



'সমানো মন্ত্র: সমিতি: সমানী'

**UNIVERSITY OF NORTH BENGAL**

B.VOC. Programme 2nd Semester Examination, 2023

**DSC22-TOURISM AND HOSPITALITY MANAGEMENT (2.2)**

**HUMAN RESOURCE MANAGEMENT IN TOURISM**

Time Allotted: 2 Hours

Full Marks: 60

*The figures in the margin indicate full marks.*

**GROUP-A**

**Answer any *two* questions**

12×2 = 24

1. Define Performance Appraisal and discuss the importance of performance appraisal in an industrial organization. 2+10
2. Define selection and discuss the steps to be followed in a scientific selection process. 2+10
3. Distinguish between Personnel Management and HRM. Explain the functions of HRM. 6+6
4. What are the essential skills of an HR manager? What are the common interview problems? 6+6

**GROUP-B**

5. Answer any *four* questions: 6×4 = 24
  - (a) What are the different sources of recruitment? Explain. 6
  - (b) What are the different training methods? 6
  - (c) What is the significance of human resource management? 6
  - (d) Write a short note on the 'annual confidential report'. 6
  - (e) Explain the difference between Training and Development. 6
  - (f) What are the challenges in HRM in the tourism sector? 6

**GROUP-C**

6. Answer any *four* questions: 3×4 = 12
  - (a) What is job analysis? 3
  - (b) What do you mean by graphic rating scales? 3
  - (c) What is an interview? 3
  - (d) Explain the term on-the-job training. 3
  - (e) Enumerate the sources of recruitment. 3
  - (f) What is job specification? 3

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