

**MASTER OF ARTS IN TOURISM
MANAGEMENT (MTM)**

Term-End Examination

December, 2015

MTM-03 : MANAGING PERSONNEL IN TOURISM

Time : 3 hours

Maximum Marks : 100

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- Note :** (i) *Attempt five questions in all.*
(ii) *All questions carry equal marks.*
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1. How HR manager maintains co-ordination between chief executive and line managers for the effective and efficient utilization of Human resources ? **20**

2. Illustrate the HRM practices prevailing in Indian tourism industry. Also give suggestion to improve them. **12+8=20**

3. Prepare a job analysis of tour manager in a large scale tour operation; also discuss the significance of job analysis. **12+8=20**

4. What is Manpower planning ? What are the main determinants for preparation of Manpower planning in a newly established travel agency ? **5+15=20**

5. Define Performance appraisal. Illustrate various methods of performance appraisal. Also state which method is more suitable for tourism industry. **5+10+5=20**
6. Write a note on : **10+10=20**
(a) Techniques of training in tourism industry
(b) Orientation and socialization of employees in Indian tourism industry
7. What do you mean by Compensation ? What are the determinants of compensation in Indian tourism industry ? Illustrate. **5+15=20**
8. Critically examine the various financial and non - financial benefits available for the employees in Indian tourism industry. **20**
9. What is collective bargaining ? How it affects the employee's and management relationship in hospitality industry ? **5+15=20**
10. Write a note on : **10+10=20**
(a) Social Security
(b) Gender Issues in Tourism
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