

No. of Printed Pages : 2

MHA-13

00536

M.Sc. HOSPITALITY ADMINISTRATION

Term-End Examination

April, 2011

MHA-13 : BASICS OF HUMAN RESOURCE PLANNING

Time : 3 hours

Maximum Marks : 100

*Note : Attempt **any five** questions in about **600** words each.*

1. What are the objectives of Human Resource Planning ? Is there a need for Human Resource Planning in hospitality industry ? **20**
2. Write short note on *any two* of the following : **10+10**
 - (a) Job evaluation
 - (b) Demand forecasting methods
 - (c) Human Resource Accounting
3. Discuss the HRD characteristics required for service industry. **20**
4. Write an essay on Human Resource Audit. **20**

5. Discuss the various HRD mechanisms. 20
6. Discuss the significance of computer application in Human Resource Management citing examples from the hospitality industry. 20
7. Define manpower demand. How is it different from manpower need and requirement ? 20
8. Discuss the uses of job description. How is it linked to job analysis ? 20
9. Define the concept of job analysis and job description. Identify the uses of job description. 20
10. Discuss the emerging trends in HRD and its relation to hospitality industry. 20

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MHA-13

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

00081

December, 2014

**MHA-13 : BASICS OF HUMAN RESOURCE
PLANNING**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any **five** questions in about 600 words. All questions carry equal marks.

1. Define Human Resource Planning (HRP). As a Human Resource Manager, what steps would you take to obtain employees' acceptance of a new programme you desire to implement in your organization ? 20
2. Establish the linkages between Demand and Supply forecasting of employees in an organization. 20
3. While establishing the need and uses of Role descriptions, discuss the factors contributing to Role changes in organizations in recent times. 20

4. Write short notes on the following in about 150 words each : 4×5=20
- (a) External and Internal equity
 - (b) Uses of Job description
 - (c) Challenging factors for Human Resource Management
 - (d) Benefits of Career Planning
5. Define Job Evaluation and discuss traditionally used methods of Job Evaluation. 20
6. Explain the various steps involved in a Selection Process. 20
7. List the possible reasons leading to Job dislocation and suggest remedies to overcome them. 20
8. Explain the need, purpose and scope of Human Resource Audit. 20
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9. Define Human Resource Information System (HRIS). Give a comparative account of Manual System and IT based HRIS. 20
10. Discuss the different types and methods of Performance Appraisal being adopted in the Hospitality sector. 20
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MHA-13

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

June, 2015

00238

**MHA-13 : BASICS OF HUMAN RESOURCE
PLANNING**

Time : 3 hours

Maximum Marks : 100

*Note : Attempt any **five** questions in about 600 words each. All questions carry equal marks.*

1. What do you understand by Human Resource Planning ? Is there a need for human resource planning in hospitality industry ? 20
2. What do you mean by job analysis ? Explain the process of job analysis. 20
3. Describe the various forecasting techniques. Explain how these techniques are being used in the forecasting process. 20
4. Explain the various methods of human resource supply in an organisation. 20

5. What do you understand by job evaluation ?
Explain the various job evaluation methods. 20
 6. What is recruitment ? What are the methods and techniques of recruitment ? 20
 7. What is Management by Objectives (MBO) ?
What are its key features ? 20
 8. Discuss the HRD characteristics required by the hospitality industry. 20
 9. Discuss the different strategies for career development. Substantiate your answer with suitable examples. 20
 10. Define Organisational Development. Describe the various phases of organisational development plan with illustrations. 20
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M.Sc. HOSPITALITY ADMINISTRATION

Term-End Examination

December, 2015

MHA-13 : HUMAN RESOURCE PLANNING

Time : 3 hours

Maximum Marks : 100

- Note :** (i) Attempt *any five* questions in about **600** words each.
- (ii) *All* questions carry *equal* marks.

