

PART C — (5 × 8 = 40 marks)

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

16. (a) Discuss the role and functions of human resource management.

Or

- (b) Discuss the evolution of human resource management in Indian scenario.

17. (a) Explain the external factors affect human resource management.

Or

- (b) Describe the various steps in the recruiting process.

18. (a) Discuss the problems faced in human resource planning.

Or

- (b) Discuss the process of developing HR strategies to support organizational strategies.

19. (a) Discuss in detail about the training methods and techniques used in tourism industry.

Or

- (b) Describe the important keys to a successful management:

20. (a) Discuss the code of discipline in Indian industry.

Or

- (b) Explain the basic procedure for job evaluation.

Reg. No. :

Code No. : 5623

Sub. Code : HTMM 42

MASTER OF TOURISM MANAGEMENT (CBCS)
DEGREE EXAMINATION, APRIL 2014.

Fourth Semester

HUMAN RESOURCE MANAGEMENT IN TOURISM

(For those who joined in July 2012 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer.

1. Which one is not the process of Human resource management?
(a) Acquisition (b) development
(c) motivation (d) Evaluating
2. The number of stages in career planning and development is
(a) Two (b) Five
(c) Three (d) Four
3. The level of contentment a person feels regarding their job
(a) Job description (b) Job analysis
(c) Job design (d) Job satisfaction



4. The publicizing of a product or venture so as to increase sales or public awareness.
 - (a) Advertising
 - (b) publicity
 - (c) marketing
 - (d) All of the above
5. Management inventory provides information about
 - (a) Personnel data
 - (b) Career plan
 - (c) Work history
 - (d) All the above
6. The Scalnon Plan is associated with _____ plan
 - (a) Production
 - (b) Group incentive
 - (c) Financial
 - (d) Organizing
7. The type of management skill help to build team spirit as a leader
 - (a) Technical skill
 - (b) Conceptual skill
 - (c) Human skill
 - (d) Design skill
8. PTS stands for
 - (a) Primary Thinking Style
 - (b) Preferred Thinking Style
 - (c) Primary Thinking Source
 - (d) Preferred Thinking Source
9. The science of touch language is also known as
 - (a) Chronemics
 - (b) Artifactis
 - (c) Tactilies
 - (d) Proxemics
10. A successful negotiation is always a
 - (a) Bargaining Approach
 - (b) Lose-Lose situation
 - (c) Compromise Approach
 - (d) Win-Win situation

PART B — (5 × 5 = 25 marks)

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

11. (a) Write down the objectives of human resource management.
Or
(b) Explain human factors and their importance.
12. (a) Write a short note on performance appraisal.
Or
(b) What are the environmental factors affecting HRM?
13. (a) Explain the importance of strategic human resource planning.
Or
(b) Explain the various techniques of job design.
14. (a) Explain the importance of on-the-job training.
Or
(b) Bring out the objectives of comprehensive performance appraisal system.
15. (a) Bring out the role of Grievance committee in an organization.
Or
(b) Explain the need of safety programmes and policies in an organization.

