

02586

**MASTER OF ARTS IN TOURISM  
MANAGEMENT (MTM)**

**Term-End Examination**

**June, 2016**

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

*Time : 3 hours*

*Maximum Marks : 100*

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**Note :** (i) *Attempt five questions in all.*  
(ii) *All questions carry equal marks.*

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1. What do you understand by HRM ? Illustrate the importance of HRM in tourism and hospitality industry. **5+15=20**
2. What are the main challenges for human resource manager in today's business environment ? **20**
3. Prepare a job analysis of a HR manager in a large scale organisation; also discuss the significance of job analysis. **15+5=20**
4. Examine the role and contribution of HR manager, chief executive and line managers for the effective development of Human Resources. **20**
5. Define Career planning. Discuss the career planning process in the context of in hospitality industry. **5+15=20**

6. Describe Maslow's theory of Motivation. Discuss the factors that improve Motivation. **12+8=20**
7. What is management development ? Discuss various management development techniques used in tourism industry. **5+15=20**
8. What do you mean by Compensation ? What are the determinants of compensation in India ? Illustrate. **5+15=20**
9. Critically examine the various financial and non-financial benefits available for the employees in India. **20**
10. Write a note on : **10+10=20**
- (a) Motivation
  - (b) Employee Grievance handling
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