

K-125

Total Page No. : 3]

[Roll No.]

BTTM-501

**Bachelor of Tourism & Travel
Management (BTTM) Vth Semester
Examination Dec., 2023**

**FUNDAMENTALS OF HUMAN
RESOURCES AND ORGANIZATION
BEHAVIOUR**

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 there in. *Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.*

Section-A

(Long Answer Type Questions) 2×9½=19

Note :- Section 'A' contains Five (05) Long-answer type questions of Nine and Half (9½) marks each. Learners are required to answer any *two* (02) questions only.

K-125

(1)

P.T.O.

1. Write a brief note on challenges of human resource management.
2. Write down the different types of organizational communication.
3. Write a detailed note on the functions of personnel manager in the hotel.
4. Define task analysis. Also mention in detail the steps involved in task analysis.
5. Discuss the meaning, features and various sources of recruitment.

Section–B

(Short Answer Type Questions) 4×4=16

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.

1. What are training needs ? Explain.
2. What is Selection ? Explain the selection process for selecting Manager (Food and Beverage) for a 5-star Hotel.
3. Write down Importance of performance appraisal.

4. What is a grievance ? Elaborate upon the various causes of grievances.
5. Discuss the contribution of Fayol to the theory of organization.
6. Write a brief note on Maslow's Theory.
7. What is Social Learning Theory ?
8. Write short notes on the following :
 - (i) Administrative Theory
 - (ii) Scientific Management
