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2011

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)

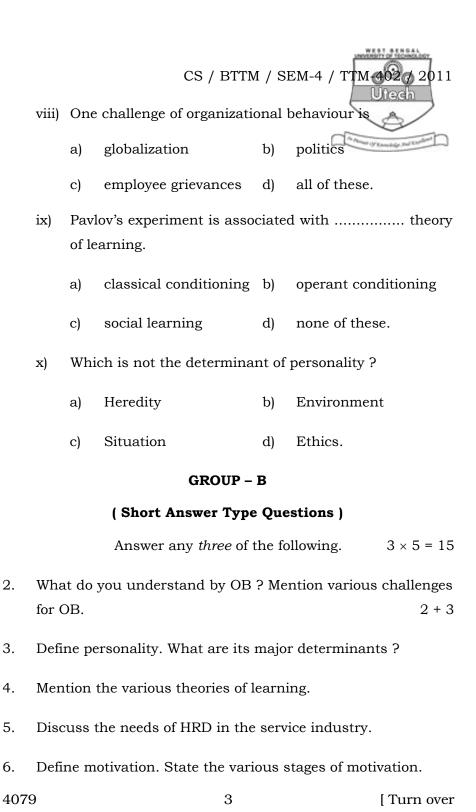
- 1. Choose the correct alternatives for the following : $10 \times 1 = 10$
 - i) Which is not a dimension of emotions?
 - a) Variety
 - b) Values
 - c) Intensity
 - d) Frequency and duration.
 - ii) Motivated employees are in the state of
 - a) productivity
- b) efficiency
- c) excitement
- d) performance.

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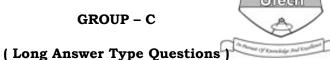
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- iii) Which of the following is not offered in job analysis
 - a) Worker attributes
- b) Performance appraisal
- c) Working conditions
- d) None of these.
- iv) The basis of Human Resource Planning is
 - a) the economic trend
 - b) demand for employees
 - c) strategic plans of the employees
 - d) budget.
- v) The primary source of information for recruiting is
 - a) managerial interviews b) testing
 - c) recruiters themselves d) job analysis.
- vi) Failure to report to duty in time is regarded as
 - a) non-punctuality
- b) casual leave
- c) punctuality
- d) none of these.
- vii) Maslow's Theory is also known as
 - a) Theory *X* & Theory *Y*
 - b) Need hierarchy theory
 - c) Need assessment theory
 - d) McClelland's theory.

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

- 7. State the importance of motivation. Briefly describe the need hierarchy theory of Maslow with proper diagram. 5 + 10
- 8. What is Human Resource Management? Discuss its major functions and importance. 5 + 10
- Define selection. Describe the different methods of selection.Discuss the importance of training to a newly selected employee in an organization.3 + 8 + 4
- 10. Discuss briefly about the concept of job evaluation. Mention the differences between job analysis and job description. Why there is a need of Human Resource Management in tourism organization?
 3 + 4 + 8
- 11. Define leadership. What are the different types of leaders?Mention five characteristics of a leader. Bring out the difference between a leader and a manager.2 + 4 + 4 + 5

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