

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

December, 2011

MTM-3 : 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 unless otherwise specified.*

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1. What do you understand by Personal Management ? Describe its functions and operations in an organisation. 20
 2. Define the terms 'Recruitment', 'Selection', 'Placement' and 'Induction'. Also describe the various methods of Recruitment and selection options, which an organisation can explore. 20
 3. Mention main objectives of organisations for conducting training programmes. Describe in detail methods of on - the - job and off - the - job. training process. 20

4. What are the advantages of career planning ? **20**
Discuss the process of career planning in tourism organisations.
5. Write short notes on the following in about **150** words each : **4x5=20**
- (a) Difference between Rewards and Promotion.
 - (b) Relation between social needs and productivity of employees.
 - (c) Statutory Welfare Provision Vs Voluntary Welfare Amenities.
 - (d) Forms of Employees Indiscipline.
6. Why is Performance Appraisal an important evaluation tool in an organisational set - up ? **20**
Discuss the various methods of Performance Appraisal.
7. Answer *any two* in about **300** words each : **10x2=20**
- (a) Define Motivation and describe Maslow's Hierarchy of Human Needs.
 - (b) State the need of a Transfer Policy in an organisation identifying essential elements which an effective transfer policy should have.
 - (c) Elaborate the components of pay structure.

8. "Employee discipline is the backbone of any successful organisation". Justify this statement taking into account the various issues involved in controlling employees indiscipline. 20
 9. Explain the various types of Grievances and the steps involved in handling them. 20
 10. What do you understand by Sexual Harassment ? Explain the various codes of conduct prescribe by the National Council of Women to prevent cases of Sexual Harassment in India. 20
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