

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

00415

Term-End Examination

December, 2016

**MHA-013 : BASICS OF 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. Citing relevant examples, explain basic steps to be followed in the implementation of new human resource programme to ensure employee acceptance. 20
2. How is Human Resource Planning a win-win process for both Employees and the Enterprise ? Elucidate with relevant examples. 20
3. Discuss emerging social, economic, organisational, and technological trends which influences occupational structures at workplaces. 20
4. How has the focus of staffing or Hiring employees changed over the years ? Explain the changes in context of the Hotel Industry. 20

5. What do you understand by Role Description ? **20**
Explain its types, needs and uses in Human Resource Planning.
6. Write short notes in about **150** words each : **5x4=20**
- (a) Reasons for Workforce Redundancies
 - (b) Role Dynamics in Hotel Industry
 - (c) HR Information System Concept
 - (d) Common errors in Performance Appraisal
7. Explain the steps involved in the selection process of Personnels. **20**
8. Discuss the need, purpose and scope of Human Resource Audit. **20**
9. Identify elements of a career planning programme. Discuss the responsibilities of key players involved in an employee's career development. **20**
10. Write notes in about **300** words each : **10x2=20**
- (a) Types of information provided in Orientation Programmes.
 - (b) Steps in Recruitment Process
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