

05194

**TOURISM STUDIES (BHM/BA-IHA)**

**Term-End Examination**

**April, 2011**

**TS-7 (S) : HUMAN RESOURCE DEVELOPMENT**

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : Answer **any five** questions in about **600** words each.  
All questions **carry equal** marks unless otherwise specified.*

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1. Define Human Resource Planning (HRP). Explain the need and objectives of HRP in hospitality sector. **10+10=20**
  
2. What do you understand by Human Resource Audit (HRA) and why is it important? Enumerate the various steps involved in the process of HRA. **10+10=20**
  
3. Explain the concept of Job Evaluation. Discuss **20** the objectives, advantages and problems associated with Job Evaluation.

4. Answer *any two* in about 300 words each. 2x10=20
- (a) Characteristics and objectives of personal management.
  - (b) Interview as a method of selection process.
  - (c) Transfer policy in organisations and its importance.
5. Define Task Analysis. Explain the steps involved in the task analysis process. 20
6. Why do organisations need an Effective Training Programme ? Describe the various training methods in a hospitality enterprise. 20
7. Identify some common factors which demotivate or demoralise employees. How can their jobs be enriched ? 20
8. Why is Performance Appraisal considered an important tool for ensuring maximum utilisation of available human resource of an organisation ? How can Performance Appraisal be made effective ? 20

9. Answer the following in about 150 words each. 4x5=20
- (a) Components of a Pay Structure
  - (b) Types of Employee Counselling
  - (c) Role of a Personal Manager in an organisation.
  - (d) Employee Welfare Scheme in Hospitality Industry.
10. As the Manager of a company, what measures 20  
would you adopt to check gender harassment ?
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