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MTTM-3

**MASTER OF TOURISM AND TRAVEL
MANAGEMENT**

(MTTM)

Term-End Examination

December, 2024

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

Time : 3 Hours

Maximum Marks : 100

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

(ii) All questions carry equal marks.

1. Describe the characteristics of Personnel Management. Briefly explain any *five* functions of personnel management. 20

2. How does recruitment differ from selection ?

Why should organisations have sound recruitment policy ? Highlight the steps followed in process of recruitment. 20

3. How does training differ from development ?

How do organisations determine the need for training ? Discuss few training methods. 20

4. “It is believed that to be an effective manager, one need to understand the dynamics of human behaviour.” Discuss with the help of suitable examples. 20

5. What is the importance of motivation in HR ? How does Maslow’s Need Hierarchy Theory explain the concepts of motivation ? 20

6. Explain the need and importance of career planning in an organisation. How is it different from manpower planning ? 20
7. What are the methods of Performance Appraisal ? What is the role of Performance Appraisal in the achievement of organisational objectives ? 20
8. Explain the skills and techniques required for counselling. What are the different types of counselling ? 20
9. It is highly recommended for organisations to have a properly planned and well administered salary system. Why ? Discuss the steps involved in salary progression and the procedures of administering salary systems. 20

10. It is believed that no amount of wages can compensate the physical and mental stress an employee is constantly exposed to. How does fringe benefits and labour welfare help an employer ? Elaborate using few laws and rules governing employee benefits and welfare. 20

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