

A-0273

Total Pages : 4

Roll No. -----

BTTM-501

Fundamentals of Human Resource and

Organization Behaviour

Bachelor of Tourism & Travel Management (BTTM)

5th Semester Examination 2024(Dec.)

Time: 2:00 hrs

Max. Marks: 35

Note : This paper is of Thirty Five (35) marks divided into Two (02) Section A and B. Attempt the questions contained in these sections according to the detailed instructions given therein. Candidates should limit their answers to the questions on the given answer sheet. No additional (B) answer sheet will be issued.

P.T.O.

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Section-A (Long-Answer-Type Questions)

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.

[2x9½=19]

- Q.1. What is HRD? Describe how does it differ from HRM.
- Q.2. Explain in importance HRM for Tourism and Hospitality Organizations.
- Q.3. What is Job Evaluation? List down various advantages and limitations of job evaluation.
- Q.4. What is Organizational behavior? Write down its importance for hospitality and tourism organization.
- Q.5. What is Organizational effectiveness? What are the factors that influence organizational effectiveness.

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.

[4x4=16]

- Q.1. Write short note on performance appraisal.
- Q.2. Write a brief note on recruitment process.
- Q.3. What is job description? How is it different from job specification.
- Q.4. “Effective grievance management is an art” – Justify this statement.
- Q.5. Write down relevance of effective organizational communication.

P.T.O.

- Q.6. What are qualities of good leader?
- Q.7. What are benefits of organizational innovation?
- Q.8. Briefly explain concept of group cohesion.
