

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**00261**

**December, 2014**

**BHY-039 : ORGANIZATIONAL BEHAVIOUR**

*Time : 3 hours*

*Maximum Marks : 100*

---

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

---

1. What do you mean by individual behaviour ?  
How is it important for the organization ? 20
2. Explain the psychological factors in detail by showing their impacts on hotel business. 20
3. Explain the impacts and significance of employee attitude for a hotel organization. 20
4. Explain Maslow's theory of Motivation in detail. 20
5. Explain group dynamics with its benefits and limitations. 20
6. Write notes on the following : 2×10=20
  - (a) Group Formation
  - (b) Group Behaviour

7. Graphically depict the communication process.  
Explain the various barriers of communication. 20
8. Explain the role of a good leader in the  
development of the organization. 20
9. What are the causes of organizational change ?  
How can the changes be managed ? 20
10. Write notes on the following :  $2 \times 10 = 20$
- (a) Organizational Structure
  - (b) Organizational Culture
-