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MTTM-03

**MASTER OF TOURISM AND TRAVEL
MANAGEMENT
(MTTM)**

Term-End Examination

December, 2025

**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. Can the terms 'Personnel Management' and 'Human Resource Management' be interchangeably used ? Give reasons for your answer. Write the roles played by the personnel manager and qualities of a good/successful personnel manager.
2. Differentiate the terms 'job specification', 'job design', 'job description' and 'job evaluation'. Which of the four are important and why ?
3. Why in your opinion, it is important for an organization to have a development programme for the managers ?

Are management development programmes different from training ?

Briefly discuss the techniques of management development (at least *six*).

4. How do hygiene factors differ from motivation factors ? Is motivation directly related to productivity ? Explain.

Explain the concept of motivation with the help of Herzberg's Theory of Motivation.

5. "There is a need to monitor and measure the output of the employees to ensure that their potential is fully utilized." What is this concept called ? Explain its importance. Discuss at least *four* methods used to measure this concept.
6. How is advice different from counseling ? Why is counseling considered important in the organizations ? How does counseling benefit the employees in the organization ?

7. Explain the factors and measures which can contribute towards the success of career planning. Differentiate between career and manpower planning.
8. “Discipline is often considered as punishment.” What is your opinion on that ? Give reasons. Define discipline. Distinguish among negative discipline, positive discipline and discipline as self-control. What are the factors leading to indiscipline ?
9. Grievance can be real or imaginary, legitimate or illegitimate and so on. Why do you think it is important to address grievances of employees ? Discuss few approaches to grievance handling and possible outcomes.

10. Why is well-designed compensation system important for the success of an organization ? Discuss the components of salary structure. How are compensation structure and job evaluation related ?

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