

School of Hospitality

Bachelor of Business Administration in Tourism and Travel
Semester End Examination - Jun 2024

Duration : 180 Minutes
Max Marks : 100

Sem IV - I1UA404T - Human Resource Management

General Instructions

Answer to the specific question asked

Draw neat, labelled diagrams wherever necessary

Approved data hand books are allowed subject to verification by the Invigilator

- 1) What are the key concepts and principles of HRM? K1(2)
- 2) Explain the concept of employee engagement and its impact on organizational performance. K2(4)
- 3) What are some traditional methods of performance appraisal commonly used in the tourism industry? K2(6)
- 4) Explain the concept of Manpower Recruitment in the tourism industry and its unique challenges. K3(9)
- 5) Discuss the importance of Employee Benefits and Welfare programs in attracting and retaining talent in the tourism industry. K3(9)
- 6) Discuss the factors that influence employee morale and strategies for boosting morale in the workplace. K5(10)
- 7) Explain the importance of complying with laws and regulations governing Employee Benefits and Welfare in the tourism industry. K4(12)
- 8) Discuss the importance of aligning incentives with organizational goals and values to ensure their effectiveness. K5(15)
- 9) Explain how performance-based incentives can drive employee motivation and improve organizational performance. K5(15)
- 10) What are some common challenges faced in managing Grievance Redressal effectively in tourism organizations, and how can they be overcome? K6(18)