

BACHELOR IN HOTEL MANAGEMENT (BIHM)

00224

Term-End Examination

June, 2014

BHY-039 : ORGANIZATIONAL BEHAVIOUR

Time : 3 hours

Maximum Marks : 100

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

1. What is Organizational Behaviour ? Give its significance in present scenario. 20
2. Define organizational climate. Give its types and their effects on the performance of the organization. 20
3. What do you mean by personality ? How is it assessed ? 20
4. What is motivation ? How motivated employees can influence guest satisfaction ? 20
5. Explain the process of group formation. How does it impact the functioning of an organization ? 20

6. Write notes on : 10x2=20
(a) Group decision-making
(b) Group tasks
7. Explain the 'trait theory' of leadership in detail. 20
8. What are conflicts ? Explain their causes and effects. 20
9. Define organization. Give its principles and significance. 20
10. Write notes on : 10x2=20
(a) Organizational culture
(b) Organizational change
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