MASTER OF ARTS (TOURISM MANAGEMENT)

01663

Term-End Examination

June, 2012

MTM-3 : MANAGING PERSONNEL IN TOURISM

Time : 3 hours	Maximum Marks : 100

Note : '*Answer **any five** questions in **600** words each.*
*All questions carry **equal** marks unless specified.*

1. Differentiate between Induction and Placement.   **20**
    Why is it necessary to conduct a proper Induction
    Programme for new employees ? Also discuss the
    process of Induction.

2. Why is motivation an important factor in   **20**
    enhancing employees productivity. As a Manager,
    how would you create a proper motivational
    climate in your company ?

3.   List the various characteristics of counselling.   **20**
    What are the skills and techniques required for
    counselling process ? Explain the various
    counselling functions.

4. Discuss various factors which may lead to   20
    employees indiscipline and suggest appropriate
    disciplinary actions which can be adopted by
    organisations.

5. Why do Grievances occur in an organisation ?   20
    Explain the purpose of a grievance handling
    procedure.

6. Explain the concept of social security. Describe
    any three legislative measures (Act) adopted in
    India to ensure employees benefits under social
    security scheme.   5+15=20

7. What do you understand by Sexual Harassment ?   20
    List the guidelines of conducting sexual
    harassment enquiry by a complaints committee
    as per National Commission for women's
    directives.

8. Answer *any two* in about *300* words each :   2x10=20
    (a) Explain the various methods of Training
         Workforce.
    (b) Discuss the characteristics and objectives of
         Personnel Management in organisations.
    (c) Define Performance Appraisal. How can
         Performance Appraisal be made more
         effective ?

9. What are the advantages of career planning ? **20**
Discuss the process of career planning and
Development.

10. Write short notes on the following in about
150 words each : **4x5=20**

   (a) Difference between Dismissal and
   Retrenchment.

   (b) Techniques for Job Enrichment.

   (c) Steps involved in designing a salary
   structure.

   (d) Need for a transfer policy in an organisation.

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