TS-7 ⑤

TOURISM STUDIES (BHM/MHA)

Term-End Examination

April, 2010

TS-7 ⑤ : HUMAN RESOURCE DEVELOPMENT

Time : 3 hours   *Maximum Marks : 100*

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

1.   Explain the need and objective of manpower forecasting. Also mention the types of forecasting techniques.   **10+10=20**

2.   What do you understand by Human Resource Accounting ? Explain in reference to the Hospitality Industry.   **20**

3.   Write short notes in about *300* words each on *any two* :   **10x2=20**

     (a)   Sexual Harassment at workplace

     (b)   Voluntary welfare Amenities

     (c)   Grievance Redressal.

4. What do you understand by Training Programme ? Also mention the methods of training. Are they relevant to the hospitality industry?   10+10=20

5. Explain the process and methods of recruitment. Explain with examples from Hospitality Industry.
                                                    8+8+4=20

6. What do you understand by employee motivation ? How can we create motivational climate in the workplace ?   10+10=20

7. Explain the need of employee counselling. Also mention the types of counselling available.   8+12=20

8. Define Employee Promotion. Explain the basis of a promotion policy.   8+12=20

9. Explain the various disciplinary issues in an organisation and the possible actions to take care of them.   10+10=20

10. Enumerate the HRD priorities for a large organisation.   20

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