

**MASTER OF ARTS
TOURISM MANAGEMENT (MTM)/MASTER
OF TOURISM AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

December, 2016

**MTM-002/MTTM-002 : HUMAN RESOURCE
PLANNING AND DEVELOPMENT IN TOURISM**

Time : 3 hours

Maximum Marks : 100

*Note : (i) Answer any five questions in about 600 words each.
(ii) All questions carry equal marks.*

1. Define Job Description and its applications. List 10 effective guidelines for writing a good job description. 20
2. Identify the trigger points for initiating Job Evaluation exercise in an organisation. Describe the factors affecting job values and pay structure. 20
3. Explain the concept of Manpower Demand in tourism related operations. What are the essential steps in a Manpower demand estimation process ? 20
4. Describe the kind and purpose of information required for Human Resource Accounting. How can they be used as a management tool ? 20
5. Why is HRD an important department in almost all organisations ? Describe important principles in designing integrated HRD systems. 20

6. Define Task Analysis and explain the various steps involved. 20
7. Write short notes in about 150 words each : 5x4=20
- (a) Features of computerised personal record system.
 - (b) Manpower supply forecasting.
 - (c) Goals of HRD system
 - (d) HRD in a travel agency
8. Explain the characteristics of large organisations which necessitates the introduction and strengthening of HRD. 20
9. Write notes on the following in about 300 words each : 10x2=20
- (a) Objectives of Human Resource Planning
 - (b) HRD in Service sector
10. Describe the Human Resource Auditing process in organisations. 20
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