

MASTER OF ARTS (TOURISM MANAGEMENT)

02679

Term-End Examination

December, 2010

MTM-3 : MANAGING PERSONNEL IN TOURISM

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions.

Marks are indicated against the questions.

1. Discuss the objectives and characteristics of Personnel Management. Also mention the role of Personnel Managers. 07+07+06=20
2. What do you understand by Selection Process ? Explain the various methods of selecting personnels. 05+15=20
3. What do you understand by Induction Process ? Explain how the personnel department would conduct the induction programme for a tour executive dealing with outbound tourism in a tour operation company. 10+10=20

4. Discuss the methods of determining training needs for a tour operation company. Also mention the methods of training. **10+10=20**
5. Define motivation. Discuss the various theories of motivation. **05+15=20**
6. Who can be a counsellor ? Explain the skills and techniques needed to be a counsellor.
7. What actions are considered to be forms of indiscipline ? What are the possible disciplinary actions ? **10+10=20**
8. Explain the process of career planning. Also mention the advantages and limitation of career in tourism industry. **07+07+06=20**
9. What leads to employee grievances ? Discuss the process and steps involved in handling employee grievances. **05+15=20**
10. Write short notes on *any two* of the following :
 - (i) Job Enrichment. **10x2=20**
 - (ii) Retrenchment.
 - (iii) Reward Policies of an organisation.