

The Assam Royal Global University, Guwahati
Royal School of Travel and Tourism Management
BA. BSc Travel and Tourism Management, 6th semester
Semester End Examination, July '22
Course Title: Human Resource Management in Tourism
Course Code: TTM202C605

Time: 3 Hours

Maximum Marks: 70

Note: Attempt all questions as per instructions given.

The figures in the right-hand margin indicate marks

Section – A

1. Attempt **all** questions

2x8

- a) Define HRM.
- b) What is the scope of HRM?
- c) What is the full form of HRP?
- d) State four benefits of HRP.
- e) What do you mean by recruitment?
- f) What is the difference between training and development?
- g) State 3 methods of performance appraisal.
- h) Explain the Minimum Wages Act?

Section – B

2. Attempt **any Two** of the following:

6x2

- a) What are the functions of HRM?
- b) What are the objectives of HRM?
- c) Write a short note on the requirement of HRM in tourism.

3. Attempt **any Two** of the following:

7x2

- a) Explain in brief the HRP process.
- b) What are the different methods used to obtain data for job analysis?
- c) What do you mean by job design? What are the different job designing methods?

4. Attempt **any Two** of the following:

7x2

- a) State the steps involved in the recruitment process?
- b) Does promotion promotes organisational excellence?
- c) Write a short note on the different training techniques.

5. Attempt **any One** of the following:

14x1

- a) What is job evaluation? State the different methods of job evaluation.
- b) What is performance appraisal? What are the objectives of performance appraisal?