

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

**Term-End Examination**

**June, 2019**

**MHA-13 : BASICS OF HUMAN RESOURCE  
PLANNING**

*Time : 3 Hours*

*Maximum Marks : 100*

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

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1. Describe what an employee wants in a career and discuss the different career problems. Substantiate your answer with suitable examples from hospitality industry. 20
2. Write an essay on the changing business environment. 20
3. What is compensation, incentives and rewards ? Discuss the psychological basis of rewards and suggest the main principles of designing a reward system. 20

4. Write short notes on the following : 10 each
- (a) Action Research
  - (b) Research in HRS
5. Define professionalism and state the differences between profession and occupation. Substantiate your answer with suitable examples. 20
6. What do you understand by human resource planning ? Discuss the qualitative dimensions of human resource planning. 20
7. Write short notes on the following : 10 each
- (a) HRD trends and challenges in Asia
  - (b) International Theory Building in HRD
8. What do you mean by 360 Degree Feedback ? Explain how one can prepare to implement 360 degree feedback in an organisation. 20

9. What is knowledge management ? Discuss the different approaches to knowledge management. 20
10. Define "Globalisation." Describe the different global organizational structures citing suitable examples. 20