

01334

**MASTER OF ARTS  
TOURISM MANAGEMENT (MTM)/MASTER  
OF TOURISM AND TRAVEL MANAGEMENT  
(MTTM)**

**Term-End Examination**

**December, 2017**

**MTM-003/MTTM-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.*

1. Identify the objectives of personnel management and the various prerequisites for the fulfillment of these objectives. **20**
2. 'Today tourism organisations. Whether big or small ought to spell out a clear recruitment policy within their organization. Explain the importance of a sound recruitment policy. How is recruitment different from selection in tourism & hospitality sector ? **20**
3. What is Induction ? Explain the importance of Proper Induction. How can Induction become an Integrated part of overall Training ? Support your answer with appropriate examples. **20**

4. Explain few techniques of management development. Which one would you like to recommend for tourism & hospitality sector ? 20
  5. "It is believed that the key to higher productivity lies in creating a proper motivational climate". Elucidate. 20
  6. What is the difference between Career Planning and Manpower Planning ? Discuss the importance and limitation of career planning. 20
  7. What is BARS procedure ? 20  
What makes the performance Appraisal system effective ? Give relevant examples from tourism & travel trade.
  8. Why do we need policies on transfers and promotions in any organisation ? 20  
What should be the elements of an ideal transfer policy ?
  9. What is a Grievance ? Why do employees have Grievances ? 20  
Explain the significance of the need for a grievance handling mechanism in any organisation.
  10. Why is it important to have a well-designed compensation system ? How can it be developed ? 20
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