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MHA-13

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

Term-End Examination

June, 2023

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

Time : 3 Hours

Maximum Marks : 100

Note : Answer any *five* questions. All questions carry equal marks.

1. What are the objectives of Human Resource Planning ? Explain the importance of employee's acceptance for new programme which you are planning to implement as Human Resource Manager. 20
2. Explain rewards. How is it different than incentives ? Discuss the psychological basis of reward along with principles of designing a reward system. 20

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3. How is pay structure designed ? Explain need for a rational and equitable pay structure. How does jobs evaluation exercise help in achieving satisfaction among employees ? 20
4. Explain the importance of forecasting in human resource for hospitality industry. How is database created for microforecasting ? 20
5. Explain the importance of job classification. List the advantages and disadvantages of job classification and grade description. 20
6. Write notes on the following : 10+10
 - (a) The time span of discretion method
 - (b) Requirement *vs.* Personal quality of job holder
7. What do you understand by performance management ? Explain performance management process in an organisation. 20
8. Explain Corporate Social Responsibility (CSR). What are the key drivers and components of CSR ? 20

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9. Define organisational development. Describe the various phases of organisational development plan with illustrations citing examples from hospitality industry. 20
10. Define competency. Explain the need and importance of competency mapping. 20