

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

Term-End Examination

June, 2025

**MTTM-3 : 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. Of Man, Machine, Money, Minutes, which one do you think is most important and why ? Enlist and briefly discuss the functions and operations of personnel manager. 20

2. The process of picking out the best suited person for the organisations requirement is called Explain its concept, need, methods in detail. How does it differ from recruitment ? 20
3. How does the proper induction process allow the new employees to settle down and become effective for the organisation ? Discuss the procedure of induction. How does placement differ from induction ? 20
4. It is said that Training is a short-term process whereas development is a long-term educational process. How far do you agree with this statement ? Give reasons to suppose your argument. Briefly discuss at least *three* different management development techniques used in tourism industry. 20

5. What is Motivation ? Explain the concepts using Maslow's Hierarchy Theory of Motivation. 20
6. What is Performance Appraisal ? How does it help in achieving organisational objectives ? Discuss the validity problems of Performance Appraisal systems. 20
7. Explain the following in about **300** words each : 2×10=20
 - (a) Job Enrichment *vs.* Job Evaluation
 - (b) Transfers *vs.* Promotion
8. Discuss the concept of discipline. Identify the various dimensions of discipline. What is indiscipline ? Discuss the factors leading to indiscipline. 20
9. Why is it important for organisation to address issues of grievance ? Give reasons to support your comments. Highlight the features and steps followed in grievance handling. 20

10. Why is it important to address issues like gender sensitivity, sexual harassment, discrimination at workplace, especially in tourism industry ? Explain its issues with examples. 20

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