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Roll No. -----

BTTM-501

**Fundamentals of Human Resource and
Organization Behaviour**

Bachelor of Tourism & Travel Management (BTTM)

5th Semester, Examination 2022(Dec.)

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 a Half (9½) marks each. Learners are required to answer any two (02) questions only.

[2 x 9½ = 19]

P.T.O.

- Q.1. What do you understand by the term HRM? Also enlist need and importance of HRM in Hospitality and Tourism Organizations.
- Q.2. Explain meaning and various sources of recruitment.
- Q.3. Discuss the various problems and challenges faced by HR Manager in India.
- Q.4. What is Organization Behaviour? Write down its importance.
- Q.5. What do you understand by Leadership? Explain its significance and various types.

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 x 04 = 16]

- Q.1. Difference between HRM and HRD.
- Q.2. What is Selection? Differentiate between recruitment and selection.
- Q.3. Briefly explain the methods of performance appraisal.
- Q.4. What are the qualities of good human resource manager?
- Q.5. What is training? Write down its importance.
- Q.6. What is Employee motivation? Why is it necessary to keep employee motivated?
- Q.7. Write a brief note on 360 Degree feedback.
- Q.8. Why effective communication is essential for modern day organization? Explain.
