



AJEENKYA

D Y PATIL UNIVERSITY

Summer End Term Examination (July 2019)

School: Hotel Management

Program: Bachelor in Hotel Management

Course: Organizational Behavior

Course Code: MGT210

Semester: IV

Max Marks: 50

Duration (mins): 120 Mins

Note: 1. Figures to the right indicates full marks.

- Q 1. Define the terms. 10 Marks
- 1) Perception
 - 2) Personality
 - 3) Values
 - 4) Attitude
 - 5) Motivation
 - 6) Virtual team
 - 7) Group cohesiveness
 - 8) Learning
 - 9) Halo effect error
 - 10) Organizational behavior
- Q 2. Answer any two of the following in 60-70 words. 10 Marks
- 1) Which are the factors that influence perception
 - 2) What are the dimensions of attitude?
 - 3) What are the various conflict management techniques?
- Q.3. Write a short note on. 10 Marks
- 1) Group behavior
 - 2) Classical conditioning theory of learning
- Q.4. Answer any one of the following in 100-120 words. 10 Marks
- 1) Explain two key elements of organizational behavior.
 - 2) Explain perceptual process in detail.
- Q.5. Answer any one of the following in 100-120 words. 10 Marks
- 1) Explain the five stage model of group formation.
 - 2) Explain the factors affecting personality.