

**B.H.M.C.T. SEM-IV (2010 COURSE) /B. SC. (HOSPITALITY &
HOTEL ADMINISTRATION) SEM – IV (2010 COURSE) :
SUMMER - 2018
SUBJECT: ORGANIZATION BEHAVIOUR**

Day: Tuesday
Date: 17/04/2018

S-2018-2155

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

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) Explain any four personal factors affecting individual behavior.
- b) Explain the equity model of motivation.
- c) Define organizational behaviour and discuss the scope and relevance of organizational behavior.

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

- a) Explain Herzberg two factor theory.
- b) Discuss the ways of reducing conflicts in an organization.
- c) Explain the following:
 - i) Polarization
 - ii) Group think
 - ii) Cautions shift
 - iv) Risky shift

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

- a) Explain any two organizational structures and state their advantages and disadvantages.
- b) State the various reasons for formation of groups.
- c) Explain how organizational factors affect the behaviour of an Individual.

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

- a) Explain victor vrooms expectancy theory.
- b) Describe the flow of communication in an organization.
- c) What are the causes of conflicts and how would you resolve conflicts.

Q.5 CASE STUDY **(16)**

Mr. Ravi is an F and B Director in a reputed Five Star Hotel, he comes from a family of Rural farmers and has a humble background. Though he has proved himself intelligent in academics.

However in practice many times Mr. Ravi is hesitant to make risky decisions. According to the management Ravi avoids taking any risks and for even routine and petty problems asks his seniors for a solution.

The management wants Mr. Ravi to be more independent in his work and to implement various policy decisions. The organization believes that if Mr. Ravi has to be promoted, he must improve his performance.

Questions:

- a) Discuss the reasons why Mr. Ravi is not able to work independently.
- b) Suggest an OB model to enhance the performance of Mr. Ravi.

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