

02125

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

**Term-End Examination**

**June, 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. Explain the concept and objectives of Human Resource Planning. 20
2. Discuss the various quantitative dimensions of Human Resource Planning. 20
3. What is manpower forecasting ? Discuss the types of manpower forecasting techniques. 20
4. Write short notes on the following, in about 250 words each : 2x10
  - (a) Collecting information through interview.
  - (b) Collecting information through observation.
5. Elucidate on the use of Computer Application in Human Resource Management and its Development. 20

6. Discuss the outcomes of Human Resource Development. Why is it important in tourism sector ? 20
  7. Explain the importance of Human Resource Development in Health Sector. 20
  8. "Understanding the mission of an organisation is of critical importance." Keeping the above statement in mind discuss the role of contextual analysis as an important step of task-analysis. 20
  9. Write an essay on the emerging trends and their relevance in the Human Resource Planning. 20
  10. Write a detailed note on the Human Resource Planning and Development in the tourism sector. 20
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