

A-392

Total Pages : 3

Roll No. -----

BTTM-501

**Fundamentals of Human Resource and Organization
Behaviour**

Bachelor of Tourism & Travel Management (BTTM)

5th Semester, Examination 2024 (June)

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 given therein. 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)

Note : Section 'A' contains Five (05) long-answer-type questions of Nine and Half (9.5) marks each. Learners are required to answer any Two (02) questions only.

[2x9.5=19]

P.T.O.

- Q.1. What do you understand by the term HRM. Also enlist Challenges faced by human resources manager of tourism organization.
- Q.2. Discuss the importance of HRD in Tourism and hospitality organization.
- Q.3. What is Job Evaluation. Write a brief note on various methods of job evaluation.
- Q.4. Name and explain various sources of recruitment.
- Q.5. Write a brief note on leadership and also explain major types of leadership.

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 a brief note on group behavior in organization.
- Q.2. Role of motivation in organization.
- Q.3. Importance of performance appraisal.
- Q.4. Write down Potential appraisal and its importance.
- Q.5. Briefly explain Job description and Job Specification.

- Q.6. Write short notes on method of training.
- Q.7. What are duty roaster? How are they prepared.
- Q.8. Write short notes on :
- i. Job Analysis
 - ii. Cross training
