

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2018

BHY-039 : ORGANIZATIONAL BEHAVIOUR

Time : 3 hours

Maximum Marks : 100

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

1. What are the critical issues and challenges faced by managers in hospitality industry ? How can these issues and challenges be resolved ? 20
2. What do you understand by organisational behaviour ? Discuss the relevance and scope of organisational behaviour. 20
3. Write short notes on : 2x10=20
(a) Motivation
(b) Interpersonal Communication
4. Compare and contrast two different approaches to personality. 20
5. Explain any two group decision making techniques with illustrations. 20
6. Discuss various stages of group development and formation. 20

7. Define conflict. What are the ways of overcoming conflicts in an organisations ? 20
 8. Explain the transactional theory of leadership with an example. 20
 9. Explain the determinants of organisational culture. 20
 10. Discuss the objectives and characteristics of organisational development. 20
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