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**MHA-013**

**M. Sc. IN HOSPITALITY**

**ADMINISTRATION (MHA)**

**Term-End Examination**

**June, 2020**

**MHA-013 : HUMAN RESOURCE PLANNING**

**Time : 3 Hours**

**Maximum Marks : 100**

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**Note : (i) Answer any five questions in about 600 words each.**

**(ii) All questions carry equal marks.**

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1. What is the importance of career development plans ? What strategies can an organization follow for more effective career development programmes ? Take a case of a hospitality organization. 20

**P. T. O.**

2. What do you understand by performance management ? How can you create a performance management process in your organization ? 20
3. Describe the basic processes of coaching and mentoring. Explain with the help of examples. 20
4. What is the need of a reward system ? What points are to be considered while designing a reward system ? Discuss. 20
5. Write short notes on the following :  $4 \times 5 = 20$
- (i) Cognitive Age
  - (ii) Competency
  - (iii) Organizational development
  - (iv) Manpower forecasting
6. Discuss the integrated HRD system in government administration. 20

7. What is meant by knowledge management ?  
What are the approaches to knowledge management ? Elaborate. 20
8. Define Globalization. What does globalization mean for the hospitality industry ? Give examples. 20
9. Describe the methods and techniques for supply management in hospitality industry. 20
10. Write short notes on the following :  $10 \times 2 = 20$
- (i) Job Analysis
  - (ii) Selection Process