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MTTM-3

**MASTER OF TOURISM AND TRAVEL
MANAGEMENT (MTTM)**

Term-End Examination

June, 2024

MTTM-3 : MANAGING PERSONNEL IN TOURISM

Time : 3 Hours

Maximum Marks : 100

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

(ii) All questions carry equal marks.

1. “Sexual harassment is a serious criminal offence, which can destroy human dignity and freedom.” What is your opinion on the statement ? Is position of women in tourism safe ? Discuss. 20
2. “Well-designed compensation system is the need of the hour.” What is meant by compensation system ? Discuss the importance and objectives of the same. 20
3. Even though employee grievances can be real and imaginary, still they should be handled properly. What is employee grievance and explain how grievances can be handled ? 20

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4. What are the factors leading to indiscipline ?
What do you mean by disciplinary factors ?
Explain. 20
5. “Transfer is a convenient device to punish and remove and undesirable employee from his present post.” Do you agree with this statement ? If yes, why and if not, why not ?
Why is there a need of transfer policy ?
Differentiate between transfer and promotion. 20
6. Is career planning same as manpower planning and succession planning ? Elaborate and reasons for your answer. What is the purpose and objectives of career planning ? Define. 20
7. Explain the term Motivation. Explain Maslow’s theory of motivation. 20
8. Define Training and list out its importance in today’s time. Discuss at least *three* on-the-job and *three* off-the-job training methods in detail. 20
9. What is Performance Appraisal ? Describe its needs and methods. 20
10. With specific reference to tourism industry, discuss the importance of human resource management in detail. 20