

(6 pages)

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Code No. : 5616

Sub. Code : HTMM 42

MASTER OF TOURISM MANAGEMENT (CBCS)
DEGREE EXAMINATION, APRIL 2015.

Fourth Semester

HUMAN RESOURCE MANAGEMENT IN TOURISM

(For those who joined in July 2012 and afterwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ is the management process of an organization's workforce.
(a) Human resource (b) Organizing
(c) Managing (d) Evaluating
2. A course or principle of action adopted or proposed by an organization or individual.
(a) Policy (b) Administration
(c) Management (d) Organization

3. The process of identifying the content of a job in terms of activities involved and attributes needed to perform the work.
(a) Job description (b) Job satisfaction
(c) Job analysis (d) job design
4. The process of making plans for something
(a) Organizing (b) Planning.
(c) Budgeting (d) Evaluating
5. A real or imagined cause for complaint, especially unfair treatment.
(a) Remuneration (b) Allowance
(c) Grievance (d) Grant
6. The action of placing someone or something somewhere.
(a) Placement (b) Appointment
(c) Assignment (d) All of the above
7. The author of the books skills of an effective administrator is
(a) Robert .L. Katz (b) Adler
(c) S.L. Rao (d) Rusdom . S. Davar

Page 2

Code No. : 5616



8. The key to quality product and services for an organization depends on how its manager.
- (a) Budget
 - (b) Project
 - (c) Employee
 - (d) Labour Union Strictly
9. Which one is not an administrative role in evaluating performance?
- (a) Compensation (b) Termination
 - (c) Career planning (d) Promotion
10. Who has been considered as management guru?
- (a) Bhaganat (b) John Clark
 - (c) Sumantra Goshal (d) Jucius

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Bring out the objectives of human resource management.
- Or
- (b) Write a short note on personnel management.

Page 3 Code No. : 5616

12. (a) "Human resource is old wine in the new bottle" – comment.

Or

- (b) How to make an effective performance appraisal system?

13. (a) Write a short note on job design.

Or

- (b) What is the purpose of human resource planning?

14. (a) Explain the importance of orientation.

Or

- (b) Write a short note on career development.

15. (a) Explain the importance of groups in actuating.

Or

- (b) Explain the most common ethical issues at an organization level.

Page 4 Code No. : 5616
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PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)
Each answer should not exceed 600 words.

16. (a) Discuss the nature of human resource management.

Or

- (b) Explain the scope and importance of human resource management.

17. (a) Discuss the role of human resource manager in the hospitality industry.

Or

- (b) Explain the various stages involved in the selection of candidates for jobs in a hotel.

18. (a) Discuss in detail about the human resource planning.

Or

- (b) Explain the system approach to selection of a front office manager.

19. (a) Discuss the various methods of training in tourism industry.

Or

- (b) Explain the basic keys to a successful management.

Page 5

Code No. : 5616

20. (a) Discuss the advantages and disadvantages of workforce diversity.

Or

- (b) Explain briefly about the emerging issues in human resource management in India.

Page 6

Code No. : 5616

