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School of Hospitality
MBA Tourism and Travel
Mid Term Examination - May 2024

Duration : 90 Minutes
Max Marks : 50

Sem II - I1PE202T - Organizational Behavior and Human Resources Management

General Instructions

Answer to the specific question asked

Draw neat, labelled diagrams wherever necessary

Approved data hand books are allowed subject to verification by the Invigilator

- 1) What are the sources of organizational values? K2 (2)
- 2) What is Screening? K1 (3)
- 3) Define Organizational Behavior. How does it contribute to the effectiveness of an organization? K2 (4)
- 4) Explore different stress management techniques and programs that can be implemented in tourism organizations to support employee mental health and productivity. K2 (6)
- 5) Explain how goal setting and performance evaluation processes can be linked to group behavior and motivation in a tourism organization. K3 (6)
- 6) Discuss the role of on-the-job training in developing practical skills for frontline staff in the tourism industry. K3 (9)
- 7) Analyze the impact of emotions on employee performance and productivity in the workplace, highlighting the significance of Emotional Intelligence (EI) in managing emotions effectively. K4 (8)
- 8) Define personality and its importance in the workplace. Provide examples of how different personality types can affect teamwork. K4 (12)

OR

Discuss the difference between intrinsic and extrinsic motivation and their impact on employee behavior. K4 (12)