

Total No. of Questions: 7

Total No. of Printed Pages: 2

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/OE702B/2025/BHMCT_SEM7

Final Year (Seventh Semester) Examination, 2025

OE702B - ORGANIZATIONAL BEHAVIOUR

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Stereotyping [2]
- B) Attitude [2]
- C) Dominant culture [2]
- D) Stress [2]
- E) Group [2]

Q2. A) Explain the significance of studying Organizational Behavior for managers in the hospitality industry. [5]

B) Explain the attribution theory and discuss the perceptual errors in hospitality organizations. [5]

Q3. A) Define values and explain their importance in shaping organizational culture. [5]

B) Explain the characteristics and functions of organizational culture with examples. [5]

Q4. A) Differentiate between Groups and Teams. [5]

B) Discuss the importance of managing diversity and developing multicultural organizations. [5]

Q5. A) Define learning and list the main steps in the learning process. [5]

B) Explain subcultures, and core values in the context of a hospitality organization. [5]

Q6. A) Define Emotional Quotient (EQ) and explain its importance for hospitality professionals. [5]

B) Explain how organizational culture influences employee behavior and performance in the hospitality industry. [5]

Q7. A) Discuss various approaches to resolving organizational conflict. [5]