

00215

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

Term-End Examination

June, 2017

**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.*

1. What do you understand by HRD systems ? 20
What is the importance of HRD systems in
Hospitality Industry ?
2. What do you understand by Performance 20
Management ? How will you create a
Performance Management Process in your
organisation ?
3. What is the importance of Reward System ? How 20
will you design a reward system in your
organisation ?
4. Write a detailed note on the development and 20
management of Human Resource in Health Sector.

5. Write short notes on the following : 4x5=20
- (a) Personal Values
 - (b) Cross Functional Teams
 - (c) HRD Audit
 - (d) Three S's of the Organisational Development.
6. What do you understand by Multi Source Feedback System (MSFS) ? What are the advantages of MSFS ? 20
7. Define Knowledge. Discuss the need for a staged framework for knowledge Management. 20
8. What do you understand by "Change Mindset" ? As a manager how will you develop "change mindset" among your peers and subordinates ? Explain with the help of examples. 20
9. Define Diversity. Discuss the need and importance of Diversity Management in a hospitality organisation. 20
10. Write short notes on **any two** of the following : 2x10=20
- (a) Coaching Process
 - (b) Phases of Organisation Development
 - (c) Acculturation
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