

No. of Printed Pages : 4 **MTM-3/MTTM-3**

**MASTER OF ARTS (TOURISM
MANAGEMENT)/MASTER OF
TOURISM AND TRAVEL
MANAGEMENT (M. T. M./M. T. T. M.)
Term-End Examination
December, 2020**

**MTM-3/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. 'To win the market place, you must first win the workplace.' Elaborate the various functions undertaken by the human resource manager to win the employees at the workplace. 20
2. 'Time spent on hiring a time well spent.' How does recruitment differ from selection ? Explain the process of selection in a tourism company. 20

3. What is training ? List in detail at least *five* types of training methods. The methods listed by you remains applicable for which level in the standard tourism organisation. 20
4. “The key to higher productivity lies in creating a proper motivational climate wherein employer seems to be deriving satisfaction by doing a job.” ‘How far do you agree with this statement ? Explain your opinion with the help of Maslow’s and Herzberg’s theory of motivation.
5. Explain the following terms : 5×4=20
- (a) Morale
 - (b) Job enrichment
 - (c) Suck mastership
 - (d) Instrumentality in Vroom’s expectancy theory
6. Are carrer planning human resource planning and succession planning synonymous ? Explain the terms. Describe the career planning process and establish its importance. 20

7. Appreciate the role of performance appraisal in the achievement of organisational objectives. Discuss at least *three* methods of appraisal in detail. What remains limitation in creating a perfect appraisal system in the tourism organisation ? 20
8. Low wages in tourism restricts the entry of talent, which then leads to job-hopping and adoption of underhand measures etc. To what extent does the statement stand true for Indian tourism organisation ? Give reasons for your answers. 20
9. Tourism industry is one industry where employment rate of women is relatively high, both in organised and unorganised sectors. What are the various types of issues the companies have to address to in such contexts ?
- What is the code of conduct prescribed by National Commission for Women ? 20

10. Explain the concept of discipline. Differentiate these major aspects of discipline. When do employees experienced suspension, dismissal and retrenchment in the course of employment ?

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