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Reg. No.....

Name.....

**BACHELOR OF HOTEL MANAGEMENT DEGREE
EXAMINATION, JANUARY 2026**

Fifth Semester

ORGANISATIONAL BEHAVIOUR

(2017–2019 Admissions – Supplementary/2014–2016 Admissions – Mercy Chance)

Time : Three Hours

Maximum Marks : 80

Section A

*Answer **all** questions.
Each question carries 1 mark.*

Write short notes on the following :—

- | | |
|----------------------------|---------------------------------|
| 1. Organization. | 2. Creativity. |
| 3. Organization Chart. | 4. Sensation. |
| 5. Job Security. | 6. Recognition. |
| 7. Qualities of a manager. | 8. Personality. |
| 9. Formal group. | 10. Organizational development. |

(10 × 1 = 10)

Section B

*Answer any **eight** questions.
Each question carries 2 marks.*

11. What is division of labour ?
12. How are the Hawthorne Experiments useful in Understanding Organisational behaviour ?
13. What do you mean by attribution ?
14. How can the attitudes of a person be changed ?
15. Explain the work related attitudes of employees.
16. What are non-financial incentives ?
17. What is Co-opting ?
18. What is meant by terminal value ?
19. What are the functions of attitudes ?

Turn over





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20. Who are introverts ?
21. What is laissez faire leadership ?
22. Mention a few characteristics of a group.

(8 × 2 = 16)

Section C

*Answer any **six** questions.
Each question carries 4 marks.*

23. Describe the special features of productivity approach.
24. Explain the external factors influencing the selection of stimuli in the context of perceptual process.
25. State the important principles considered in organising stimuli.
26. Explain the work-related attitudes of employees.
27. Distinguish classical conditioning from operant conditioning.
28. Explain the psychoanalytical theory of personality.
29. Write a note on paternalistic leadership.
30. Explain the measures that can be taken to increase group cohesiveness.
31. Explain the merits and demerits of group decisions.

(6 × 4 = 24)

Section D

*Answer any **two** questions.
Each question carries 15 marks.*

32. Enumerate the contributions of organization to the continuity and success of an enterprise.
33. Distinguish theory 'X' from Theory 'Y'.
34. Bring out the similarities and dissimilarities between attitudes and values.
35. Discuss the various goals of organizational development.

(2 × 15 = 30)

