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MTTM-2

**MASTER OF TOURISM AND
TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

June, 2025

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

Time : 3 Hours

Maximum Marks : 100

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

1. Explain the concept of Human Resource Planning (HRP) and its qualitative and quantitative dimensions in the context of tourism. 20
2. What do you mean by human resource demand and supply ? Describe the types of manpower forecasts. 20
3. What is the relationship between salary and job evaluation ? Discuss different phases of job evaluation. 20
4. Write notes on any *two* of the following in about **500** words each : 10+10
 - (a) Statement of job description
 - (b) Statement of job specifications
 - (c) Job enrichment and job enlargement

5. Prepare a framework of HRIS for tour operating organization with the following dimensions : 20
- (a) HRI at Microlevel
- (b) HRI at Macrolevel
6. Enumerate essential steps in human resource auditing with suitable illustrations from tourism industry. 20
7. Write a detailed note on Human Resource Audit. 20
8. Write notes on the following in about 300 words each : 10+10
- (a) HRD—process and outcomes
- (b) Principles in designing HRD systems

9. Define the goals of HRD and describe HRD practices in tourism industry. 20
10. Explain various forms of HRD organisation and HRD department structure and tasks in the context of tourism and hospitality industry. 20

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