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MTM-3/MTTM-3

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

**Term-End Examination**

**December, 2021**

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

*Time : 3 Hours*

*Maximum Marks : 100*

**Note :** (i) Attempt any **five** questions in about  
**600 words each.**

(ii) All questions carry equal marks.

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1. "The personnel manager in the organization are line managers or staff managers.' What is the difference between the two ? State the different roles of personnel manager citing relevant examples. 20

2. "Following four steps have to be taken before the employees of an organisation undertakes training. They are recruitment, selection, placement and induction." Define them. Mention in detail methods of recruitment. 20
3. "Training programmes are directed towards maintaining and improving current job performance while development programmes seek to develop skills for future jobs." In light of the above statement, explain training and development process in detail. 20
4. "In order to be an effective manager, one needs to understand the dynamics of human behaviour." Explain the importance of understanding employee motivation using Maslow's and Herzberg's theory. 20

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5. What is the difference between Job Enrichment and Job Enlargement ?

Using job characteristic theory by Hackman and Oldham, explain the job characteristics underlying job enrichment. 20

6. It is believed that any organisation will gain strength and vitality only when employees are convinced that the gain will not be just financially but also mentally and emotionally.

How does an organisation achieve this ? Explain its concept in detail. 20

7. What is Performance Appraisal ? How does it differ from Potential Appraisal ? Explain the validity and dependability as used in the performance appraisal system. Also state the validity problems. 20

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8. Discuss the various labour welfare measures and services which organizations has in place for their employes. 20

9. "In today's time, the gender issues have started emerging in a big way in various context of tourism and tourism related activities." Comment on this statement and suggest methods to address the issue. 20

10. Discuss the three major aspects of discipline in organisations. Explain indiscipline, factors leading to indiscipline and forms of indiscipline. 20

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