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ENGINEERING & MANAGEMENT EXAMINATIONS, JUNE - 2009
ORGANISATIONAL BEHAVIOUR & HUMAN RESOURCE MANAGEMENT IN TOURISM
SEMESTER - 4



Time : 3 Hours]

Full Marks : 70

GROUP - A

(Multiple Choice Type Questions)

1. Choose the correct alternatives for any *ten* of the following : 10 × 1 = 10

i) is known as "The Father of Scientific Mangement".

- a) Fayol b) Weber
- c) Alderfer d) Taylor.

ii) In an incentive payment plan, worker pay is determined by

- a) mangement b) profits
- c) seniority d) cost of living
- e) performance.

iii) Work scheduling is a part of

- a) job design b) job analysis
- c) job performance d) job profile
- e) none of these.

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iv) Adding more responsibilities, autonomy & control to a job is known as

- a) job enrichment
- b) job enlargement
- c) job design
- d) none of these.



v) According to Maslow's need hierarchy theory of motivation, esteem needs include

- a) food & shelter
- b) status & recognition
- c) security
- d) affection.

vi) Act of increasing the knowledge & skills of an employee for doing a particular job is known as

- a) training
- b) development
- c) education
- d) none of these.

vii) A formal & detailed study of jobs is known as

- a) job analysis
- b) job evaluation
- c) job description
- d) job specification.

viii) According to two-factor theory which of the following is not a hygiene factor ?

- a) Pay
- b) Responsibility
- c) Benefits
- d) Good co-workers.

ix) Adolf Hitler can be regarded as a leader of nature.

- a) democratic
- b) autocratic
- c) charismatic
- d) none of these.



x) The failure to report to work is

a) absenteeism

b) prohibition

c) performance

d) acquisitions.



xi) Organisational Behaviour is the study of

a) human behavior

b) technical behavior

c) external environment.

xii) Training objectives should be expressed in

a) Employee behaviour

b) Management desires

c) Need assessment

d) Subjective judgment

e) Employee reactions.

xiii) Line Manager performs Human Resource Management

a) at field level

b) at senior management level

c) at middle management level

d) at supervisory level.

GROUP – B

(Short Answer Type Questions)

Answer any *three* of the following.

3 × 5 = 15

2. Discuss the need of HRD in the service industry of tourism.

3. What is the importance of job evaluation ?

4. What is personality ? What are its major determinants ?

2 + 3



6

5. What do you understand by job satisfaction ? Why is it necessary? 2 + 3
6. Bring out five characteristic features of a leader.



GROUP – C

(Long Answer Type Questions)

Answer any *three* of the following. 3 × 15 = 45

7. Define Motivation. Discuss the meaning and importance of motivation. Briefly, describe the Need Hierarchy Theory of Maslow with proper diagrammatic representation. 2 + 5 + 8
8. What do you mean by Human Resource Management ? What are the main functions of HRM ? 3 + 12
9. What are the main sources of recruitment ? Discuss them in detail along with their advantages & disadvantages. 7 + 8
10. Discuss the difference between recruitment and selection. Explain the selection procedure followed in any organisation. 6 + 9
11. What is performance appraisal ? What is its importance in HRM ? What are the various methods of performance appraisal ? Discuss each method with an example. 3 + 4 + 8

END