

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

Term-End Examination

June, 2021

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

Time : 3 hours

Maximum Marks : 100

Note : Attempt any **five** questions in about 600 words each. All questions carry equal marks.

1. "Human Resource isn't a thing we do, its the thing that runs our business." Explain the importance of HRM as a function in today's organisation. 20

2. Is spelling out *job specification* the starting point for the process of selection ?

Explain the term 'Job Specification'. Briefly explain the process of selection.

How is job specification different from job evaluation and job enrichment ? 20

3. “Development of Human Resources in the organisation should not be treated as events but as process.” What do you understand by the quote ? Explain Management Development and its techniques. 20
4. How are productivity and motivation related ? List out the dimensions on which a manager can work to create proper motivational climate. 20
5. Employee Motivation is intrinsic as well as extrinsic. Differentiate between the two terms. How can Maslow’s and Herzberg’s theory of motivation explain intrinsic and extrinsic motivation ? 20
6. Organisation Effectiveness is often equated with Managerial Efficiency. How is Performance Appraisal used to assess managerial efficiency ? Explain the process of Performance Appraisal. What are the problems that can affect the validity and reliability of the process ? 20
7. Highlight the importance of Career Planning. Does it differ from Human Resource Planning and Succession Planning ? Explain. 20

8. The absence of a well-defined Transfer Policy undoubtedly breeds a state of uncertainty among the employees. How far is it justified ?

Explain the different types of Transfers. Which of the two is perceived to be more rewarding to an employee — Transfer or Promotion ?

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9. Explain the following terms :

5×4=20

- (a) Indiscipline
- (b) Suspension
- (c) Dismissal
- (d) Retrenchment
- (e) Lay off

10. What is Sexual Harassment ? List out few unwelcome sexually determined behaviours which can come under the ambit of Sexual Harassment.

Briefly list out of Code of Conduct prescribed by National Council of Women.

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