

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2015

BHY-039 : ORGANIZATIONAL BEHAVIOUR

Time : 3 hours

Maximum Marks : 100

- Note :**
- (i) *Attempt **any five** questions.*
 - (ii) *All questions carry **equal** marks.*

1. Define organisational behaviour. Discuss the any two models used for the study of organisational behaviour. **20**
2. What do you understand by organisational culture ? Explain the determinants of organisational culture. **20**
3. What is Conflict ? Explain different types of conflicts. **20**
4. What do you understand by organisational change ? Discuss the stages of organisational change. **20**
5. Explain group dynamics in an organisation with the help of suitable examples. **20**

6. Discuss the importance of communication in the service industry. What are the barriers to effective communication ? 20
7. Write short notes on the following : 10+10
- (a) Herzberg's motivation theory
 - (b) Maslow's motivation theory
8. What do you understand by leadership ? Discuss the major roles and functions of an effective leader. 20
9. What is organisational effectiveness? How do you measure and achieve organisational effectiveness ? 20
10. Write short notes on **any two** of the following : 10x2=20
- (a) Informal Communication
 - (b) Communication Process
 - (c) Non - Verbal Communication
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