

MASTER'S IN TOURISM MANAGEMENT

Term-End Examination

June, 2007

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. Write an essay on micro and macro level scenario of Human Resource Planning in tourism. 20

2. Discuss basic assumptions in use while exercising job evaluation. 20

3. Define the following in about 100 words each : 5+5+5+5
 - (a) Opportunity costs
 - (b) Job identification
 - (c) Task analysis
 - (d) Factor analysis

4. Write an essay on the increasing use of computers in human resource planning and auditing. 20

5. Define the concepts of job analysis and job description.
Identify the uses of job description. 10+10
6. Write short notes on any **two** of the following in about
250 words each : 10+10
- (i) Labour Market Behaviour
 - (ii) Human Resource Valuation
 - (iii) Proactivity in HRD planning
7. What are the methods of measuring human resource
costs ? 20
8. Define manpower demand. How is it different from
manpower requirement ? 20
9. What do you understand by conflict ? How can we
effectively manage these conflicts ? 20
10. What is the need for giving special consideration to host
population while planning tourism manpower ? Give
examples. 20