



UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

BTS FIFTH SEMESTER ASSIGNMENT

Programme Code: BTS12

Last Date of Submission: 15 JANUARY 2016

(जमा करने की अन्तिम तिथि: 15 जनवरी 2016)

Course Title: Fundamental of Human Resource and Organisational Behaviour Code: BTS 501
Year: 2015-16 (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. Write a note on the functions personnel manager in the hotel.
2. List the characteristics of services.
3. Why is organizational structure important?
4. Define Job evaluation.
5. Define Organizational Effectiveness.
6. What do you understand by grapevine?
7. Define Performance Appraisal.
8. Write short note on emerging trends in the organization?

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

1. What do you mean by HRD? Also discuss the importance of HRD in detail alongwith its relevance in hospitality industry.
2. Define task analysis. Also mention in detail the steps involved in task analysis.
3. What is recruitment? What are the important sources of recruitment and techniques of recruitment for hi-tech industries?
4. What is a grievance? Elaborate upon the various causes of grievances.