

No. of Printed Pages : 3

MHA-013

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

Term-End Examination

December, 2020

MHA-013 : 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 are the career problems usually faced during the course of one's career growth ? How can we overcome them ? Substantiate your answer with suitable examples. 20
2. What do you understand by competency ? How are competencies mapped ? Explain with the help of examples from hospitality industry. 20

3. Define Organization Development (OD). Discuss the phases of organisation development. 20
4. Discuss the role of HRD in introducing and managing technological changes in organisations. Give examples. 20
5. Write short notes on any *two* of the following :
10+10
- (i) Reward system
 - (ii) Knowledge management
 - (iii) Globalization and hospitality
6. What is the need for diversity management in an organisation ? How does human resource systems help manage diversity ? Give examples. 20
7. Discuss the methods and techniques of demand management in the hospitality industry. Give examples. 20

[3]

8. What is the relationship between job analysis, job description and job specification ? Explain the uses of designing of a job description. 20
9. Discuss the steps in and methods of performance appraisal. 20
10. Write short notes on any *two* of the following : 10+10
- (i) Human Resource Accounting
 - (ii) Career Planning
 - (iii) Human Resource Information Systems