



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

BTS FIFTH SEMESTER ASSIGNMENT

Programme Code: BTS12

Last Date of Submission: 15 JANUARY 2015

(जमा करने की अन्तिम तिथि: 15 जनवरी 2015)

Course Title: Fundamental of Human Resource and Organisational Behaviour

Code: BTS 501

Year: 2014-15 (Summer)

Maximum Marks: 20

Section 'A' contains 08 short answer type questions of 2.5 marks each. Learners are required to answers 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

1. What do you mean by HRD?
2. List the characteristics of services.
3. Discuss the limitations of job evaluation.
4. Define Task Analysis.
5. List the methods of recruitment.
6. What is Social Learning Theory?
7. What is Leadership?
8. Define Organizational Effectiveness.

Section 'B' contains 04 long answer-type questions of 05 marks each. Learners are required to answers 02 questions only.

1. Define Personnel Management. Also describe its role.
2. Discuss in detail the role of HR department in Tourism and Hotel Industry along with its organizational structure.
3. What is Behaviour Science? Discuss the role of Behaviour Sciences in Management.
4. Define Communication. Also describe the important steps involve in a communication process.