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

Term-End Examination

June, 2017

**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.

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1. 'A proper selection of personnel, their engagement and proper management is the essence of overall good personnel management of an organisation.' Justify with relevant examples. 20
 2. What is the difference between Training and development ? Mention at least four methods of management development in detail. 20
 3. 'Key to higher productivity lies in creating a proper motivational climate'. Comment. 20
 4. 'Selection is a process of shortlisting and selecting the best suited person for the organisational requirements.' How do organisations undertake this complex exercise ? 20
 5. Differentiate between Job Enrichment and Job Enlargement. Which one of the two would you prefer to retain the willingness of employees in your organisation ? Why ? 20

6. Justify the role of Performance Appraisal in the achievement of organisational objectives. Give relevant examples. 20
 7. What do you understand by Rewards ? Explain the importance of rewards and how are these different from promotion ? 20
 8. "Good successful organisations have well-developed compensation system." What are the compensation issues for any organisation ? 20
 9. "Many organisation are of the opinion that it is the responsibility of employees themselves to plan their own career and develop themselves." How far such an attitude of the organisation is valid in today's context ? 20
 10. "Can grievances in organisation be avoided". If not, how can organisations handle grievances effectively ? 20
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