

**MASTER OF ARTS (TOURISM MANAGEMENT)**

**Term-End Examination**

**June, 2013**

**MTM-03 : MANAGING PERSONNEL IN  
TOURISM**

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions in about 600 words.*

1. Discuss the functions of personnel department, 20  
in a tourism organisation.
2. What do you understand by recruitment ?  
Explain the process of recruitment. 10+10
3. Explain induction process. What is the  
significance of induction in tourism industry ? 10+10
4. Write an essay on 'Career Planning'. 20
5. What do you understand by 'rewards' ? How is  
it different from promotion ? 10+10

6. What do you understand by grievance ? How can one handle grievances ? **10+10**
7. Discuss the organisational aims of salary administration. What are the steps involved in designing salary structure ? **10+10**
8. 'Tourism opens doors for women', keeping this in mind, discuss the gender issues in tourism. **20**
9. Distinguish between : **10+10**  
(a) Suspension and dismissal  
(b) Training and development
10. What do you understand by management development programmes ? Explain. **20**
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