

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

Term-End Examination

June, 2018

**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. Describe the characteristics of personnel management. How has it changed over years of its evolution as a management process ? 20
2. "Selection is a process of picking up the best suited persons for the organisations to achieved desired goals". Explain the process of selection in tourism and hospitality. 20
3. What is the difference between 'Training' and 'Development' ? Why is training necessary for improving the quality of work of employees. 20
4. How does Management Development Programmes (MDP) contribute to the systematic growth of executives in the organisation ? What are the essentials for designing an effective MDP for a tourism and hospitality organisation ? 20

5. Define Motivation. How is motivation linked with the productivity of employees ? 20
 6. Define Career Planning. Discuss the process of career planning and development. What are its limitations ? 20
 7. Discuss the role of Performance appraisal in the achievement of organisational objectives. When do the Performance Appraisal methods become unreliable and invalid ? Give examples and support your answer. 20
 8. What is counselling ? What are the various effective functions of counselling ? 20
 9. Explain the following terms : 20
 - (a) Discipline
 - (b) Suspension
 - (c) Dismissal
 - (d) Retrenchment
 10. Discuss the various available approaches to grievance handling and possible outcomes. Which one would you like to recommend for tourism and hospitality ? 20
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