

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

04014

Term-End Examination

June, 2019

**MTM-03/MTTM-03 : MANAGING PERSONNEL IN
TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any *five* questions. All questions carry equal marks.

1. Discuss the objectives of personnel management. What are the various prerequisites for its fulfillment? 20
2. Explain the need of recruitment policy in any organization. Also discuss the steps involved in the process of recruitment. 20
3. (a) Define the terms 'training' and 'development'. How do they differ from each other? 10
(b) Describe various development methods. 10
4. Explain Maslow's Theory of Motivation. Describe how a motivational environment should be created in a tourism organization. 20

5. What do you mean by career planning ? Explain with suitable example from tourism industry. 20
 6. Describe any two methods of Employee Performance Appraisals. 20
 7. Why should an organization have transfer and promotion policy ? Discuss the types of transfers. 20
 8. What are the skills and techniques required for counselling ? Explain various types of counselling. 20
 9. Briefly outline the features of grievance procedure and steps in grievance handling. 20
 10. Discuss the components of pay structures. Why is it important to have a well-designed compensation system ? 20
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