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MTM-02

Total No. of Questions : 10]

[Total No. of Printed Pages : 2

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

June, 2014

**MTM-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. Define Human Resource Planning. Explain the three approaches to educational planning with the help of suitable examples. 20
2. What do you understand by forecasting manpower supply? How is it different from forecasting manpower demand? Explain with the help of suitable examples from tourism and hospitality sector. 20
3. What is job description? How is it useful? What are the points to consider why designing a job description? 20
4. Define Job Evaluation. What are the techniques of job evaluation? Explain any *one* technique with the help of suitable examples. 20
5. Write short notes on any *two* of the following :
 - (i) Labour Market Behaviour
 - (ii) Job Ranking
 - (iii) Competencies for HRD Staff 10x2=20

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6. Write a note on Human Resource Audit. 20
7. What do you understand by Human Resource Valuation ?
What are the methods of monetary measurement of Human Resource Value ? 20
8. Define HRD. Discuss the role and importance of HRD in the service sector. Substantiate your answer with suitable examples from tourism and hospitality industry. 20
9. Explain with the help of suitable examples how the Human Resource Development priorities for large organisations vary from those of smaller organisations. 20
10. Write short notes on any *two* of the following : 10×2=20
 - (a) Manpower demand forecasting techniques
 - (b) HRD instruments and practices
 - (c) Task Analysis in Tourism

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