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

Term-End Examination

June, 2020

MTM-3/MTTM-3 : MANAGING PERSONNEL IN TOURISM

Time : 3 Hours   *Maximum Marks : 100*

Note : *(i) Attempt any five questions in about 600 words each.*

(ii) All questions carry equal marks.

1. List out few characteristics of personnel management. It is believed that the personnel manager has to perform different roles. List out the roles that he has to perform in a travel company.   20

2. State the difference between Recruitment, Selection, Induction and Placement. 'A test is sample of an aspect of an individual's behaviour, performance or attitude.' Explain with few different selection techniques.   20

3. Training and development programmes 'are necessary in any organisation for improving the quality of work of the employees at the levels especially in this dynamic environment.

   State the importance of training and development. Are they same ? Give reasons to support your answer.   20

4. How does motivational structure of employers determine the productive output of an individual ?

   Explain the significance of creating a conducive motivational climate.   20

5. Why is appropriate performance appraisal technique incorporation important in any system ? Is potential appraisal same as performance appraisal ? Justify. 20

6. 'To conduct business effectively certain changes need to be made in the organisational structure.'

   What is being talked about ? Explain few forms of changes and their importance in a large size travel agency. 20

7. 'Employee discipline is the backbone of any successful organisation.' What if this is absent ? How do organisations deal such situations ? Elaborate. 20

8. What is Grievance ? Why should they be handled properly ? Explain the process of grievance handling. 20

9. High importance is associated with well-defined compensation system. Explain.   20

10. Explain the logic behind having labour welfare and social security benefits.

   Explain the concept of fringe benefits.   20

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