



'समानो मन्त्रः समितिः समानी'

UNIVERSITY OF NORTH BENGAL

B.VOC. Programme 2nd Semester Examination, 2022

DSC22-TOURISM AND HOSPITALITY MANAGEMENT (2.2)

HUMAN RESOURCE MANAGEMENT IN TOURISM

Time Allotted: 2 Hours

Full Marks: 60

The figures in the margin indicate full marks.

GROUP-A

Answer any two questions

12×2 = 24

1. What is recruitment? Discuss the advantages and limitations of the different sources of recruitment. 2+10
2. What do you understand by training? Discuss the different methods of training. 2+10
3. Describe demand forecasting techniques of human resource planning. 12
4. Discuss the purpose of performance management system. 12

GROUP-B

5. Answer any **four** questions:

6×4 = 24

- (a) Discuss the purpose of job analysis. 6
- (b) Narrate the importance of performance appraisal in an organization. 6
- (c) What are the functions of human resource management? 6
- (d) Explain the concept of 360-degree performance appraisal. 6
- (e) Distinguish between Personnel management and HRM. 6
- (f) Narrate the importance of HRM in the tourism sector? 6

GROUP-C

6. Answer any **four** questions:

3×4 = 12

- (a) What is HRIS?
- (b) What do you mean by job description?
- (c) What is succession planning?
- (d) What is selection?
- (e) Write a short note on internal sources of recruitment.
- (f) Write a short note on off-the-job training methods.

—x—