

MASTER'S IN TOURISM MANAGEMENT

Term-End Examination

December, 2006

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. What do you understand by job evaluation methods ?
Describe the Point Rating Method. 20
2. Mention the Rate of Return approach for human resource planning. 20
3. Define the following : 5+5+5+5
 - (i) Labour market
 - (ii) Training culture
 - (iii) Manpower demand
 - (iv) Equitable pay structure
4. Differentiate between job analysis and job description. How do you gather job information ? 20
5. Discuss the importance of computers for Human Resource Information Systems. 20

6. Write about 300 words each on any **two** of the following : 10+10
- (i) Human Resource Audit
 - (ii) Human Resource Costs
 - (iii) Human Resource Value
7. What is the need for Human Resource Development ?
Mention some HRD processes. 20
8. Write an essay on task analysis. 20
9. Discuss the role of HRD in services sector keeping in view the tourism sector. 20
10. Mention the competencies required for HRD staff keeping in view the emerging trends. 20