

**MASTER OF ARTS (TOURISM MANAGEMENT)**

**Term-End Examination**

**December, 2013**

**MTM-03 : MANAGING PERSONNEL IN  
TOURISM**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. What is the importance of Personnel Management ? 20  
What is the organisational structure for a personnel office ?
2. What is link between Recruitment and Selection 20  
Process ? What are the stages and methods of selection process ?
3. Explain the concept of Management Development 20  
and its importance as a process for the growth of Personnels.
4. Define Motivation. Explain any three theories of 20  
motivation and their linkage with "employee motivation".

5. Write short notes on *any two* : 20  
(a) Job Enrichment.  
(b) Need for Career Planning.  
(c) Placement process in an organisation.
6. What is the need for Performance Appraisal ? 20  
What are the pre-requisites of an effective performance appraisal ?
7. Define Employee Counselling. Who can be a counsellor ? What are the skills and techniques needed for counselling ? 20
8. What are the types of employee indiscipline witnessed in any organisation ? What are the possible disciplinary actions for any employee indiscipline ? 20
9. What are the principles of Salary Formulation ? 20  
What do you understand by Salary Structures ?
10. Write short notes on *any two* : 20  
(a) Types of Transfer.  
(b) Steps in Grievance Handling.  
(c) Voluntary Welfare Amenities.
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