

MTM–301/MTTM–301

Human Resource Management

Master of Tourism & 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. 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 areas/scope of HRM in the field of tourism.
2. Highlight the emerging needs and process of providing training to manpower in the field of tourism industry.
3. Examine the need and management of Employee Welfare Management.
4. Discuss the use and process of undertaking Human Resource Accounting.

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

Note : Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. Discuss the meaning and importance of HRM.
2. Examine the organizational structure and functions of HR Deptt. in the Tourism Industry.
3. Write the meaning and nature of Human Resource Planning.
4. Write the concept of scope of Job Evaluation.
5. Critically examine the theories of Motivation based on or applicable for motivating Human Resources.
6. Discuss the need and system of Employee Discipline in Tourism Sector.
7. Discuss in brief about the process and use of Human Resource Information System.
8. Critically examine the policy of Human Resource.

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.

State the following are True or False.

1. Monetary and non-monetary are the forms of compensation. (True/False)
2. Compensation is paid by the organization to attract the employees. (True/False)
3. Job descriptions and job specification are the major steps of job evaluation. (True/False)
4. Lower payment of wages is one of the causes of indiscipline. (True/False)

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5. Poor working conditions may be the cause of indiscipline. (True/False)
6. Positive and negative are the part of discipline. (True/False)
7. Punishment and discipline are not associated with each other. (True/False)
8. Performance evaluation is not the part of HRD. (True/False)
9. Organizational development ability is not a part of HR manager. (True/False)
10. Evaluation of line management is not a function of HR manager. (True/False)

