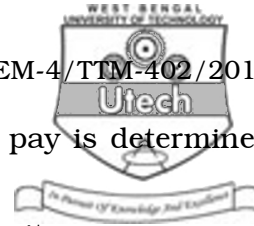




- iii) The degree to which people believe that they are the masters of their own fate is
- a) locus of control b) attitude
- c) personality d) none of these.
- iv) The basis of Human Resource Planning is
- a) the economic trend
- b) demand for employees
- c) strategic plans of the employees
- d) budget.
- v) The primary source of information for recruiting is
- a) managerial interviews
- b) recruiters themselves
- c) interviews with applicants
- d) job analysis.
- vi) The most reliable type of interview is
- a) behavioural b) stress
- c) structured d) situational.
- vii) Normally termination occurs because of
- a) business fluctuations
- b) mergers and acquisitions
- c) retirement
- d) death.
- viii) Performance appraisals are the building blocks of
- a) Recruitment b) Career planning
- c) Manpower planning d) Selection.



- ix) In an incentive payment plan, worker pay is determined by
- | | |
|-------------------|-----------------|
| a) profits | b) seniority |
| c) cost of living | d) performance. |
- x) Work scheduling is a part of
- | | |
|--------------------|-----------------|
| a) job design | b) job analysis |
| c) job performance | d) job profile. |
- xi) An assortment of non-cognitive skills, capabilities and competencies that influence a person's ability to succeed in coping with environmental demands and pressures is
- | | |
|-------|--------|
| a) EI | b) AI |
| c) IQ | d) EQ. |
- xii) The factor that influences perception is
- | | |
|---------------|-------------------|
| a) the target | b) time |
| c) emotion | d) none of these. |

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following. $3 \times 5 = 15$

2. Define Induction. State the importance of induction process in relation to Tourism industry. 1 + 4
3. What is MBO ? What are the benefits of MBO ? 1 + 4
4. What are the challenges and opportunities of Organisation Behaviour ?
5. Write down the major factors which influence perception.
6. Describe the various sources of learning.



GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. $3 \times 15 = 45$

7. Define motivation. Mention the need of it. Make comparative study on Maslow's need hierarchy theory and Herzberg's two factor theory. $2 + 3 + 10$
8. What is Human Resource Planning ? State the objectives of HRP ? Why is HRP needed in service industry like tourism ? $2 + 5 + 8$
9. Define the concept of Performance Appraisal. Why is it needed ? Mention in brief about the different processes of Performance Appraisal. $3 + 4 + 8$
10. Discuss the scopes and limitations of Job Evaluation. How can you link between job specification and job analysis ? $3 + 3 + 9$
11. How do you analyse Human Resource Development ? Why should it be practised in Tourism industry ? $5 + 10$

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