

**MASTER OF TOURISM AND TRAVEL
MANAGEMENT
(MTTM)**

Term-End Examination

December, 2025

**MTTM-2 : HUMAN RESOURCE PLANNING AND
DEVELOPMENT IN TOURISM**

Time : 3 Hours

Maximum Marks : 100

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

1. Explain the relevance of Human Resource Planning for tourism industry. Identify suitable approach to HR Planning of a large size travel agency. 20

2. Discuss methods and techniques of HR planning in forecasting demand for manpower. 20
3. What do you mean by job evaluation ? Explain the objectives and purposes of job evaluation. 20
4. Enumerate the need and purpose of formal Human Resource Audit. List the steps involved in the process of Human Resource Audit. 20
5. Describe the concept of Human Resource Accounting. Explain how human resource cost is measured. 20
6. What is HRD ? Illustrate various HRD instruments and their relevance to tourism industry with the help of suitable examples. 20
7. Discuss the principles in designing HRD system in view of tourism sector. 20

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8. What is task analysis ? Explain briefly contextual analysis, activity analysis and competency analysis. 20
9. Enumerate the importance and role of HRD in the service sector. 20
10. Write notes on any *two* of the following in about **300** words each : 10+10
 - (a) Competencies required for HRD staff
 - (b) HRD for small organizations
 - (c) HRD trends in tourism

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