

**MASTER OF ARTS (TOURISM MANAGEMENT)**

**Term-End Examination**

**December, 2013**

**MTM-02 : HUMAN RESOURCE PLANNING AND  
DEVELOPMENT IN TOURISM**

*Time : 3 hours*

*Maximum Marks : 100*

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

1. Explain the micro and macro level scenario of Human Resource Planning in Tourism. 20
2. What do you understand by Job Evaluation? What is its objective? 20
3. Explain the steps involved in the process of micro manpower forecasting. 20
4. Write short notes on *any two* of the following in about 250 words each. 20
  - (a) Job description.
  - (b) Job identification.
  - (c) Job analysis.
5. Discuss the importance and role of HRD in the Service Sector. 20

6. Explain what do you understand by Human Resource Audit (HRA). What are the essential steps in HRA ? 20
  7. What do you understand by Task Analysis ? Explain why Task Analysis is seen as a Supervisory tool. 20
  8. Explain the principles related to the functioning of HRD system. 20
  9. Write short note on various forms of HRD organisation. List the competencies required for HRD staff. 20
  10. Write an essay on HRD in small organisation. 20
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