

A-0663

Total Pages : 3

Roll No.

BTTM-501

Bachelor of Tourism & Travel Management (BTTM)

**(Fundamentals of Human Resource and
Organization Behaviour)**

Examination, June 2025

Time : 2:00 Hrs.

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 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) $2 \times 9\frac{1}{2} = 19$

Note :- Section 'A' contains Five (05) Long-answer type questions of Nine and Half ($9\frac{1}{2}$) marks each. Learners are required to answer any *two* (02) questions only.

- Q. 1. What is HRM ? Write down major functions of HRM.
- Q. 2. Explain in importance HRM for Tourism and Hospitality Organization.
- Q. 3. Explain various sources of recruitment.
- Q. 4. What is Organizational behavior ? Briefly explain its importance for organization.
- Q. 5. What is training ? What are different types of training ?

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.

- Q. 1. Write short note Grievance management.
- Q. 2. Write a brief note on HRD.
- Q. 3. List down need and purpose of different types of transfer.
- Q. 4. Write a brief note on promotion vs. upgradation.

- Q. 5. Write down relevance of effective performance management.
- Q. 6. What are qualities of good leader ?
- Q. 7. What is 360-degree feedback ? Explain in detail.
- Q. 8. Briefly explain job evaluation.
