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## **BTTM-501**

### **Fundamentals of Human Resource and Organization Behaviour**

Bachelor of Tourism & Travel Management (BTTM)

5th Semester Examination, 2023 (June)

**Time : 2 Hours]**

**[Max. Marks : 35**

**Note :** This paper is of Thirty Five (35) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

### **SECTION–A**

#### **(Long Answer Type Questions)**

**Note :** Section 'A' contains Five (05) long answer type questions of Nine and Half (9½) marks each. Learners are required to answer any Two (02) questions only.  
(2×9½=19)

- 1.** Define Human Resource Management Explain its importance in Hospitality and Tourism Organization.

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**[P.T.O.**

2. What do you understand by the term Selection ? Explain Selection process in detail.
3. Draw the organization chart of HR department of any Tourism organization of your choice. Also enlist duties and responsibilities of HR Manager.
4. What is organizational Behaviour ? Write a brief note on major approaches of Organizational Behaviour.
5. What is learning? Write down various factor affecting learning.

### **SECTION-B**

#### **(Short Answer Type Questions)**

**Note :** Section 'B' contains Eight (08) short answer type questions of Four (04) marks each. Learners are required to answer any Four (04) questions only. (4×4=16)

1. Write a note on significance of Job Evaluation.
2. Discuss the meaning and significance of Induction.
3. What is Group ? Write a brief note on Group Behaviour in Organization.

4. Write a brief note on organizational effectiveness.
  5. What is performance appraisal. Explain.
  6. Differentiate between Recruitment and selection.
  7. Write down importance of HRD for Tourism Organization.
  8. Briefly explain the reasons for interpersonal conflicts.
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