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MHA-013

M. Sc. IN HOSPITALITY

ADMINISTRATION (MHA)

Term-End Examination

June, 2020

MHA-013 : HUMAN RESOURCE PLANNING

Time : 3 Hours

Maximum Marks : 100

Note : (i) Answer any five questions in about 600 words each.

(ii) All questions carry equal marks.

1. What is the importance of career development plans ? What strategies can an organization follow for more effective career development programmes ? Take a case of a hospitality organization. 20

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2. What do you understand by performance management ? How can you create a performance management process in your organization ? 20
3. Describe the basic processes of coaching and mentoring. Explain with the help of examples. 20
4. What is the need of a reward system ? What points are to be considered while designing a reward system ? Discuss. 20
5. Write short notes on the following : $4 \times 5 = 20$
- (i) Cognitive Age
 - (ii) Competency
 - (iii) Organizational development
 - (iv) Manpower forecasting
6. Discuss the integrated HRD system in government administration. 20

7. What is meant by knowledge management ?
What are the approaches to knowledge management ? Elaborate. 20
8. Define Globalization. What does globalization mean for the hospitality industry ? Give examples. 20
9. Describe the methods and techniques for supply management in hospitality industry. 20
10. Write short notes on the following : $10 \times 2 = 20$
- (i) Job Analysis
 - (ii) Selection Process