

## **MASTER'S IN TOURISM MANAGEMENT**

### **Term-End Examination**

**June, 2006**

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

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. Discuss the concept of Human Resource Planning and describe the different approaches to Human Resource Planning. 20
  
2. Describe the quantitative and qualitative dimensions of Human Resources. Explain the structure of Tourism Labour market. 20
  
3. What do you mean by manpower supply ? Describe different methods of manpower supply forecasting at micro level. 20
  
4. Define the concept of job analysis and job description. Describe the various methods to gather and verify information needed for each job. 20

5. Discuss and describe the potential computer applications in human resource management. 20
6. Describe any **two** of the following in about 300 words each : 10+10
- (a) Trigger points
  - (b) Monetary measurement of Human Resource Value
  - (c) HRD in Tourism
7. Explain the process and outcomes of HRD mechanisms. Discuss how human competencies are very critical for those working in service sector. 12+8
8. Analyse the significance of task analysis as a potential HRD tool. Explain how the performance of the employee of a tourism organisation can be monitored with the help of task analysis. 20
9. What are the various alternative forms of structuring and organising HRD functions ? Identify the competencies and qualities required for a successful HRD manager. 20
10. Write short notes on the following : 5+5+5+5
- (a) HRD instruments
  - (b) Organisational climate
  - (c) Steps in Human Resource Audit
  - (d) Job specification