

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2017-2018

COURSE : 3RD Semester of M.Sc. in HA
SPECIALISATION : Human Resource Management
SUBJECT : Social Processes & Behavioural Issues
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Training is a part of an organisational function. Discuss. (10)
- Q.2. Theory of Learning is an essential aspect to be taken into account for imparting training. Discuss.
- OR**
- Describe the organisational structure of a four star hotel. (10)
- Q.3. Modern organisations create stressful situation for employees. How do you manage stress?
- OR**
- Describe 'Power' and various kinds of power. (10)
- Q.4. Design a training program for a 'Server' in a hotel.
- OR**
- Define 'Perception' and various barriers to perception. (10)
- Q.5. How can a hotel solve the problem of 'turnover' of employees?
- OR**
- The success of a 'Manager' depends on their effective inter-personal skill. Evaluate this statement. (10)
- Q.6. Discuss the role of 'groups' in a work organisation. (10)

- Q.7. How conflict situations can be handled in a work place? (10)
- Q.8. What do you mean by 'Organisational effectiveness'? What are the key factors that determine organisational effectiveness? (10)
- Q.9. Hospitality leaders must be sensitive to Human Behaviour and respect employees for organisation efficiency. Discuss with examples. (10)
- Q.10. How does an organisation benefit by employing an effective communication policy? (10)
