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**MASTER OF ARTS
TOURISM MANAGEMENT (MTM)/MASTER
OF TOURISM AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

December, 2016

**MTM-003/MTTM-003 : MANAGING PERSONNEL
IN TOURISM**

Time : 3 hours

Maximum Marks : 100

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

1. What is the role of personnel manager of any tourism office ? 20
2. "Today tourism organisations whether big or small ought to spell out a clear recruitment policy within their organisation. Adhoc measures are not good for organisational growth." State and Justify your opinion on the statement with the help of suitable examples. 20
3. 'Training is for short term and development is for long-term.' How far do you agree with the statement ? Discuss various on-the-job training methods. 20
4. Explain Maslow's Theory of motivation. How is it linked with employees productivity ? 20

5. What is Job Enrichment ? Discuss the various important job characteristics underlying significance of job enrichment. 20
 6. "To attract competent persons for senior positions and retaining them in the organisation, it is essential that they are assured progressive careers." Comment. 20
 7. Define Performance Appraisal. How is Performance Appraisal used as developmental tool by HR Deptt. of any organisation ? 20
 8. How would you define Transfer and Promotion ? Justify the purpose and reasons behind transfer and promotion as a part of HR Policy. 20
 9. 'It is said that tourism organisation in India offers wages lower to the job requirements.' What are your views for such organisation as HR consultant ? 20
 10. "Employee Discipline is the backbone of any successful organisation." Would you view Discipline as strictness ? Support your answers with suitable examples. 20
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