

00494

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**June, 2017**

**BHY-039 : ORGANIZATIONAL BEHAVIOUR**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. Describe the major challenges being faced by organisations and management in current business scenario. 20
2. What do you understand by organisational culture ? How can organisational culture be created and sustained in hospitality industry ? 20
3. Discuss the various techniques of managing group dynamics. 20
4. Explain equity and expectancy with the help of Herzberg's motivation theory. 20
5. What is the difference between the characteristics of formal and informal leadership ? 20

6. What is the significance of organisational communication ? Discuss the process of effective organisational communication. 20
  7. Elaborate the various factors involved in formation of organisational structure. What is the importance of organisational structure for any hotel property ? 20
  8. List the various models of organisational behaviour. Discuss any one of them. 20
  9. What are human reactions to organisational change ? How can one overcome this problem ? 20
  10. What is the importance of leader for any organisation ? Pen down the major roles and functions of a Leader. 20
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