

00074

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

December, 2017

BHY-039 : ORGANIZATIONAL BEHAVIOUR

Time : 3 hours

Maximum Marks : 100

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

1. Discuss the concept of motivation and its types. 20
2. What is organisational conflict ? Discuss the reasons and ways of overcoming conflict. 20
3. Describe the features of any two personality theories. 20
4. Explain any two theories of leadership in detail. 20
5. How are group decisions made ? How can group decisions be made more effective ? 20
6. Describe the major challenges faced by management in the field of organisational behaviour. 20
7. Explain the determinants of organisational culture. 20

8. Describe the different models used for the study of organisational behaviour. 20
9. What do you understand by organisational communication ? Discuss the barriers and ways of overcoming these barriers. 20
10. (a) Give the significance of interpersonal communication for any organisation. 10x2=20
(b) How is organisational effectiveness measured and achieved ?
-