MTM-2

MASTER OF ARTS IN TOURISM MANAGEMENT (MTM)
Term-End Examination
01171 **December, 2014**

MTM-2 : HUMAN RESOURCE PLANNING AND DEVELOPMENT IN TOURISM

Time : 3 hours   *Maximum Marks : 100*

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

1. What do you understand by qualitative and quantiative dimensions of Human Resource Planning ? Explain with suitable examples from tourism and hospitality industry. **20**

2. How is manpower demand forecasting at macro level different from that of micro level demand forecasting ? Explain with suitable examples. **20**

3. (a) What is the relation between Job – Description, Specification and Analysis ?

   (b) How is information collected for Job Analysis ? **2×10=20**

4. Write a note on Human Resource Information System. *20*

5. Write short notes on any *two* of the following :

2×10=20

    (i)   Objectives of Human Resource Planning

    (ii) Job Analysis in Tourism

    (iii) Job Evaluation

6. Define Human Resource Accounting. What are the methods of cost measurement through Human Resource Auditing ? *20*

7. Define HRD. What are the principles of designing integrated Human Resource Development (HRD) systems ? *20*

8. What is Task Analysis ? How can we use Task Analysis as a supervisory tool in Tourism sector ? *20*

9. What are the competencies required of HRD staff ? Is it possible to develop these competencies ? *20*

10. Write short notes on any *two* of the following :

2×10=20

    (i)   Database for Supply Forecasting

    (ii) HRD instruments and practices

    (iii) Designing a Job Analysis questionnaire

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