

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

December, 2012

**MTM-02 : HUMAN RESOURCE PLANNING AND
DEVELOPMENT IN TOURISM**

Time : 3 hours

Maximum Marks : 100

*Note : Attempt any five questions in about 600 words each.
Each question carry equal marks.*

1. Discuss the various approaches to Human Resource Planning (HRP). Why is HRP an important process in tourism organisations ? 20
2. Identify the dimensions of Manpower Supply. Discuss the database requirement for Manpower Supply Forecasting. 20
3. Explain the Manpower Demand forecasting techniques, both at the micro and macro level. 20
4. How is a computerised personal record system more advantageous than a manually operated system ? Discuss. 20

5. Write short notes in about 150 words each : 5x4=20
- (a) Relationship between Salary and Job Evaluation
 - (b) Macrolevel of HRP in Tourism
 - (c) Uses of Job Analysis
 - (d) Evaluation Plan Evaluation Steps.
6. Write an essay on Human Resource Development applications in the Tourism Industry. 20
7. Explain the need and purpose of Human Resource Audit. What are the essential steps in HRA ? 20
8. Define HRD. Explain the principles related to the functioning of HRD Systems. 20
9. Explain the concept of Human Resource Accounting. What are the major factors which influence the choice of a Human Resource Accounting System ? 20
10. Define Task Analysis and describe its various steps. 20
-