



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B.Sc. International Hospitality Management

Type: Semester End Assessment (SEA)

Date: 08/04/2025

Batch and Term: 2022-25 and 9

Total Marks: 25

Time Duration: 2 Hours

Course Name: Organisational Behaviour 2

Course Code: IHOH114

Instructor: Ms. Nelissa Alcasoas

This paper contains 03 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.



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

Answer All Questions

Q.1. Develop a change management plan focusing on *Cultural Transformation*.

Scenario:

A company wants to transform its corporate culture to become more inclusive and diverse. While the leadership team is committed to this change, many employees are resistant to discussing topics related to diversity and inclusion. There are also concerns about favoritism and unfair treatment of certain groups.

Challenges:

- Creating awareness and buy-in for diversity and inclusion initiatives across all levels of the organization.
- Managing conflict or resistance to changes in workplace behaviors and attitudes.
- Measuring the success of diversity initiatives and ensuring they are sustainable over time.

Questions -

How would you handle the change, focusing on the following key elements?

- 1) Identifying key stakeholders: Who will be impacted by this change? **(02 Marks)**
- 2) Communication strategy: How will you communicate the change to the affected individuals?
What channels will you use? **(06 Marks)**
- 3) Managing resistance: How do you anticipate employees will react to the change, and how will you address resistance? **(04 Marks)**
- 4) Implementation steps: What steps will you take to ensure the change is smoothly integrated into the organization? **(06 Marks)**
- 5) Measuring success: How will you evaluate the success of the change initiative? **(02 Marks)**



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

Q.2. Choose the correct alternative and write the alphabet and sentence -

(05 Marks)

1. Which of the following is a consequence of a decentralized organizational structure?
 - A) Greater autonomy for lower-level managers
 - B) Slower decision-making process
 - C) Reduced employee motivation
 - D) Higher control over operations
2. Environmental uncertainty **in the context of organizational design** refers to:
 - A) The stability of the organizational culture
 - B) The unpredictability of the internal processes
 - C) The degree to which external factors influence the organization
 - D) The consistency in decision-making
3. Which organizational structure involves a grouping of employees by their specific skills, roles, or functions?
 - A) Divisional structure
 - B) Matrix structure
 - C) Functional structure
 - D) Network structure
4. Which of the following best characterizes an **organic** organizational structure?
 - A) Rigid hierarchies
 - B) Few rules and regulations
 - C) Centralized authority
 - D) High levels of standardization



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

5. The **degree of centralization** in an organization refers to:
- A) How many departments are included
 - B) How many decisions are made at the top levels
 - C) How much authority is given to lower-level managers
 - D) How much autonomy employees have