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MTM-03

[Total No. of Questions : 10]

[Total No. of Printed Pages : 2]

Master of Arts (Tourism Management)**Term-End Examination****June, 2014****MTM-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. What is the role and objectives of Personnel Management in an organisation ? What is the role of Personnel Manager ? 20
2. Write a note on Induction Process and its importance in an organisation. 20
3. Enumerate the motives relevant to Employee Behaviour. Also explain the linkage between Maslow's Hierarchy of Human Needs and employee motivation. 20
4. What is meant by Career Planning ? What are the advantages and the limitations of career planning ? 20
5. Write short notes on any two : 20
 - (a) Selection process in an Organisation
 - (b) Evaluation of Training Programmes
 - (c) Performance Appraisals

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Turn Over

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6. What do you understand by the terms 'Transfer' and 'Promotion' ? What is the need for an organisation to have a transfer and a promotion policy ? 20
7. Define Employee Counselling. What are the functions and need for employee counselling ? 20
8. What is the need of a Grievance cell in an organisation ? How are grievances handled and processed ? 20
9. Explain the concept of social security and its evolution. 20
10. Write short notes on any two of the following : 10×2=20
 - (a) Reward and Reward Policies
 - (b) Retrenchment
 - (c) Sexual Harassment

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