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5797

Register Number:

Name of the Candidate:

B.B.A. DEGREE EXAMINATION, May 2015
(AVIATION, TOURISM AND HOSPITALITY MANAGEMENT)
(THIRD YEAR)
(PART – III)

340: HUMAN RESOURCE MANAGEMENT

(Common with Marketing and Human Resource Management)

Time: Three hours

Maximum: 100 marks

SECTION - A
Answer ALL questions

(10 × 2 = 20)

1. **Write short notes on:**
 - a) Selection
 - b) Interview
 - c) Training
 - d) Transfer
 - e) Wage
 - f) Grievance
 - g) Stress
 - h) Conflict
 - i) Trade union
 - j) Grievance Machinery

SECTION - B
Answer any FOUR questions

(4 × 10 = 40)

2. What are the objectives of HRP?
3. Internal & External Requirement advantages & disadvantages discuss.

4. Explain different types of promotion.
5. Types of incentives - Discuss.
6. Outline the approaches of conflict.
7. What are the sources of stress – Discuss.

SECTION - C
Answer any TWO questions

(2 × 20 = 40)

8. Explain different types of Training methods.
9. Explain the process of selection.
10. Discuss the methods of performance appraisal.
11. Outline the method for solving grievance and brief the desirable features of grievance.

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