

**MASTER OF ARTS (TOURISM MANAGEMENT)**

**Term-End Examination**

**December, 2011**

**MTM-2 : HUMAN RESOURCE PLANNING AND  
DEVELOPMENT IN TOURISM**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions in about 600 words each.*

1. What is the need of Human Resource Planning ? 20  
Describe the different approaches to Human Resource Planning.
2. Define manpower demand. How is it different 20  
from manpower requirement ?
3. Describe the quantitative and qualitative 20  
dimensions of Human Resources Development.  
Explain with the help of suitable examples.
4. What is the significance of manpower forecast ? 20  
Discuss its various types.

5. Write an essay on the functions of HRD department in a service organisation. 20
6. What are the methods of measuring human resource costs ? What is its relevance to tourism ? 20
7. Discuss the potential computer applications in human resource management. Give appropriate examples. 20
8. Write short notes on *any two* of the following in about 250 words each. 10x2=20
- (a) Job specification
  - (b) Organisational climate
  - (c) Human Resource Valuation and validation
9. Define the concepts of job analysis and job description. Identify the uses of job description in tourism and hospitality. 20
10. Define the following in about 100 words each : 5+5+5+5
- (a) HRD in public sector
  - (b) Factor analysis
  - (c) Task analysis
  - (d) Human Resource Valuation
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