

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

Term-End Examination

June, 2021

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

Time : 3 hours

Maximum Marks : 100

Note : Attempt any **five** questions in about 600 words each. All questions carry equal marks.

1. Define Human Resource Planning. Describe its objectives and process in the tourism industry. 20
2. Illustrate micro and macro level scenario of human resource planning in the tourism industry. 20
3. "Job evaluation is a technique of establishing fair and equitable pay structure." Comment. 20
4. Write notes on the following : 2×10
 - (a) Human Resource Accounting
 - (b) HR Audit
5. Prepare job description of tour manager of a tour company located in any metro city. 20

- 6.** Elaborate the principles used in designing HRD system. 20
 - 7.** Illustrate the importance and role of HRD in service sector. 20
 - 8.** Write notes on the following : 20
 - (a) HRD Interventions
 - (b) HRD Trends
 - 9.** Write notes on the following : 20
 - (a) Task Analysis
 - (b) HR Competencies
 - 10.** Discuss the need, objectives and importance of the use of computer applications in HR. 20
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