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MTTM-003

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

Term-End Examination

June, 2026

**MTTM-003 : 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. Explain the different functions of Personnel Management. 20
2. Write short notes on any *three* of the following : 20
 - (a) Recruitment
 - (b) Selection
 - (c) Placement
 - (d) Induction
3. Explain what is labour welfare. How can they be statutory and non-statutory ? How does it differ from social security ? 20
4. Why is well-managed compensation system important for any organization. Discuss the components of salary administration and pay structure. 20

5. Explain the terms : 20
- (a) Hot Stove Rule
 - (b) Corrective Discipline
 - (c) Suspension
 - (d) Dismissal
6. What are the reasons of transfer and promotions ? Why should organisations have a well defined Transfer Policy ? Is transfer a reward or punishment ? Explain. 20
7. Explain and differentiate between Job Enlargement and Job Enrichment. Explain how to enrich jobs. 20
8. What is Motivation ? Is there a difference between Positive motivation and Negative motivation ? Explain Maslow's Need Hierarchy Theory. 20

9. Is Training same as Development ? Give reasons. What is need of having training in the organization ? How does it benefit the organization ? Explain at least *three* techniques of Training. 20
10. How does concepts like Career Planning and Career Development influence the working of the organisation.
- Is Career Planning same as Manpower Planning ? Explain. 20

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