

01362

**MASTER OF ARTS (TOURISM MANAGEMENT)**

**Term-End Examination**

**December, 2015**

**MTM-02 : HUMAN RESOURCE PLANNING AND  
DEVELOPMENT IN TOURISM**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions in about 600 words each.  
Each question carry equal marks.*

1. "Educational planning essentially aims at improving the quality of manpower resources in the country. The benefits to the economy from educational planning are thus indirect and intangible". Analyse the statement. **20**
2. Write short notes on the following : **10+10=20**
  - (a) Macro level planning
  - (b) Qualitative dimensions of HRP
3. Write an essay on recent development in Job Evaluation Methods. **20**
4. Describe phases in the design and implementation of a Human Resource Accounting System. **20**

5. Discuss the HRD goals of a Travel Agency. 20
6. Discuss various forms of HRD organisations. What are the competencies required for HRD Staff ? 20
7. Is there any need of Human Resources planning for the tourism industry ? Answer with examples. 20
8. Write short notes on the following : 10+10=20  
(a) Cohort Analysis  
(b) Manpower Supply Dimensions.
9. What do you understand by Task Analysis ? Can it be used as a Supervisory tool ? Answer with examples. 20
10. What are the various leadership Styles ? Differentiate between a successful and an effective leader. 20
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