M.Sc. IN HOSPITALITY ADMINISTRATION (MHA)

Term-End Examination

June, 2021

MHA-13 : BASICS OF HUMAN RESOURCE PLANNING

Time : 3 hours   *Maximum Marks : 100*

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

1. What is the difference between Human Resource Planning (HRP) and Human Resource Development (HRD) ? Discuss the importance of HRD systems in the Hospitality Industry.   *20*

2. What do you understand by Role Description ? Explain its types, needs and uses in Human Resource Planning.   *20*

3. Discuss the different strategies used for Career Development. Substantiate your answer with suitable examples.   *20*

4. What do you mean by Job Analysis ? Explain the process of job analysis with examples.   *20*

5. Write short notes on the following :   *4×5=20*

   (a)   Training

   (b)   Job Evaluation

   (c)   Personal Values

   (d)   Diversity Management

6. Explain the steps involved in the selection process of personnel in an organisation.   *20*

7. What are the objectives of Performance Appraisal ? Discuss the different methods of performance appraisal being adopted in the Hospitality sector.   *20*

8. Define Management By Objectives (MBO). Explain the key features of MBO.   *20*

9. Explain the advantages of computerising Human Resources Information System.   *20*

10. Write short notes on any *two* of the following :   *2×10=20*

   (a)   Barriers to HRP

   (b)   Methods of Recruitment

   (c)   Issues in Workforce Demand Forecasting

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