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Total No. of Pages: 02

Total No. of Questions: 09

Master of Hotel Management & Catering Technology (Sem. – 4)

ORGANIZATIONAL BEHAVIOUR

Subject Code: MHM403-18

M Code: 77966

Date of Examination : 17-12-2022

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.

SECTION-A

1. Write briefly:
 - a) Define Values.
 - b) Pen down the skills of a manager.
 - c) Define group dynamics.
 - d) What is meant by group decision making?
 - e) Define Personality.
 - f) What are the basic forms of communication?
 - g) What is conflict management?
 - h) What are perceptual errors?
 - i) What is Perception?
 - j) What is group development?

SECTION-B

2. Define Johari Window. Discuss its model with suitable examples.
3. Discuss the Maslow's need theory of motivation.
4. Discuss the importance and barriers of communication.
5. Discuss the link between values and organizational behavior.
6. Discuss the various theories of learning.

SECTION-C

7. Define stress. Pen down the nature, causes, effects and the ways to manage stress.
8. Define Attitude. Discuss the types, components, functions and barriers to changing attitude.
9. Define Leadership. Discuss the Trait, Contingency, Situational, Behavioral, and Participative leadership theories of leadership.

NOTE : Disclosure of Identity by writing Mobile No. or Marking of passing request on any paper of Answer Sheet will lead to UMC against the Student.