CS/BTTM/SEM-4/TTM-402/2010
2010

# ORGANISATIONAL BEHAVIOUR & HUMAN RESOURCE MANAGEMENT

Time Allotted: 3 Hours Full Marks: 70

The figures in the margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

#### **GROUP - A**

#### ( Multiple Choice Type Questions )

1	. •	Choose	the	correct	alterna	atives	ior	any	ten	of	the	llot	owing	; :

 $10 \times 1 = 10$ 

i)	One of	the	determinants	of	personality	/ is
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a) work

b) attitude

c) heredity

d) none of these.

ii) The ratio of organization's output to its input is regarded

as

a) productivity

b) efficiency

c) objectivity

d) performance.

4079 [ Turn over

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		mas	ters of their own fate is	Can de				
		a)	locus of control	b)	attitude			
		c)	personality	d)	none of these.			
	iv)	The	basis of Human Resour	rce Pl	anning is			
		a)	the economic trend					
		b)	demand for employees	3				
		c)	strategic plans of the	emplo	oyees			
		d)	budget.					
	v)	The	primary source of infor	matio	on for recruiting is			
		a)	managerial interviews					
		b)	recruiters themselves					
		c)	interviews with applica	ants				
		d)	job analysis.					
	vi)	The most reliable type of interview is						
		a)	behavioural	b)	stress			
		c)	structured	d)	situational.			
	vii)	Nori	rmally termination occurs because of					
		a)	business fluctuations					
		b)	mergers and acquisition	ns				
		c)	retirement					
		d)	death.					
	viii)	Performance appraisals are the building blocks o						
		a)	Recruitment	b)	Career planning			
		c)	Manpower planning	d)	Selection.			
7	9		2					
•	-		2					

The degree to which people believe that they are the

40

by									
	a)	profits	b)	seniority					
	c)	cost of living	d)	performance.					
x)	Wor	k scheduling is a part o	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 p	erce	otion is					
	a)	the target	b)	time					
	c)	emotion	d)	none of these.					
GROUP – B									
( Short Answer Type Questions )									
	Answer any <i>three</i> of the following. $3 \times 5 = 15$								
Define Induction. State the importance of induction process in relation to Tourism industry. $1 + 4$									
What is MBO ? What are the benefits of MBO ? $1 + 4$									
What are the challenges and opportunities of Organisation Behavour?									
Write down the major factors which influence perception.									
Desi	Desribe the various sources of learning.								

3

[ Turn over

2.

3.

4.

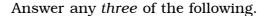
5.

6.

4079



### (Long Answer Type Questions)





- 7. Define motivation. Mention the need of it. Make comparative study on Maslow's need hierarchy theory and Herzberg's tow 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

4079 4