

BACHELOR IN HOTEL MANAGEMENT (BIHM)

Term-End Examination

June, 2015

BHY-039 : ORGANIZATIONAL BEHAVIOUR

Time : 3 hours

Maximum Marks : 100

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

1. What do you understand by Organisational Behaviour (OB) ? Discuss its relevance and scope. **20**

2. Define organisational culture. How are culture and ethos maintained in an organisation ? **20**

3. What is conflict ? Discuss the ways of overcoming conflict. **20**

4. Discuss any two models of organisational behaviour. **20**

5. Discuss the different types of groups. Explain the need for group formation. **20**

6. What do you understand by communication ? Discuss the need and importance of communication for effective supervision. **20**

7. Mention the elements of an organisation structure. How would you design the structure of a service organisation ? 20
 8. What do you understand by group dynamics ? Discuss the role of informal groups in management. 20
 9. Explain equity and expectancy with the help of Herzberg's motivation theory. 20
 10. Highlight the common traits and qualities of effective leadership. Differentiate between formal and informal leadership characteristics. 20
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