

Roll No.

BTS–501/BTTM–501

Fundamental of Human Resource and Organizational Behaviour

Bachelor of Tourism and Travel Management
(BTS–12/BTTM–16/17)

Fifth Semester, Examination, 2018

Time : 3 Hours

Max. Marks : 40

Note : This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to attempt the questions contained in these Sections according to the detailed instructions given therein.

Section–A

(Long Answer Type Questions)

Note : Section ‘A’ contains four (04) long answer type questions of nine and half ($9\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. Discuss the importance and role of human resource management in Tourism industry.
2. What are the various sources of recruitment ? Mention their merits and demerits.
3. Define Leadership. Discuss in detail types of leadership.

(B-101) P. T. O.

4. How is classical conditioning different from operant conditioning in changing employee behavior in the tourism organization ?

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 *four* (04) questions only.

1. What do you mean by HRD ? How is it different from HRM ?
2. Discuss the challenges of human resource management in tourism industry.
3. Define induction and placement.
4. Explain the methods of evaluation of selection.
5. Define organizational behavior.
6. Differentiate between teams and groups.
7. Discuss the need of motivation in tourism organization.
8. What do you mean by organization effectiveness ?

Section-C

(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) mark each. All the questions of this Section are compulsory.

1. Human Resource Management is the process of :
 - (a) Acquiring Employees
 - (b) Training Employees
 - (c) Appraising and Compensating Employees
 - (d) All of the above

2. A job analyst's task is to :
 - (a) prepare job description
 - (b) integrate development activities
 - (c) develop compensation plans
 - (d) advise management
3. 'HR' manager must be familiar with :
 - (a) Strategic planning
 - (b) Production department
 - (c) Marketing and finance
 - (d) All of the above
4. Recruiting employees, selecting right one for job and giving them training leads to :
 - (a) Organizing
 - (b) Controlling
 - (c) Staffing
 - (d) Leading
5. is a relatively permanent change in behavior that occurs as a result of experience :
 - (a) Behavior modification
 - (b) Learning
 - (c) Motivation
 - (d) Skills
6. In Maslow's hierarchy needs which of the following pairs of needs is ranked as "lower order needs" ?
 - (a) Physiological and safety needs
 - (b) Physiological and social needs
 - (c) Self-actualization and safety needs
 - (d) Social and esteem needs

7. In Pavlov's experiment, the bell was a/an :
 - (a) unconditioned stimulus
 - (b) unconditioned response
 - (c) conditioned stimulus
 - (d) conditioned response
8. The process of analyzing jobs from which job descriptions are developed is called :
 - (a) Job analysis
 - (b) Job evaluation
 - (c) Job enrichment
 - (d) Job enlargement
9. Organizational Behaviour is :
 - (a) An interdisciplinary approach
 - (b) A humanistic approach
 - (c) Total system approach
 - (d) All of the above
10. A manager with good can make the work place more pleasant.
 - (a) Communication
 - (b) Knowledge
 - (c) Experience
 - (d) Interpersonal Skills