

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2013

00928

BHY-039 : ORGANIZATIONAL BEHAVIOUR

Time : 3 hours

Maximum Marks : 100

Note : *Answer any five questions. All questions carry equal marks.*

1. What do you understand by organisational behaviour ? Describe in detail the different models used for the study of organisational behaviour.
2. Discuss the major challenges before organisations and management in current business scenario. Write a note on their developments.
3. What is role of personality in organisations ? Explain features of different personality theories.
4. Critically examine the Maslow and Herzberg theory of motivation. Which of these theories is suitable for Indian organisations ?
5. (a) Explain the relation between group cohesiveness and productivity.

- (b) What are the various factors that influence group cohesiveness ?
6. What are the various factors involved in formation of organisational structure ? Highlight the importance of organisational structure.
7. Write the common traits and qualities of leadership. Differentiate between formal and informal leadership characteristics.
8. Explain the concept of organisational climate. Also discuss various factors that affect organisational climate.
9. (a) What is organisational effectiveness ?
(b) How do you measure and achieve organisational effectiveness ?
10. How group decisions are made ? How can these decision be made more effective ?
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