

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

Term-End Examination

June, 2018

**MTM-002 / MTTM-002 : HUMAN RESOURCE
PLANNING AND DEVELOPMENT IN TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions, each carries 20 marks.

1. What do you understand by HR Planning ? 20
Illustrate the importance of HR Planning in
tourism and hospitality industry.
2. Discuss various approaches for human resource 20
planning.
3. What are the main challenges for human resource 20
manager in today's business environment ?
4. Prepare a job analysis of a HR manager in a large 20
scale tour organisation; also discuss the
significance of job analysis.
5. Define job evaluation. Discuss various methods 20
of Job evaluation.

6. Define HRD. Discuss the HRD Mechanism in tourism industry. 20
 7. Describe the significance and challenges of HRIS in tourism industry. 20
 8. Illustrate main HRD practices in service sector. 20
 9. Critically examine the various manpower forecasting techniques used in tourism and hospitality industry. 20
 10. Write a note on :
 - (a) HR Audit 10
 - (b) HRA 10
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