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BFO-009

**B. A. IN FACILITY AND SERVICES
MANAGEMENT (BAFSM)**

Term-End Examination

December, 2024

BFO-009 : HUMAN RESOURCE MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

Note : (i) Answer any **five** questions in about
600 words each.

(ii) All questions carry equal marks.

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1. What is Human Resource Management (HRM) ? Enumerate the objectives of HRM. 20
 2. What do you mean by Employee Transfer ? Explain the need of transfer policy in an organization. 20
 3. What is Human Resource Information System (HRIS) ? Discuss the primary functions of a Human Resource Information System (HRIS).

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4. Define the following : 4×5=20
- (a) Career Planning
 - (b) Discipline
 - (c) Compensation System
 - (d) Retrenchment
5. What do you mean by Counselling ? Discuss the skills of a counsellor. 20
6. What are the various components of pay structure ? Explain each component in detail. 20
7. What do you mean by Task Analysis ? Discuss the various elements of task analysis. Why is task analysis significant for an organization ? 20
8. How can smooth and efficient human resource planning contribute to improving employee retention in the hospitality industry ? Explain with the help of examples. 20

9. What do you understand by Human Resource Audit ? What are the main areas typically assessed during the audit process ? 20
10. Discuss the key components of an effective Human Resource Development Strategy. How do they contribute to organizational success ? 20

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