

**MASTER OF ARTS
TOURISM MANAGEMENT (MTM)/MASTER
OF TOURISM AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

00204

December, 2016

**MTM-002/MTTM-002(S) : HUMAN RESOURCE
PLANNING AND DEVELOPMENT IN TOURISM**

Time : 3 hours

Maximum Marks : 100

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

1. What do you understand by Human Resource Planning ? Discuss the different approaches to Human Resource Planning. 20

2. What is the need of manpower demand forecasting in tourism organisations ? Explain the manpower demand forecasting techniques at macro and micro levels. 20

3. Define Job Evaluation. Discuss the need, objectives and advantages of job evaluation with the help of suitable examples. 20
4. What are the methods and sources available for collecting information for job analysis ? What are the advantages and disadvantages of these methods ? 20
5. Write short notes on the following : 4×5=20
- (a) Quantitative Dimensions of HRD
 - (b) HR Accounting
 - (c) Job Ranking
 - (d) Labour Market Behaviour
6. What is the need and scope of Human Resource Auditing (HRA) ? Discuss the approaches and steps of HRA. 20
7. What is the need of Human Resource Development (HRD) ? Discuss the HRD trends and applications in tourism industry. 20
8. Write an essay on Task Analysis, highlighting its role as a supervisory tool. 20

9. Explain with the help of suitable examples, how Human Resource Development priorities for a small organisation vary from that of a large organisation.

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

2×10=20

- (a) Competencies for HRD Staff
 - (b) HRD in Service Sector
 - (c) Human Resource Valuation
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