

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

December, 2017

00353

**MHA-013 : BASICS OF HUMAN RESOURCE
PLANNING**

Time : 3 hours

Maximum Marks : 100

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

(ii) All questions carry equal marks.

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1. Discuss the different aspects of Cultural Systems as observed in HR PLANNING systems. 20
 2. What is the objective of Coaching and Mentoring Process ? What is the basic process of coaching and mentoring ? 20
 3. Write a detailed note on the integrated HRD system in the Government Administration. 20
 4. What do you understand by HRD Audit ? Discuss the methodology for HRD Audit. 20
 5. Write short notes on the following : 4x5=20
 - (a) Personal Skills.
 - (b) Performance Appraisals.
 - (c) 360 degree feedback.
 - (d) Internal Self - Renewal Facilitators.

6. What is knowledge ? What are the approaches to knowledge management ? 20
 7. What is the implication of new Technology on work ? Explain with the help of examples from the Hospitality Industry. 20
 8. Define Globalisation. What are the impacts of globalisation on the hospitality organisations of India ? Explain with the help of examples. 20
 9. Discuss the current HRD trends and challenges in the Asian Hospitality Industry. 20
 10. Write short notes on **any two** of the following :
 - (a) Steps of Competency Mapping 2x10=20
 - (b) Developing Business Ethics
 - (c) Empowerment through cross - functional teams.
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