

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

Term-End Examination

December, 2017

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

Time : 3 hours

Maximum Marks : 100

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

1. Discuss the need for Human Resource Planning, with special reference to the Tourism Industry. **20**
2. Write an essay on the 'Labour Market' and its effect on the functioning of the Tourism Industry. **20**
3. Define Job-evaluation. Elucidate the various advantages and relevance of Job-evaluation. **20**
4. Write short notes on the following, in about 250 words each : **2x10=20**
 - (a) Time span of Discretion Method in job evaluation.
 - (b) Decision banding in job-evaluation.
5. Explain the role and importance of "Information" in Human Resource Accounting. **20**

6. Discuss the need and importance of 'performance-appraisal' in Human Resource Development. 20
 7. Explain the importance of Human Resource Development in Tourism sector. Give relevant examples. 20
 8. What is discrepancy analysis ? Discuss it as an important tool of task-analysis. 20
 9. Explain the role and duties of the Human Resource Department. How have these functions changed over time ? 20
 10. List the important steps and actions required for Human Resource Development for large Organisations. 20
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