

MTM–301/MTTM–301**Human Resource Management**

Master of Tourism & Travel Management

(MTM–12/MTTM–16/17)

Third Semester, Examination, 2017

Time : 3 Hours

Max. Marks : 40

Note : This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to attempt the questions contained in these Sections according to the detailed instructions given therein.

Section–A**(Long Answer Type Questions)**

Note : Section ‘A’ contains four (04) long answer type questions of nine and half ($9\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. Discuss the role of HRM and the major challenges before HRM.
2. Describe the meaning and increasing importance of HRD.
3. Critically examine the status of HRM in Hotels and Travel Agencies.
4. Present the case study on the organizational structure of HR Deptt. in a Tourism Industry.

Section-B**(Short Answer Type Questions)**

Note : Section 'B' contains seven (07) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. Write the significance of HRM.
2. Write the differences between HRM and HRD.
3. Discuss the meaning and process of Human Resources Planning.
4. Describe the need and importance of Training in the Field of Tourism.
5. Highlight the techniques of Human Resource Motivation.
6. Discuss in brief about the Human Resource Policy.
7. Describe the emerging issues before HRM.

Section-C**(Objective Type Questions)**

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) mark each. All the questions of this Section are compulsory.

Indicate whether the following statements are True *or* False.

1. Human Resource Management Department intends to control the quality of manpower. (True/False)
2. Human Resource Deptt. controls the quality of production. (True/False)
3. There is no difference between HRM and HRD. (True/False)

[3]

4. Human Resource Planning controls the Human Relation. (True/False)
5. Human Resource Planning helps in forecasting. (True/False)
6. The term 'Recruitment' is associated with employee's and term 'Selection' is associated with officer. (True/False)
7. Compensation is a part of development. (True/False)
8. Factories Act, 1948 also takes care of Employees' Welfare. (True/False)
9. Human Management does not require much skill to put in..... . (True/False)
10. Motivation has no role in Manpower Development. (True/False)

