

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

June, 2012

**MTM-2 : HUMAN RESOURCE PLANNING AND
DEVELOPMENT IN TOURISM**

Time : 3 hours

Maximum Marks : 100

*Note : Attempt any five questions in about 600 words each.
Each question carries equal marks.*

1. Discuss both the qualitative and quantitative dimensions of Human Resource Planning in Tourism Organisations. 20

2. Explain the concept of Manpower Demand in tourism and the types of Manpower Demand forecasts. 20

3. Identify major trigger points for initiating Job Evaluation exercise in an organisation. Also list the advantages of Job Evaluation. 20

4. Write short notes in about *150* words each: **5x4=20**
 - (a) Uses of Job Discription
 - (b) HRD in Service Sector
 - (c) Objectives of Human Resource Planning
 - (d) Job Analysis

5. Why do organisations need to have a Human Resource Audit System in place ? What are the various steps involved in the auditing process ? **20**

6. Define HRD. Discuss the various HRD mechanisms being adopted by tourism organisations. **20**

7. Discuss the various steps of Task Analysis. **20**

8. Describe the committee / Task force form of organising HRD. What are the qualities required to be a successful HRD Manager? **20**

9. Explain the 'Point Rating' Method of Job Evaluation. What are its advantages and disadvantages ? **20**

10. Define Human Resource Accounting. Describe the phase in the design and implementation of a Human Resource Accounting System. **20**