

**MASTER OF ARTS (TOURISM MANAGEMENT)**

**Term-End Examination**

**June, 2016**

**MTM-02 : HUMAN RESOURCE PLANNING AND  
DEVELOPMENT IN TOURISM**

*Time : 3 hours*

*Maximum Marks : 100*

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

1. What are the objectives of Human Resource Planning (HRP) ? Explain the qualitative and quantitative dimensions of HRP. 20
2. Describe Job analysis and the types of information required for the analysis process. 20
3. Explain the Point Rating Method of Job Evaluation. What are its advantages and disadvantages ? 20
4. Discuss how Human Resource Information in India are sourced at the macro and micro level quoting suitable examples. 20
5. Write short notes in about 150 words each : 5x4=20
  - (a) Manpower Demand
  - (b) Manpower Supply
  - (c) Uses of Job description
  - (d) HRD in small organisations

6. Explain the factors which influence the choice of a Human Resource Accounting System (HRAS). Describe the phases of HRAS design and implementation. 20
7. Discuss the various HRD mechanism adopted to fulfill organisational goals, sub-systems and beliefs. 20
8. Explain how Task Analysis exercises can be useful for an organisation. Mention guidelines for successful Task analysis. 20
9. Discuss the various forms of Human Resource Department (HRD) across organisations. List important qualities required to be a successful HRD Manager. 20
10. Write notes on the following in about 300 words each : 10x2=20
- (a) HRD in tourism industry
  - (b) Human Resource Costs
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