



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B. Sc. International Hospitality Management

Type: Semester End Assessment (SEA)

Date: 08/01/2025

Batch and Trimester: 2022- 2025 and Term 8

Total Marks: 25

Time Duration: 2 Hours

Course Name: Organisational Behaviour 1

Course Code: IHOH113

Instructor: Ms. Nelissa Alcasoas

This paper contains 02 pages 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.



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Answer all questions

Q.1. Fill in the blanks choosing the correct alternatives -

(5 Marks)

1. The study of organizational behavior has certain basic assumptions. They are _____
 - a) An industrial enterprise is an organization of people.
 - b) These people must be motivated to work effectively.
 - c) The goals of the employee and the employer may not necessarily coincide.
 - d) All of the above

2. The job satisfaction of an employee depends on the
 - a) Behavior
 - b) Attitude
 - c) Personality
 - d) Employer

3. In order from lowest to highest, what are Maslow's five classes of needs?
 - a) Social-esteem-physiological-safety-self-actualization
 - b) Physiological-safety-social-self-actualization-esteem
 - c) Physiological-safety-social-esteem-self-actualization
 - d) Self-actualization-esteem-safety-social-physiological

4. Which is not a method used for changing the attitude of employee
 - a) Use of fear
 - b) Providing new information
 - c) Performance appraisal
 - d) Giving Feedback



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5. The five personality traits as per Big Five Personality Traits are
- a) Extroversion, Agreeableness, Conscientious, Emotional Stability, Openness to experience
 - b) Extroversion, Agreeableness, Friendly, Emotional Stability, Openness to experience
 - c) Extroversion, Agreeableness, Courage, Friendly, Openness to experience
 - d) Extroversion, Agreeableness, Conscientious, Emotional Stability, Easy going

Q.II. You're a sales rep for a local food distribution company. When you get into the office Monday morning, you have an email from the customer service team: 'Please call Lindsay Bock from Joe's Steak House after 3pm regarding an order for 10 cases of beef.' You email Lindsay a quote for 10 cases of ground beef, the monthly special, but do not hear from her again. You follow up with an email a week later asking if she needed additional information and still hear nothing back. A month goes by and you decide to call Lindsay about her quote to see if she is ready to purchase. She informs you she did not want ground beef, but 10 cases of steak – a much more significant sale. She informs you she has chosen to go with a competitor and hangs up.

Answer the following questions based on the above case.

- a. What steps should you have taken to clearly communicate with Lindsay? **(5 Marks)**
- b. How can you work to better serve customers in future? **(5 Marks)**

Q.III. Most jobs have stressful aspects; explain in detail how you would handle the following situation –

- a. How would you respond if your manager gave you negative feedback in front of your peers? **(5 Marks)**
- b. What advice would you give to calm down a colleague who's stressed out about a deadline? **(5 Marks)**