

Roll No.

MTM–301/MTTM–301

Human Resource Management

Master of Tourism and Travel Management

(MTM–12/MTTM–16/17)

Third Semester, Examination, 2018

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. Define HRM and discuss the role of HRM.
2. Discuss the meaning and nature of Human Resource Planning.
3. Elucidate the theories of Motivation.
4. Discuss the need and importance of Human Resource Planning and Audit.

(B-57) P. T. O.

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. Discuss the major challenges before HRM.
2. Discuss in brief the status of HRM in Tourism Industry in India.
3. Highlight the practices of Recruitment and Selection in Tourism Industry.
4. Describe the role of Training in Employees Development.
5. Discuss the techniques of Human Resource Motivation.
6. Write the nature and practices of Human Resources Information System in Tourism Sectors.
7. Describe the Process and Practices of Grievance Handling.

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

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

Indicate whether the following are True *or* False :

1. H. R. D. is the Process of increasing Production.
(True/False)
2. Top management development is done by H. R. D. process.
(True/False)

3. Performance Assessment is part of H. R. D.
(True/False)
4. H. R. D. promotes Profession values in Employees.
(True/False)
5. H. R. D. has no role in Skills development of Employees.
(True/False)
6. Attitudinal development is taken care by training of employees.
(True/False)
7. H. R. D. has no role in Team work of Employees.
(True/False)
8. H. R. D. has role in Integration of Employees.
(True/False)
9. Employees Assessment is done through self Appraisal.
(True/False)
10. Counselling is the Part of H. R. D. process.(True/False)