ORGANISATIONAL BEHAVIOUR & HUMAN RESOURCE MANAGEMENT IN TOURISM (SEMESTER - 4)

CS/BTTM/SEM-4/TTM-402/09

1.	Signature of Invigilator				di di	200	Jus-)
2.	Signature of the Officer-in-Charge).							
	Roll No. of the Candidate								

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

Time: 3 Hours [Full Marks: 70

INSTRUCTIONS TO THE CANDIDATES:

- 1. This Booklet is a Question-cum-Answer Booklet. The Booklet consists of **32 pages**. The questions of this concerned subject commence from Page No. 3.
- 2. a) In **Group A**, Questions are of Multiple Choice type. You have to write the correct choice in the box provided **against each question**.
 - b) For **Groups B** & **C** you have to answer the questions in the space provided marked 'Answer Sheet'. Questions of **Group B** are Short answer type. Questions of **Group C** are Long answer type. Write on both sides of the paper.
- 3. **Fill in your Roll No. in the box** provided as in your Admit Card before answering the questions.
- 4. Read the instructions given inside carefully before answering.
- 5. You should not forget to write the corresponding question numbers while answering.
- 6. Do not write your name or put any special mark in the booklet that may disclose your identity, which will render you liable to disqualification. Any candidate found copying will be subject to Disciplinary Action under the relevant rules.
- 7. Use of Mobile Phone and Programmable Calculator is totally prohibited in the examination hall.
- 8. You should return the booklet to the invigilator at the end of the examination and should not take any page of this booklet with you outside the examination hall, **which will lead to disqualification**.
- 9. Rough work, if necessary is to be done in this booklet only and cross it through.

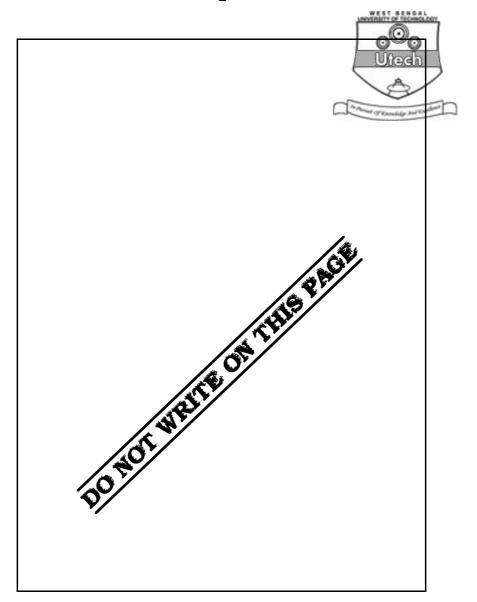
No additional sheets are to be used and no loose paper will be provided

FOR OFFICE USE / EVALUATION ONLY Marks Obtained Group - A Group - B Group - C Question Number Marks Obtained Marks Obtained

Head-Examiner/Co-Ordinator/Scrutineer

4494 (08/06)







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.	Cho	ose th	ne correct alternatives for any t	en of th	e following :	$10 \times 1 = 10$				
	i)	i) is known as "The Father of Scientific Mangement".								
		a)	Fayol b)	Web	er					
		c)	Alderfer	d)	Taylor.					
	ii)	In a	ın incentive payment plan, wor	ker pay	is determined by					
		a)	mangement	b)	profits					
		c)	seniority	d)	cost of living					
		e)	performance.							
	iii)	Woı	k 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)	Addi	ng more responsibilities, autono	omy & (control to a job is known as	
	a)	job enrichment	b)	job enlargementsh	
	c)	job design	d)	none of these.	
v)	Acco	rding to Maslow's need hierarch	ny theo	ry of motivation, esteem needs	include
	a)	food & shelter	b)	status & recognition	
	c)	security	d)	affection.	
vi)	Act o	of increasing the knowledge & s	kills of	an employee for doing a partic	cular job
	is kn	nown as			
	a)	training	b)	development	
	c)	education	d)	none of these.	
vii)	A for	rmal & detailed study of jobs is l	known	as	
	a)	job analysis	b)	job evaluation	
	c)	job description	d)	job specification.	
viii)	Acco	rding to two-factor theory which	n of the	following is not a hygiene fact	or?
	a)	Pay	b)	Responsibility	
	c)	Benefits	d)	Good co-workers.	
ix)	Adoli	f Hitler can be regarded as a lea	der of	nature.	
	a)	democratic	b)	autocratic	
	c)	charismatic	d)	none of these.	

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	x) The failure to reprot to work is								
		a)	absenteeism	b)	prohibition Utech				
		c)	performance	d)	acquisitions.				
	xi)	Orga	nisational Behviour 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 Ty	pe Qu	estions)				
	Answer any <i>three</i> of the following. $3 \times 5 =$								
2.	Discuss the need of HRD in the service industry of tourism.								
3.	What is the importance of job evaluation?								
4.	What	is pe	rsonality ? What are its major d	etermin	nants ?	2 + 3			



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.

 $3 \times 15 = 45$

- 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
- What are the main sources of recruitment? Discuss them in detail along with their advantages & disadvantages.
- 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

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