

18. (a) Discuss the problem in human resource planning in tourism industry. How can these problem be overcome?

Or

- (b) Explain briefly important interview techniques used for selecting supervisory and managerial staff in tourism development corporations.
19. (a) Explain the various methods of training employees in tourism, pointing out the merits and demerits of each.

Or

- (b) What steps in your view would enable a organisation to retain its experienced employees, when volatile compensation packages are available in the job market?
20. (a) Discuss the issues that you believe have challenged HR managers during the last decade in Tourism Industry.

Or

- (b) Discuss the need and importance of employee loyalty.

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MASTER OF TOURISM MANAGEMENT (CBCS)
DEGREE EXAMINATION, NOVEMBER 2011.

Third Semester

HUMAN RESOURCE MANAGEMENT IN TOURISM

(For those who joined in July 2009 onwards)

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 1 = 10 marks)

Answer ALL the questions.

Write short notes on the following:

1. Organising.
2. Controlling.
3. Interview.
4. Selection.
5. Legislative controls.
6. Work force analysis.

7. On-the-job training.
8. Compensation.
9. Family concerns.
10. Workforce.

SECTION B — (5 × 5 = 25 marks)

Answer ALL the questions, choosing either (a) or (b).

11. (a) Explain the objectives, scope and significance of management of human resources.

Or

- (b) What are the various components of HRM system? Explain.

12. (a) What are staffing function? Explain.

Or

- (b) Describe the system approach to HRM.

13. (a) Describe the process of human resource planning in Tourism.

Or

- (b) What are the various hurdles in a selection procedure? State the objectives of a good selection policy.

14. (a) What are the objectives of employee training? Explain the need for training in tourism industry.

Or

- (b) What is career development? Explain the steps involved in it.

15. (a) Explain the management of workforce diversity.

Or

- (b) What is sexual harassment? What are the ways to avoid it?

SECTION C — (5 × 8 = 40 marks)

Answer ALL the questions, choosing either (a) or (b).

16. (a) Classify and explain the functions of human resource management.

Or

- (b) "Management of Human Resource is the basic responsibility of every tour manager". Discuss.

17. (a) Account for the gap between theory and practice of HR management in Tourism. Suggest the means to bridge the gap.

Or

- (b) Discuss the features of Human Resource Management process.