

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

Term-End Examination

December, 2018

03264

**MTM-03/MTTM-03 : 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. Discuss the roles and responsibilities of a Personnel Manager. Elaborate the qualities of a successful personnel manager. 20
2. "The Human Resource Manager in today's business environment faces many challenges." Elaborate. 20
3. Explain the importance of job specification in the process of employee selection. Also explain the process of selection. 20
4. Describe the various training methods for the employees (new and on-going) of the organisation. 20

5. List out motivating and demotivating factors among the employees of any tourism firm. Explain motivation via Herzberg's Two Factor Theory of Motivation. 20
6. What is Performance Appraisal ? Explain BARS method of appraisal. Also list out barriers that make performance appraisal systems unreliable and invalid. 20
7. What is Counselling ? Explain the need and importance of counselling. 20
8. Write short notes on any *two* of the following : 10+10=20
- (a) Suspension
 - (b) Dismissal
 - (c) Retrenchment
9. List out different approaches to grievance handling and possible outcomes. 20
10. What do you understand by the term 'Compensation' ? What are the steps involved in salary progression ? 20
-