

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

June, 2015

MTM-03 : 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. Define Personnel Management. What functions does it perform in an organisation ? Explain. **20**
2. What are the various sources of recruitment ? How would you evaluate each one of them ? **20**
3. Describe induction process. What is the significance of induction in tourism industry ? **20**
4. What is Maslow's need hierarchy theory of motivation ? Discuss its applicability in Tourism Industry. **20**
5. Write short notes on **any two** of the following in about **300** words each : **10+10=20**
 - (a) Child Labour
 - (b) Compensation
 - (c) Placement

6. "On the job training is essential for tourism personnel". Comment with examples. 20
 7. What are the steps involved in designing a salary structure ? Elaborate. 20
 8. What do you understand by social security ? Mention the features of the Employees State Insurance Act. 20
 9. What do you understand by sexual harassment ? List the code of conduct prescribed by National Commission for Women. 20
 10. How, as a manager, would you handle employees grievances ? Explain with the help of suitable examples. 20
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