

00140  
**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**June, 2016**

**BHY-039 : ORGANIZATIONAL BEHAVIOUR**

*Time : 3 hours*

*Maximum Marks : 100*

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

1. Elaborate organisational culture ? How can it be created and sustained in hotel industry. 20
2. Explain the theories of motivation Identify which theory of motivation is suitable for Indian hotel organisation. 20
3. What is the importance of a leader for any organisation ? Describe the roles and functions of a Leader. 20
4. Discuss the major challenges before organisations and their management in current business scenario. 20
5. Write a note on reasons and ways of overcoming conflict. 20
6. Discuss the features of different personality theories. 20

7. Explain the different models used for the study of organisational behaviour. 20
8. What is organisational change ? Why do people resist change and how can one overcome from this problem ? 20
9. (a) What are the various factors that influence group cohesiveness ? 2x10=20  
(b) How can group decision be made effective ?
10. (a) Explain the relation between group cohesiveness and productivity. 2x10=20  
(b) Write the stages in group formation.
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