

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2014-2015

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 the types of stress management.

OR

Discuss the importance of organisational development and its values.

(10)

Q.2. Briefly explain group decision formation and write its advantages and disadvantages.

(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 of an organisation. Discuss.

(10)

Q.5. Elucidate the importance of macro level planning in Human Resource.

OR

Define demand forecasting and explain its types.

(10)

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

- (a) Short term forecast
- (b) Policy conditional forecast
- (c) Macro and Micro forecast
- (d) Job description
- (e) Long term forecast
- (f) Selection
- (g) Retraining
- (h) Promotion

(5x2-10)

Q.7. Discuss in detail the elements of negotiation and collective bargaining.

OR

Elucidate union and unionism.

(10)

Q.8. Define workers participation management. Write its importance in detail.

OR

Explain the Principles of Trade Union in detail.

(10)

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

(10)

Q.10. Differentiate between strategic change and cultural change.

(10)
