

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2016

BHY-039 : ORGANIZATIONAL BEHAVIOUR

Time : 3 hours

Maximum Marks : 100

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

1. Explain Group Decision Making process. How can group decisions be made more effective ? 20
2. Explain Maslow motivation theory. How it is different from Herzberg's motivation theory ? 20
3. Differentiate between the characteristics of formal and informal leadership. 20
4. Illustrate the process and importance of organisational communication. 20
5. What are the various factors involved in formation of organisational structure ? Explain the importance of organisational structure. 20
6. Describe the various models of organisational behaviour. 20

7. Explain the concept of organisational climate. 20
Describe various factors affecting organisational climate.
8. Describe the major challenges faced by management in the field of organisational behaviour. 20
9. (a) How is organisational effectiveness measured and achieved. 2x10=20
(b) Which attitudinal factors affect organisational behaviour ?
10. (a) What is organisational effectiveness ? 2x10=20
(b) Discuss various ways of to improve perception.
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