANAGEMENT AND CATERING SCIENCE
Core Course
BH 1544 : Human Resource Management
(2014 Admission Onwards)

Time : 3 Hours

Total Marks : 80

SECTION – A

I. Write short answer to the below ten questions in **one** or **two** sentence each.
Each question carries a mark of 1 : **(10×1=10 Marks)**

- 1) Collective bargaining
- 2) Arbitration
- 3) HRM
- 4) Group formation
- 5) Team development
- 6) Workers participation
- 7) Employers association
- 8) Learning
- 9) Quality circle
- 10) Conflict.

SECTION – B

II. Answer **any eight** questions in **not** exceeding **one** paragraph each.
Each question carries a mark of 2 : **(8×2=16 Marks)**

- 11) List down the types of communication.
- 12) What is a trade union ?
- 13) What is meant by group ?
- 14) What is an HRD culture ?

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- 15) What is intra-personal process ?
- 16) What is white collar job ?
- 17) What is meant by perception ?
- 18) State the different types of stress.
- 19) What is HRD climate ?
- 20) What is group dynamics ?
- 21) What is distress ?
- 22) What is conciliation ?

SECTION – C

III. Answer **any six** questions in **not exceeding 120 words** (Short essay).

Each question carries a mark of **4** :

(6×4=24 Marks)

- 23) What is a formal communication ?
- 24) Explain the advantages of trade union.
- 25) Explain the importance of HRM.
- 26) What are the objectives of labour participation in management ?
- 27) Explain the importance of group development.
- 28) Explain the different types of stress.
- 29) Explain the content of collective bargaining.
- 30) Explain the organisational communication process.
- 31) Explain the dynamics of conflict and collaboration.

SECTION – D

IV. Answer **any two** questions in **not exceeding four pages each** (Long essay).

Each question carries a mark of **15** :

(2×15=30 Marks)

- 32) What is quality of work life ? Explain the strategies for improvement in quality of work life.
 - 33) Define a trade union. Explain trade union development and its functions.
 - 34) Explain in detail about workers participation in management.
 - 35) Discuss about HRD and Organisational Development.
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