

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2013

BHY-039 : ORGANIZATIONAL BEHAVIOUR

Time : 3 hours

Maximum Marks : 100

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

1. Describe the major challenges faced by management in the field of organisational behaviour.
2. Discuss various models of organisational behaviour.
3. (a) Discuss various ways to improve perception.
(b) Discuss various attitudinal factors affecting organisational behaviour.
4. Explain equity and expectancy with the help of Herzberg's motivation theory ?
5. Illustrate the process and importance of organisational communication.

6. (a) Write the stages in group formation.
(b) How can group decision be made effective ?
 7. What do you understand by organisational conflict ? What are the ways of overcoming conflict ?
 8. Who is a Leader ? State the major roles and functions of a Leader.
 9. What is organisational culture ? How can it be created and sustained ?
 10. What is organisational change ? Why do people resist change and how do you overcome this problem ?
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