

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, 2019 (June)

Time : 3 Hours]

Max. Marks : 40

Note : This paper is of Forty (40) marks divided into three (03) sections A, B and C. 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 (9½) marks each. Learners are required to answer any two (2) questions only.

(2×9½=19)

- 1.** Define Human Resource Management. Elaborate in detail the role of HR manager.

2. What do you mean by Job Evaluation? Discuss in detail the methods of Job Evaluation.
3. Explain how perception influences tourist's judgment while visiting destination. What are the various factors that influence perception?
4. Define Learning. Discuss the factors influencing 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 short note on transfer and promotion.
2. Differentiate between recruitment and selection.
3. "Performance appraisal is a tool to measure efficiency and performance of the employee." analyze the statement.
4. Discuss the meaning and importance of HRD.

5. Define motivation.
6. Discuss the importance of communication in tourism organization.
7. Explain role of organizational behavior in tourism industry.
8. Write short note on emerging trends in organizational behavior.

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. (10 \times $\frac{1}{2}$ =05)

1. In Vroom's Expectancy theory, Expectancy indicates
 - (a) Probability of achieving that outcome
 - (b) Advancement
 - (c) Award
 - (d) Accounting.

2. A study of human behavior in organizational settings is
- (a) Individual behavior
 - (b) Group behavior
 - (c) Organizational behavior
 - (d) None of these.
3. "Hawthorne experiment" which was a real beginning of applied research in OB was conducted by
- (a) Elton Mayo
 - (b) Henry Fayol
 - (c) F.W. Taylor
 - (d) Max Weber.
4. "Cognitive theory" of learning was given by
- (a) Skinner
 - (b) Pavlow
 - (c) Tolman
 - (d) Piaget.

5. What is that describes the duties of the job, authority relationship, skills requirement, conditions of work etc.
- (a) Job analysis
 - (b) Job enlargement
 - (c) Job enrichment
 - (d) Job evaluation.
6. _____ is a relatively permanent change in behavior that occurs as a result of experience.
- (a) Behavior modification
 - (b) Learning
 - (c) Motivation
 - (d) Skills.
7. 360-Degree Feedback enhances the quality of _____ decisions.
- (a) HR
 - (b) Management
 - (c) HRD
 - (d) All of above.

8. Which is not a method of performance appraisal ?
- (a) Straight ranking method
 - (b) Man-to-man comparison method
 - (c) Check list method
 - (d) None of above.
9. Duties of 'HR' manager and staff functions consist of
- (a) Assisting line manager
 - (b) Implementing policies
 - (c) Directing tasks of people
 - (d) All of above.
10. 'HR' manager must be familiar with
- (a) Strategic planning
 - (b) Production department
 - (c) Marketing and finance
 - (d) All of above.
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