1. Define Human Resource Planning. Why is human resource planning important in hospitality industry ? 20
2. Define job description. Explain the uses of job description. 20
3. Define job evaluation and explain the uses of job evaluation methods. 20
4. What are the common interview problems ? How can they be overcome ? Explain with relevant examples. 20
5. What do you understand by performance appraisal ? Discuss the objectives of performance appraisal. 20

6. Define HRD and list various HRD systems and sub-systems. 20
7. Write short notes on **any two** of the following : 10+10
 - (a) Training
 - (b) Performance Appraisal
 - (c) Human Resource Planning
8. Write an essay on various HRD strategies used in different organisations in India. 20
9. Explain the advantages of computerising human resource information system. 20
10. Explain the need, purpose and the scope of the HR Audit. 20

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MHA-13

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

June, 2016

**MHA-13 : BASICS OF HUMAN RESOURCE
PLANNING**

00156

Time : 3 hours

Maximum Marks : 100

Note : (i) *Answer any five questions in about 600 words each.*

(ii) *All questions carry equal marks.*

1. What is the importance of Human Resource Planning (HRP) ? Explain the various external and internal issues which effect HRP process in organisations. **20**
2. Explain giving justification, criteria to be considered while creating HR staffing plan for a 5 star hotel property. **20**
3. Describe the different techniques for Employee supply management. **20**
4. As an HRP Manager of a multinational hotel chain, what features would you incorporate in an employee compensation and Benefit Plan ? Why ? **20**

5. Give an overview of emerging trends in Labour Demand and Supply and their implications on the Hotel Industry. 20
 6. Why is Job Analysis an essential part of any modern Human Resource Management System ? Explain the steps in the Job Analysis process. 20
 7. Write short notes in about 150 words each : 5x4=20
 - (a) Reasons for Job dislocation
 - (b) Objectives of orientation
 - (c) Benefits of career planning
 - (d) Purpose of recruitment
 8. Define Job Evaluation. Describe methods commonly used for evaluating jobs in the hotel industry. 20
 9. Explain with examples various strategies adopted by organisations to improve employee performance. 20
 10. Write notes on the following in about 300 words each : 10x2=20
 - (a) Issues in workforce demand forecasting
 - (b) Guidelines for writing a Job Description
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MHA-013

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

00415

Term-End Examination

December, 2016

**MHA-013 : BASICS OF HUMAN RESOURCE
PLANNING**

Time : 3 hours

Maximum Marks : 100

Note : (i) *Answer any five questions in about 600 words each.*
(ii) *All questions carry equal marks.*

1. Citing relevant examples, explain basic steps to be followed in the implementation of new human resource programme to ensure employee acceptance. 20
2. How is Human Resource Planning a win-win process for both Employees and the Enterprise? Elucidate with relevant examples. 20
3. Discuss emerging social, economic, organisational, and technological trends which influences occupational structures at workplaces. 20
4. How has the focus of staffing or Hiring employees changed over the years? Explain the changes in context of the Hotel Industry. 20

5. What do you understand by Role Description ? 20
Explain its types, needs and uses in Human Resource Planning.
6. Write short notes in about 150 words each : 5x4=20
- (a) Reasons for Workforce Redundancies
 - (b) Role Dynamics in Hotel Industry
 - (c) HR Information System Concept
 - (d) Common errors in Performance Appraisal
7. Explain the steps involved in the selection process of Personnels. 20
8. Discuss the need, purpose and scope of Human Resource Audit. 20
9. Identify elements of a career planning programme. Discuss the responsibilities of key players involved in an employee's career development. 20
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10. Write notes in about 300 words each : 10x2=20
- (a) Types of information provided in Orientation Programmes.
 - (b) Steps in Recruitment Process
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00215

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

June, 2017

**MHA-013 : BASICS OF HUMAN RESOURCE
PLANNING**

Time : 3 hours

Maximum Marks : 100

*Note : (i) Attempt any five questions in about 600 words each.
(ii) All questions carry equal marks.*

1. What do you understand by HRD systems ? 20
What is the importance of HRD systems in
Hospitality Industry ?
2. What do you understand by Performance 20
Management ? How will you create a
Performance Management Process in your
organisation ?
3. What is the importance of Reward System ? How 20
will you design a reward system in your
organisation ?
4. Write a detailed note on the development and 20
management of Human Resource in Health Sector.

