

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2013-2014

COURSE : 5th Semester of 3-year B.Sc.in H&HA (**Specialisation**)
SUBJECT : Human Resource (M&D)
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Enumerate stress management techniques.

OR

List types of group formation and discuss.

(10)

Q.2. Discuss the process of communication.

(10)

Q.3. Write the importance of counselling and mentoring.

(10)

Q.4. Human Resource, Human Resource Development and effective HRD climate are essential components of development for an organisation. Discuss.

(10)

Q.5. Discuss the need for Human Resource Planning.

OR

Define Demand Forecasting and explain its types.

(10)

Q.6. Write short notes on **any five**:

- (a) Transfer
- (b) Placement
- (c) Selection
- (d) Reward policies
- (e) Human resource audit
- (f) Human resource accounting
- (g) Recruitment
- (h) Performance appraisal

(5x2=10)

Q.7. Explain the principles of Trade Union in detail.

OR

Discuss the advantages of collective bargaining.

(10)

Q.8. Write short notes on **any two**:

(a) Mahatma Gandhiji's approach

(b) Marx theory

(c) Webb's theory

(d) Scarcity consciousness theory

(2x5=10)

Q.9. List and explain **ten** steps in change process.

(10)

Q.10. Differentiate strategic change and cultural change.

(10)
