

## School of Hospitality

MBA Tourism and Travel  
Semester End Examination - Jun 2024

Duration : 180 Minutes  
Max Marks : 100

### 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*

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|-----|--|--------|
| 1)  | Why is HRD important in the tourism sector?  | K1(2)  |
| 2)  | Discuss the role of HRM in managing employee relations.  | K2(4)  |
| 3)  | What are individual differences in the context of organizational behavior? How can they impact workplace dynamics?                                       | K2(6)  |
| 4)  | Discuss the key features of effective leadership in the hospitality industry, providing examples of successful leaders and their contributions.          | K3(9)  |
| 5)  | Discuss the importance of Employee Benefits and Welfare programs in attracting and retaining talent in the tourism industry.                             | K3(9)  |
| 6)  | Explain the importance of transparency and fairness in the promotion process for maintaining employee morale.  | K5(10) |
| 7)  | What are the determinants of personality? How do genetics and environment contribute to the development of an individual's personality?                  | K4(12) |
| 8)  | Explore the impact of diverse group compositions, such as multicultural and cross-functional teams, on performance and innovation in the tourism sector. | K5(15) |
| 9)  | Discuss how effective communication and feedback mechanisms can contribute to better group behavior and cohesiveness within a tourism company.           | K5(15) |
| 10) | Distinguish between training and development in the context of the tourism industry, emphasizing their respective objectives and outcomes.               | K6(18) |