5. Write short notes on the following : 4x5=20
- (a) Personal Values
 - (b) Cross Functional Teams
 - (c) HRD Audit
 - (d) Three S's of the Organisational Development.
6. What do you understand by Multi Source Feedback System (MSFS) ? What are the advantages of MSFS ? 20
7. Define Knowledge. Discuss the need for a staged framework for knowledge Management. 20
8. What do you understand by "Change Mindset" ? As a manager how will you develop "change mindset" among your peers and subordinates ? Explain with the help of examples. 20
9. Define Diversity. Discuss the need and importance of Diversity Management in a hospitality organisation. 20
10. Write short notes on **any two** of the following : 2x10=20
- (a) Coaching Process
 - (b) Phases of Organisation Development
 - (c) Acculturation
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**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

December, 2017

00353

**MHA-013 : BASICS OF HUMAN RESOURCE
PLANNING**

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions in about 600 words each.

(ii) All questions carry equal marks.

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1. Discuss the different aspects of Cultural Systems as observed in HR PLANNING systems. 20
 2. What is the objective of Coaching and Mentoring Process ? What is the basic process of coaching and mentoring ? 20
 3. Write a detailed note on the integrated HRD system in the Government Administration. 20
 4. What do you understand by HRD Audit ? Discuss the methodology for HRD Audit. 20
 5. Write short notes on the following : 4x5=20
 - (a) Personal Skills.
 - (b) Performance Appraisals.
 - (c) 360 degree feedback.
 - (d) Internal Self - Renewal Facilitators.

6. What is knowledge ? What are the approaches to knowledge management ? 20
7. What is the implication of new Technology on work ? Explain with the help of examples from the Hospitality Industry. 20
8. Define Globalisation. What are the impacts of globalisation on the hospitality organisations of India ? Explain with the help of examples. 20
9. Discuss the current HRD trends and challenges in the Asian Hospitality Industry. 20
10. Write short notes on any two of the following :
 - (a) Steps of Competency Mapping 2x10=20
 - (b) Developing Business Ethics
 - (c) Empowerment through cross - functional teams.

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00354

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

June, 2018

MHA-013 : HUMAN RESOURCE PLANNING

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions in about 600 words each.

(ii) All questions carry equal marks.

1. What do you understand by Human Resource Planning ? Discuss the importance of Human Resource Planning in Hospitality Industry. 20
2. Explain the concept of human resource forecasting. Discuss the techniques used in forecasting Human Resource Planning. 20
3. Discuss the factors affecting internal levels of human resource inventory of an enterprise. 20
4. Define role description and explain the uses of role description. 20
5. What is competency approach ? Describe the various methods of competency mapping. 20

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P.T.O.

6. Discuss the steps in the personnel selection process. Explain the role of each step in ensuring selection of right candidate. 20
7. What are the aims and objectives of career planning ? Explain the career planning process. 20
8. Write short notes on any two of the following :
 - (a) Potential Appraisal 10x2=20
 - (b) Self Appraisal
 - (c) Management by Objectives (MBO)
9. What do you understand by Human Resource (HR) Audit ? Discuss the scope of HR Audit. 20
10. Discuss various HRD strategies used in different organisations. Explain with examples. 20

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00014

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

December, 2018

MHA-013 : HUMAN RESOURCE PLANNING

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions in about 600 words each.

(ii) All questions carry equal marks.

1. Define Human Resource Planning (HRP). Discuss the barriers to HRP. 20
2. Describe the various forecasting techniques. Explain how these techniques are being used in forecasting process. 20
3. Write short notes on **any two** of the following :
 - (a) Performance Appraisals 10x2=20
 - (b) Compensation and Benefits
 - (c) Job Specification
4. What is job analysis ? Discuss the steps in job analysis process. 20

5. Define HRD and list various HRD systems and sub-systems. 20
6. What is recruitment ? Explain the methods and techniques of recruitment. 20
7. Define induction. Explain the process of induction for a new employee into a hospitality organisation. 20
8. Explain various HRD strategies used in different organisations. 20
9. What is Human Resource Information System (HRIS) ? Explain the advantages of computerizing human resource information system. 20
10. What is Human Resource Accounting (HRA) ? Discuss the measurement of human resource cost with examples. 20

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**M. SC. IN HOSPITALITY
ADMINISTRATION (MHA)**

Term-End Examination

June, 2019

**MHA-13 : BASICS OF HUMAN RESOURCE
PLANNING**

Time : 3 Hours

Maximum Marks : 100

*Note : Answer any five questions in about
600 words each. All questions carry equal
marks.*

1. Describe what an employee wants in a career and discuss the different career problems. Substantiate your answer with suitable examples from hospitality industry. 20
2. Write an essay on the changing business environment. 20
3. What is compensation, incentives and rewards ? Discuss the psychological basis of rewards and suggest the main principles of designing a reward system. 20

(A-21) P. T. O.

