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MTM-3/MTTM-3

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

**Term-End Examination**

**June, 2023**

**MTM-3/MTTM-3 : MANAGING PERSONNEL  
IN TOURISM**

*Time : 3 Hours*

*Maximum Marks : 100*

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**Note :** (i) Attempt any **five** questions in about  
**600 words each.**

(ii) All questions carry equal marks.

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1. Enlist few characteristics of Human Resource Manager. Briefly discuss objectives of personnel management. Discuss at least *five* important roles of Human Resource Manager. 20

**P. T. O.**

2. Selection is the process of picking out the best suited person for the organisation. Discuss the process of selection. Differentiate between Intelligence tests/Aptitude tests and Personality tests. 20
3. “Management Development Programmes are meant to develop potential of all those individuals who are at managerial positions.” What is Management Development and how does it differ from Training ? Discuss at least *seven* techniques of Management Development. 20
4. How are productivity and Motivation interrelated ? Using Maslow’s need hierarchy theory and Herzberg’s two-factor theory, explain how understanding of motivational factors can lead to productivity. 20
5. Career planning and succession planning are synonymous. Give reasons to support your argument. Is career planning as an activity by HR advantageous ? How ? What are the

objectives of carrier planning and how is career planning as an activity by Human Resource Department advantageous ? 20

6. What is the importance of having a clear performance appraisal methods ? Briefly discuss the following methods : 20

(a) Trait Rating Scales

(b) BARs

(c) Ranking procedures

7. "Counselling is a delicate job and requires a lot of caution." Comment. Discuss the specific skills and techniques that should be applied by the manager at the times of counselling sessions. 20

8. Discuss major aspects of Discipline and explain the following prevention measures of indiscipline : 20

(a) Corrective Discipline

(b) Hot Store Rule

(c) Progressive Discipline

9. 'It is believed a well designed salary structure not only rewards but motivates the employees in the system.' How ? Explain the different components of salary structures. 20
10. What is a grievance ? How is grievance processed in the organisations ? Describe the steps in grievance handling. 20