

**MASTER OF ARTS (TOURISM MANAGEMENT)**

**Term-End Examination**

**June, 2011**

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

*Time : 3 hours*

*Maximum Marks : 100*

---

*Note : Attempt any five questions in about 600 words each.*

---

1. Describe objectives of Human Resource Planning with special reference to tourism. 20
2. What do you mean by manpower supply ? Describe different methods of manpower supply forecasting at micro level. 20
3. What is Job Evaluation ? Write a note upon Point Rating method of Job Evaluation. 20
4. Write an essay on the increasing use of computers in human resource planning and auditing. 20
5. Write an essay on HRD system in tourism organisation. 20

6. Write short notes on *any two* of the following in about 300 words each : 10x2=20
- (a) Career planning
  - (b) HRD in tourism
  - (c) Performance Appraisal
7. What do you understand by organisational conflicts ? How can we effectively manage these conflicts ? 20
8. Explain the process of estimating manpower demand. How effectively we are able to use these techniques in tourism ? 20
9. Discuss the objectives of Human Resource Accounting in relation to the process of Human Resource Management. 20
10. Write an essay on HRD in small or medium size travel / organisations. Give relevant examples. 20
-