

**B.H.M.C.T. Sem-IV (2010 Course) /B. Sc. (Hospitality & Hotel
Administration) Sem – IV (2010 Course) : SUMMER - 2019**
SUBJECT: ORGANIZATION BEHAVIOUR

Day: Friday
Date: 12/04/2019

Time: 02.00 PM To 05.00 PM
Max. Marks: 80

S-2019-2470

N.B:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.

Q.1 Attempt **ANY TWO** of the following: **(16)**

- a) Discuss any four barriers to communication.
- b) Discuss Abraham Maslow's Need Hierarchy Theory of motivation.
- c) Define Organizational Behavior and discuss its scope.

Q.2 Attempt **ANY TWO** of the following: **(16)**

- a) Discuss Fiedler's Contingency theory of leadership.
- b) Define Conflict. Discuss the causes of conflict in an organization.
- c) Discuss the organizational factors influencing individual behavior.

Q.3 Attempt **ANY TWO** of the following: **(16)**

- a) Discuss Herzberg's Theory of motivation.
- b) Define Group. Discuss the stages of group formation.
- c) Describe any two organizational structures adopted by organizations.

Q.4 Attempt **ANY TWO** of the following: **(16)**

- a) Briefly discuss any four reasons for group formation.
- b) Describe the strategies adopted by managers to overcome resistance to change.
- c) Discuss the ways of creating organizational culture.

Q.5 Read the case study below and answer the following : **(16)**

Guest first was a hospitality company established in the market for many years. The culture of the company was relaxed and at the same time demanding.

Each department was given a budget to meet and the Chief Operating Officer of the organization personally attended department meetings at the end of the month.

Since the last six months the Chief Operating Officer has observed the friendly competition between the Food Beverage Service department and Food Production Department turning into bitter rivalry.

Incidences have occurred where the guests have communicated their dissatisfaction towards the quality of food and the time lag in service of food. When enquired both the departmental heads were unable to meet budgets.

Questions:

- a) Discuss the causes that are responsible for the rivalry between the Food and Beverage Service and Food Production Department.
- b) As a General Manager of the hospitality company what would be your recommendations to rectify the problem.