

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

**Term-End Examination**

**June, 2022**

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

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. Every organisation in their capacity initiates self-discipline as a preventive measure to indiscipline.  
What is self-discipline ? Explain various forms of actions adopted by organisations to maintain discipline. 20
  
2. How are grievances handled in organisations ? Describe the steps involved. 20
  
3. As an HR manager, design a compensation system that must address why, what, how and methods of compensations for managers at different levels. 20

4. Define sexual harassment. Write the code of conduct prescribed by National Council of Women (NCW). Also explain the procedure followed by organisations on setting of inquiry in sexual harassment cases. 20
  
5. Briefly discuss Trait Rating Scale, Critical Incident Methods and BARS methods of Performance Appraisal. How would you, as an HR manager, ensure the effectiveness of Performance Appraisal methods ? 20
  
6. Differentiate between Career Planning, Manpower Planning and Succession Planning. Discuss the limitations of Career Planning and how the success of Career Planning can be ensured. 20
  
7. What is Motivation ? Differentiate between Extrinsic and Intrinsic Motivation. Explain why employee motivation is required for organisational growth. 20
  
8. What is Management Development ? What is its importance in an organisation ? Briefly discuss at least eight techniques of Management Development. 20

- 9.** Explain the concept and objectives of Induction.  
Design an induction programme for the newly selected sales representative for a mid-sized tourism company. 20
- 10.** How does Recruitment differ from Selection ?  
Discuss the process of Selection in detail. 20
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