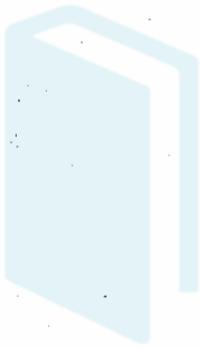
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4. Write short notes on the following : 10 each
- (a) Action Research
- (b) Research in HRS
5. Define professionalism and state the differences between profession and occupation. Substantiate your answer with suitable examples. 20
6. What do you understand by human resource planning ? Discuss the qualitative dimensions of human resource planning. 20
-
7. Write short notes on the following : 10 each
- (a) HRD trends and challenges in Asia
- (b) International Theory Building in HRD
8. What do you mean by 360 Degree Feedback ? Explain how one can prepare to implement 360 degree feedback in an organisation. 20

[3]

9. What is knowledge management ? Discuss the different approaches to knowledge management. 20
10. Define "Globalisation." Describe the different global organizational structures citing suitable examples. 20



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**M. Sc. IN HOSPITALITY
ADMINISTRATION (MHA)**

Term-End Examination

December, 2019

**MHA-13 : BASICS OF HUMAN RESOURCE
PLANNING**

Time : 3 Hours *Maximum Marks : 100*

Note : Answer any five questions in about 600 words each. All questions carry equal marks.

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1. Define Human Resource Development. List various HRD systems and sub-systems. 20
 2. Discuss the relationship between performance and profit, personality, motivation etc. Also describe the functioning of performance management system. 20
 3. Highlight the significance of coaching and mentoring in the employee development with the help of suitable examples. 20
 4. Write short notes on the following : 10 each
 - (a) Empowerment
 - (b) Cross-Functional Teams

30 (B-7) P. T. O.

[2]

5. What is the current state of HRD instruction and sub-systems in Indian IT organization ? Give suitable examples. 20
6. Write an essay on current systems of HRD in Government and Public System. 20
7. Write short notes on the following : 10 each
 - (a) HRD in voluntary organizations
 - (b) Components of HRM in Health Sector
8. Define HRD Audit and its objectives and methodology. Also state the uses and limitations of HRD audit. 20
9. Explain, how to manage technological changes in an organisation. Illustrate with suitable examples from the hospitality industry. 20
10. How do Human Resource Systems help in managing diversity ? Discuss. 20

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(B-7)

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M. Sc. IN HOSPITALITY

ADMINISTRATION (MHA)

Term-End Examination

June, 2020

MHA-013 : HUMAN RESOURCE PLANNING

Time : 3 Hours

Maximum Marks : 100

Note : (i) Answer any five questions in about 600 words each.

(ii) All questions carry equal marks.

1. What is the importance of career development plans ? What strategies can an organization follow for more effective career development programmes ? Take a case of a hospitality organization. 20

P. T. O.

[2]

MHA-013

2. What do you understand by performance management ? How can you create a performance management process in your organization ? 20
3. Describe the basic processes of coaching and mentoring. Explain with the help of examples. 20
4. What is the need of a reward system ? What points are to be considered while designing a reward system ? Discuss. 20
5. Write short notes on the following : $4 \times 5 = 20$
- (i) Cognitive Age
 - (ii) Competency
 - (iii) Organizational development
 - (iv) Manpower forecasting
6. Discuss the integrated HRD system in government administration. 20

[3]

7. What is meant by knowledge management ?
What are the approaches to knowledge management ? Elaborate. 20
8. Define Globalization. What does globalization mean for the hospitality industry ? Give examples. 20
9. Describe the methods and techniques for supply management in hospitality industry. 20
10. Write short notes on the following : $10 \times 2 = 20$
- (i) Job Analysis
 - (ii) Selection Process

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