Name : ....

Roll No. : ....

Invigilator's Signature : ....

CS/BTTM/SEM-4/TTM-402/2013

2013

ORGANISATIONAL BEHAVIOUR AND 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)   McClelland's theory relates to

   a)   Motivation   b)   Perception

   c)   Service   d)   Leadership.

ii) Pavlov's experiment is associated with .... theory of learning.

   a)   Classical conditioning b)   Operant conditioning

   c)   Social learning   d)   None of these.

iii) Which one of the following is not the content of Job Description ?

   a)   Job summary

   b)   Duties and responsibilities

   c)   Nature of supervision

   d)   Performance appraisal.

4135   [Turn over

iv) A systematic and planned process which has its organizational purpose to impart and provide learning experiences is

    a) Recruitment   b) Selection

    c) Training   d) Induction.

v) A process by which a management strives to have the right number, right type of people and at the right time is

    a) Human resource planning

    b) Human resource management

    c) Human resource development

    d) None of these.

vi) .... consists of designing the job in such a way that the worker gets greater autonomy for planning and controlling his own performance.

    a) Job enlargement   b) Job enrichment

    c) Job simplification   d) None of these.

vii) Employees willing to come back to work on a part time basis is what kind of a recruitment source ?

    a) Direct   b) Internal

    c) Indirect   d) External.

viii) The basis of Human Resource Planning is

    a) the economic trend

    b) demand for employees

    c) strategic plans of the employees

    d) budget

    e) supply of employees.

ix) The primary source of information for recruiting is

    a) managerial interviews

    b) testing

    c) recruiters themselves

    d) interviews with applicants

    e) job analysis.

x) The most reliable type of interview is

    a) behavioural   b) stress

    c) structured   d) situational

    e) panel.

xi) Normally termination occurs because of

    a) business fluctuations

    b) mergers and acquisitions

    c) retirement

    d) death.

    e) discipline.

xii) Performance appraisals are the building blocks of

    a) recruitment   b) career planning

    c) man power planning   d) selection

    e) job analysis.

xiii) In an incentive payment plan, worker's pay is determined by

    a) management   b) profits

    c) seniority   d) cost of living.

    e) performance

GROUP – B

(Short Answer Type Questions)

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

2. Indicate the need for HRM in Tourism Industry.

3. Compare training with development.

4. Discuss the need for sound manpower planning in service industries.

5. Examine in brief the managerial functions of a HR Manager.

6. Mention the major challenges in the development of OB.

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 is selection ? Describe the different methods of selection. Discuss the importance of training to a newly selected employee in an organization.   3 + 8 + 4

9. Define leadership. What are the different types of leaders ? Mention five characteristics of an effective leader. Discuss. Bring out the difference between a leader and a manager.

3 + 4 + 4 + 4

10. Define learning. What are its characteristics ? Compare and contrast the classical conditioning theory of learning with operant conditioning theory.

11. Write short notes on any *three* of the following :   3 × 5

    a) Job evaluation

    b) Barriers to perception

    c) Components of attitude

    d) Significance of values

    e) Maslow's Hierarchy of Needs.

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