

03812

**MASTER'S IN TOURISM MANAGEMENT**

**Term-End Examination**

**June, 2011**

**MTM-3 : MANAGING PERSONNEL IN TOURISM**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions.*

*Marks are indicated against the questions.*

1. What do you understand by management development programmes ? Describe. **20**
2. Discuss some important motives relevant to employee behaviour. Also mention the way of creating a motivational work climate. **10+10=20**
3. Explain the process of career planning. Also mention the advantages and limitations of career planning. **07+07+06=20**
4. What do you understand by performance appraisal systems ? How can we make performance appraisals effective ? Explain with suitable examples. **08+08+04=20**

5. What do you understand by employee counselling ? Explain the need and functions of employee counselling. **04+08+08=20**
6. How can we determine the training needs of employees in a tour company ? Also mention the methods of training. **08+12=20**
7. What is meant by principles of salary formulation ? What are the components of salary structures ? Describe. **10+10=20**
8. Discuss the evolution of the concept of social security. **20**
9. Write short notes on *any two* of the following in about **300** words : **10x2=20**
- (a) Recruitment Procedure.
  - (b) Personal and organisation transfer.
  - (c) Job enrichment.