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MTTM-3

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

Term-End Examination

December, 2023

**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.*

1. The personnel manager is known by different names—Human Resource Manager, Employee Relations Manager, Labour Relations Manager or Labour Officer. Which of the following is the most apt title and why ? 20

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2. What is meant by selecting people on their merit ? Why is it important to be very cautious at the time of selection ? List out few selection procedures. 20
3. Good professional organisations always recommend induction programme to allow new employee settle in the organisation and become effective quickly. What is the meaning of induction ? Explain the process and importance of the programme. 20
4. What is the difference between training and development ? Discuss at least *four* types of development methods used by organisations. 20
5. Is motivation an important term for people working in tourism ? How ? Comparing Maslow's theory with Herzberg's theory of motivation, explain which theory is applicable more in tourism industry and why ? 20
6. Job enrichment is associated with achieving and improving quality of work life. How does it differ from job evaluation, job rotation and job enlargement ? List and explain, factors underlying job enrichment. 20

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7. “Career planning and manpower planning are synonyms.” Explain the concepts and how far do you agree with the statement. Give reasons for your answer. 20
8. What is Counselling ? Discuss its characteristics and importance in detail. 20
9. Properly administered salary structure not only reward the employees but also motivates them. How ? Besides salary what are the other allowances given to employees ? 20
10. Elaborate on women position in tourism. How can sexual harassment at workplace be addressed ? Discuss. 20