



Name :

Roll No. :

Invigilator's Signature :

CS/BTTM/SEM-4/TTM-402/2012

2012

**ORGANISATIONAL BEHAVIOUR & HUMAN
RESOURCE MANAGEMENT IN TOURISM**

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.*

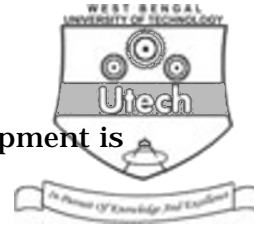
GROUP - A

(Multiple Choice Type Questions)

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

$10 \times 1 = 10$

- i) Emotional intelligence is referred to as an assortment of
 - a) non-cognitive skills
 - b) attitude
 - c) cognitive skills
 - d) none of these.
- ii) McClelland's theory relates to
 - a) motivation
 - b) perception
 - c) service
 - d) leadership.
- iii) Demotivated employees are in the state of
 - a) tension
 - b) excitement
 - c) relaxation
 - d) none of these.



- iv) The basis of Human Resource Development is
- a) Goal achievement
 - b) Improving resources
 - c) Strategic plans of the employees
 - d) Supply of employees.
- v) The primary source of information for recruiting is
- a) managerial interviews
 - b) recruiters themselves
 - c) interviews with applicants
 - d) job analysis.
- vi) Training is important because it
- a) is a part of H.R.
 - b) changes the employee motivation process
 - c) imparts skills
 - d) all of these.
- vii) Work scheduling is a part of
- a) job design
 - b) job analysis
 - c) job performance
 - d) job profile.
- viii) Which one is a wrong match ?
- a) Training — development
 - b) Recruitment — selection
 - c) Appraisal — induction
 - d) Motivation — leadership.



- ix) Development is the outcome of
- a) recruitment b) training
c) orientation d) selection.
- x) Interview is a part of
- a) recruitment b) training
c) selection d) leadership.
- xi) Third party method is for
- a) appraisal b) induction
c) recruitment d) job evaluation.
- xii) Which is not a determinant of personality ?
- a) Heredity b) Environment
c) Situation d) Law and ethics.

GROUP - B

(Short Answer Type Questions)

Answer any *three* of the following. 3 × 5 = 15

2. Elucidate the process of training.
3. What are the various disciplines that have contributed towards the development of OB ?
4. Write a note on the need for HRM in the Tourism industry.
5. State the importance of conducting job evaluation.
6. Make a comparison between the assumptions of Theory X and Theory Y.



GROUP - C

(Long Answer Type Questions)

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

7. a) Define HRP.
b) Indicate the objectives of HRP.
c) Discuss the need for HRP in the service industry like tourism. $3 + 6 + 6$
8. What is Performance Appraisal ? Why is it essential in your opinion ? Discuss the different techniques of performance appraisal. $3 + 5 + 7$
9. a) What is perception ?
b) Elucidate the implications of perception in OB.
c) Describe briefly the barriers to perception. $3 + 5 + 7$
10. What do you mean by Human Resource Management ? Give a detailed account of the managerial and operative functions of an HR Manager. $4 + 11$
11. Write short notes on any *three* : 3×5
 - a) Sources of recruitment
 - b) Job enlargement and job enrichment (differences)
 - c) Characteristics of attitude
 - d) Job satisfaction
 - e) Leader vs Manager.

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