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**BHY-039**

**BACHELOR IN HOTEL MANAGEMENT  
(BIHM)**

**Term-End Examination**

**June, 2019**

**BHY-039 : ORGANISATIONAL BEHAVIOUR**

*Time : 3 Hours*

*Maximum Marks : 100*

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

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1. Explain the challenges and issues faced by the organisation in the present scenario. 20
2. Write short notes on the following : 10 each
  - (a) Conflict management
  - (b) Organizational structure
3. Outline the barriers to communication that might arise in an organization. Also mention the ways to overcome them. 20
4. Explain the meaning and nature of conflicts in an organisation. 20
5. What do you understand by leadership styles ?  
Discuss any *two* styles of leadership. 20

6. What is organisational culture ? How does it affect individual behaviour in an organization ?  
20
7. Define motivation. Explain the motivational needs as described by Maslow with the help of examples.  
20
8. What are the factors that shape an individual's personality ? Which of them in your opinion are more important in shaping personality ?  
20
9. What is group dynamics ? Discuss the group decision making techniques.  
20
10. Write short notes on the following : 5 each
- (a) Learning
  - (b) Attitudes
  - (c) Organizational environment
  - (d) Informal communication