

**B.H.M.C.T. SEM-IV (2010 COURSE) /B. SC. (HOSPITALITY &
HOTEL ADMINISTRATION) SEM – IV (2010 COURSE) :
WINTER - 2017
SUBJECT: ORGANIZATION BEHAVIOUR**

Day: Tuesday
Date: 28/11/2017

Time: 12.30 PM TO 3.30 PM
Max. Marks: 80

W-2017-1465

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) With help of a diagram explain Abraham Maslow's need hierarchy.
- b) Explain barriers and ways of overcoming the barriers.
- c) Describe any four organizational factors affecting individual behavior.

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

- a) Define organizational structure and explain. Functional and Place/ Geographical organizational structure.
- b) Give any two definitions of organization behavior and discuss the scope and relevance of O.B.
- c) Explain any eight reasons for formation of groups.

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

- a) What is organizational culture, explain how it is created and sustained.
- b) Explain the following:
 - i) Valance
 - ii) Instrumentality
 - iii) Expectancy
 - iv) motivation theory.
- c) Comment on "leadership traits are inborn or can be developed."

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

- a) State the causes and ways of overcoming conflicts.
- b) Describe any four types of group.
- c) Explain how, perception, value, Marital status and no of dependents affect an Individual's behavior.

Q.5 CASE STUDY **(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 departmental meetings at the end of the month.

Since the last six months the Chief Operating Officer has observed the friendly competition between the food and 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 accusing each other. In the bargain the guests were suffering and the departments 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.

* * * * *