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Roll No. -----

BTS-501/BTTM-501

**Fundamental of Human Resource and
Organizational Behaviour**

Bachelor of Tourism & Travel Management

(BTS-12/BTTM-16/17)

5th Semester Examination June 2022

Time: 2 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 Five (05) long-answer-type questions of Ten (10) marks each. Learners are required to answer any two (02) questions only.

[2 x 10 = 20]

Q.1. Discuss the meaning and importance of HRD in tourism and travel industry.

P.T.O.

- Q.2. Discuss the various concepts and methods of job analysis and job description.
- Q.3. Discuss the meaning and importance of perception and motivation in the tourism industry.
- Q.4. Discuss the organizational structure of HR Department in Tourism industry.
- Q.5. Discuss the significance of organizational behaviour.

Section – B

(Short-answer-type questions)

Note: Section 'B' contains Eight (08) short-answer-type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only.

[4 x 5 = 20]

- Q.1. What do you mean by organizational effectiveness?
- Q.2. Define leadership and discuss any two types of leadership.
- Q.3. What do you mean by Task Analysis.
- Q.4. Discuss the various challenges of HRM in the tourism Industry.

P.T.O.

- Q.5. Explain the importance of organizational communication in tourism organisation.
- Q.6. Explain the concept and scope of Job evaluation.
- Q.7. Differentiate between HRM and HRD.
- Q.8. Discuss the meaning and significance of motivation in promotion and development of workforce in an organisation.
