

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

Term-End Examination

03184

December, 2018

**MTM-02/MTTM-02 : 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 mean by Manpower planning ?
What are the main determinants for preparation of manpower planning in a newly established travel agency ? 20
2. Write a note on various approaches of human resource planning. 20
3. What are the various HRD practices prevailing in Indian tourism industry ? Also give suggestions to improve them. 20
4. Prepare a Job Analysis of tour escort in a large scale tour operation. Also discuss the significance of Job Analysis. 20

5. Define Job Evaluation. Illustrate the various methods of Job Evaluation. Also state which method is more suitable for tourism industry. 20
6. Write notes on the following : 2×10=20
- (a) Computer Applications in HR in Tourism Industry
- (b) Task Analysis
7. What do you mean by HR Audit ? Illustrate the need, purpose and scope of HR Audit in tourism industry. 20
8. Describe the phases in the design and implementation of HRA system in tourism industry. 20
9. Write a note on HRD Intervention and Job Description. 10+10=20
10. Write notes on the following : 2×10=20
- (a) HRIS
- (b) Emerging Trends of HRD
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