

2

1. Discuss the Role and challenges of HRM in tourism and hospitality Industry.
2. What do you mean by Performance Appraisal and also discuss the various methods of performance appraisals.
3. Discuss the meaning and concept of Organisation effectiveness.

Section B

(Short-Answer-Type Questions)

Note - Section 'B' contains Six (06) short-answer-type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

(4 x 5 = 20)

1. State the difference between HRM and HRD.
2. Define recruitment and discuss its importance in tourism organisation.

3

3. Explain the various factors influencing Learning of tourism professionals.
4. Explain the Group behaviour in tourism organisation.
5. Discuss the emerging trends and perspectives in the organizational learning.
6. Explain the meaning and types of organizational communication.

BTS-501/BTTM-501
Fundamental of Human Resource and
Organizational Behaviour
Bachelor of Tourism &
Travel Management
(BTS-12/BTTM-16/17)
Fifth Semester, Examination - 2019

Time : 3 Hours

Max. Marks : 40

Note - This Paper is of Forty (40) 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 Three (03) long-answer-type questions of Ten (10) marks each. Learners are required to answer any Two (02) questions only.

(2 x 10 = 20)