



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B.Sc. INTERNATIONAL HOSPITALITY MANAGEMENT

Type: Semester End Assessment

Date: 12/04/2024

Batch and Term: 2022-2025 & 4

Total Marks: 25

Time Duration: 2 Hours

Course Name: Management Process 2
(Hospitality, Tourism, Leisure & Event)

Course Code: IHOH108

Instructor: Mr. Frazer Rodrigues

This paper contains 01 page in addition to the cover page.

Full Name of the Student: _____

Permanent Registration Number: _____ Class: _____

Marks Obtained: _____ Faculty Signature: _____ Invigilator Signature: _____

Main Answer sheet	Number of Supplements	Total number of Answer sheets
01		

- Carefully read each question at the outset of the paper. All queries must be addressed to the faculty within the first 10 minutes of the examination.
- Students are expected to maintain complete silence in the examination hall and should not interact or communicate with their peers.
- Students will carry only their essential stationery like pens, pencils, ruler and simple calculators into the examination hall.
- Bags, eatables, drinks, etc. will not be allowed inside the hall with the exception of a bottle of water.
- Cell phones, electronic data banks, scientific calculators and smart/beeping watches are prohibited in the examination hall.
- Students will answer the examination with only blue/ black ball point pens unless informed differently by faculty. Avoid usage of green or red ink pens on the answer sheet.
- Dictionaries will not be allowed into examination hall unless informed differently by faculty.

Answer the following questions

Q.1. Organizational design is a field concerned with the creation of roles, processes, and formal reporting relationships in an organization. Explain any five Organizational designs

(10 Marks)

Q.2. Hofstede proposed a framework for understanding how values underlie organizational behaviour. Explain.

(10 Marks)

Q.3. Organizational culture is defined as the underlying beliefs, assumptions, values and ways of interacting that contribute to the healthy work culture in an organization. Explain ways to keep the culture alive in an organization.

(05 Marks)
