

01467

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

June, 2013

**MTM-02 : HUMAN RESOURCE PLANNING AND
DEVELOPMENT IN TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions in about 600 words each.

1. What do you understand by Human Resource Planning ? Discuss the need of Human Resource Planning in Tourism. 20
2. Write short notes on any two of the following in about 250 words each. 20
 - (a) Social Demand Approach
 - (b) Rate of Return Approach
 - (c) Manpower Requirement Approach
3. What is Manpower Forecasts ? Discuss the types of manpower forecasts. 20
4. What do you understand by manpower supply ? Explain the dimensions of manpower supply. 20

5. What is job evaluation ? What are the advantages of job evaluation ? 20
6. Discuss the methods available for gathering job information. Explain the advantages and disadvantages of these methods. 20
7. Discuss the potential applications of computers in personnel functions of an organisation. 20
8. Write short notes on any two of the following in about 250 words each. 10x2=20
- (a) Human Resource Accounting
 - (b) Human Resource Costs
 - (c) Human Resource Valuation
9. What is HRD ? What do you understand by HRD instruments ? 20
10. Discuss the HRD goals of a Travel Agency. 20
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