

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

**00310 Term-End Examination
December, 2017**

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

Time : 3 hours

Maximum Marks : 100

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

1. Explain the quantitative and qualitative dimensions of Human Resources Planning with examples. 20
2. What do you understand by Manpower Supply Forecasting ? How is it different from Manpower Demand Forecasting ? Explain with examples from the tourism sector. 20
3. What is the importance of Job Evaluation process ? What are the methods of Job Evaluation ? Describe any one method. 20
4. Write a detailed note on the application of computers in Human Resource Management. Also mention its advantages and disadvantages. 20

5. Write short notes on the following : 4×5=20
- (a) Job Analysis
 - (b) Sources of Collecting Job Information
 - (c) Human Resource Accounting
 - (d) Job Specification
6. What is the need of monetary measurements of Human Resource Value (HRV) ? What are the methods and models of monetary measurements of HRV ? 20
7. What do you understand by Human Resource Development ? Describe the commonly used HRD mechanisms in an organisation. 20
8. Write an essay on HRD in the Service Industry with special reference to Tourism Industry. 20
9. What are the various tasks of the HRD department in an organisation ? What qualities make for a successful HRD staff and manager ? 20
10. Write short notes on any **two** of the following : 2×10=20
- (a) Task Analysis as a Supervisory Tool
 - (b) Uses of Job Description
 - (c) Human Resource Audit