

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2015-2016

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. Discuss the role of an organization in protecting the natural environment. (10)

Q.2. Highlight the features of an organizational culture. (10)

Q.3. How important is an individual's personality as a factor in successful performance in a job interview or business presentation? Give reasons for your conclusions. (10)

Q.4. Explain the process involved in perception. (10)

Q.5. Write an essay on the learning opportunities available for an employee in an organization.

OR

Explain how motivation helps in coping stress by giving examples. (10)

Q.6. How can communication be an effective tool to build a successful organization?

OR

Why is feedback very important for an organization? Explain. (10)

Q.7. Why should teams collaborate and work? Explain by quoting suitable examples from hotel industry.

OR

Identify a role model in hotel industry who you had come across and describe the leadership qualities of that person. (10)

Q.8. Explain the various behaviour categories in groups. (10)

Q.9. Write a note on the Principles of Organizational power. (10)

Q.10. Exemplify Corporation Social Responsibility with special reference to hotel sector.

OR

Explain the role of 'Listening Skills' in developing oneself into a fine personality. (10)
