



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS / BTTM / SEM-4 / TTM-402 / 2011**

**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.



- 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.



- viii) One challenge of organizational behaviour is
- a) globalization                      b) politics
  - c) employee grievances      d) all of these.
- ix) Pavlov's experiment is associated with ..... theory of learning.
- a) classical conditioning      b) operant conditioning
  - c) social learning              d) none of these.
- x) Which is not the determinant of personality ?
- a) Heredity                      b) Environment
  - c) Situation                      d) Ethics.

**GROUP – B**

**( Short Answer Type Questions )**

Answer any *three* of the following.               $3 \times 5 = 15$

2. What do you understand by OB ? Mention various challenges for OB. 2 + 3
3. Define personality. What are its major determinants ?
4. Mention the various theories of learning.
5. Discuss the needs of HRD in the service industry.
6. Define motivation. State the various stages of motivation.



**GROUP – C**

**( Long Answer Type Questions )**

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.  $5 + 10$
9. 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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