

No. of Printed Pages : 2 MTM-2/MTTM-2

**MASTER OF ARTS TOURISM
MANAGEMENT/ MASTER OF
TOURISM AND TRAVEL
MANAGEMENT (MTM/MTTM)**

Term-End Examination

June, 2020

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

Time : 3 Hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) Each question carries equal marks.

1. Define Human Resource Planning (HRP).
Discuss its objectives, process and importance in tourism.
2. Elaborate various approaches of Human Resource Planning (HRP).

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3. What is Manpower Demand ? Illustrate forecasting technique.
4. Prepare a job analysis of tour manager.
5. Illustrate various methods of job evaluation.
6. What is Human Resource Development (HRD) ? Describe HRD system in tourism.
7. Write a note on Task Analysis and Human Resource Accounting (HRA).
8. Elaborate HRD practices in travel agencies.
9. Write a note on Human Resource Information System (HRIS) and HR audit.
10. Describe the emerging trends of Human Resource Development (HRD) in Indian Tourism Industry.