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Roll No.

BTS–501/BTTM–501

Fundamental of Human Resource and Organization Behaviour

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

Fifth Semester, Examination, 2017

Time : 3 Hours

Max. Marks : 40

Note : This paper is of **forty (40)** marks containing **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 ($9\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. What do you understand by HRM ? Discuss the role and importance of HRM.
2. Explain the traditional methods of performance appraisal.
3. Discuss the various types of organizational communication.

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4. How are group decisions made ? How can group decisions be made more effective ?

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. Write a short note on HRM in tourism industry in India.
2. Give an organisational structure of Department of Tourism, Government of India.
3. How can you differentiate between recruitment and selection ?
4. Write down the limitations of job evaluation.
5. Discuss the scope of organisational behaviour.
6. Explain the learning process.
7. What is transactional theory of leadership ?
8. How can you differentiate between leader and manager ?

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.

Indicate whether the following statements are true *or* false.

1. The focus of HRM revolves around money.

(True/False)

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2. Demand for human resource and management is created by expansion of industry. (True/False)
3. The actual achievement compared with the objectives of the job is job description. (True/False)
4. Recruitment is concerned with developing a pool of candidates in line with the human resources plan. (True/False)
5. The authoritarian leadership style goes with Theory X. (True/False).
6. Edward Deci distinguished between intrinsic motivation and extrinsic motivation. (True/False).
7. Handling of crises by managers and employees reveals an organizational structure. (True/False).
8. The conceptual skills relate to a person's knowledge and ability in any organizational functional area. (True/False)
9. The authoritarian leadership style is an expression of the leader's trust in the abilities of his subordinates. (True/False)
10. "Leadership motivates the people to work and not the power of money", this concept is related to collegial model. (True/False)

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