

A-0254

Total Pages : 4

Roll No. -----

MTTM-301

Human Resource Management

Master of Tourism & Travel Management (MTTM)

3rd Semester Examination 2024 (Dec.)

Time: 2:00 hrs

Max. Marks: 35

Note : This paper is of thirty five (35) marks divided into Two (02) Section A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

P.T.O.

Section-A

(Long-Answer-Type Questions)

Note : Section 'A' contains Five (05) long-answer-type questions of Nine and Half (9½) marks each. Learners are required to answer any Two (02) questions only.

(2x9½=19)

- Q.1. Define human resource management and discuss its significance in the tourism sector.
- Q.2. What do you mean by HRD? Explain the emerging importance of HRD in tourism sectors.
- Q.3. Discuss the methods of performance appraisal in hotel sectors.
- Q.4. Explain the uses and contribution of training in the career development of employees in the travel agency and tour operation business field.
- Q.5. Describe the meaning and needs of Human Resource Planning.

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 any Four (04) questions only.

[4x4=16]

- Q.1. Explain the scope of job evaluation and its limitations in the tourism sector.
- Q.2. Discuss the meaning and contents of the job analysis.
- Q.3. Describe the need and subject matters of job description.
- Q.4. Explain the techniques of motivation.
- Q.5. Discuss in brief any two theories of motivation.

P.T.O.

- Q.6. Discuss the need and importance of discipline in the tourism sector.
- Q.7. Explain the process of Human Resource Accounting.
- Q.8. Highlight the emerging issues of working employees in the tourism industry.
