

1/21

1605N481

Candidate's Seat No : _____

BBA in AVI (NEP) Sem.-2 Examination

DSC-M-AVI - 123

Organizations Skills in Service Industries

Time : 2-00 Hours]

May-2025

[Max. Marks : 50

Instructions:

- Figures to the right indicate full marks.
- Do not write anything on the question paper.
- Simple calculator is allowed. Do not use a scientific calculator.

1	Explain the key responsibilities of managers in shaping organizational behaviour.	10
2	Discuss the major causes of workplace stress and strategies to reduce it OR Define fatigue management and explain its significance in the workplace.	10 10
3(I)	What are the common weaknesses in a team, and how can they be identified?	5
3(II)	Define contingency models in management.	5
4	Explain the impact of cultural diversity on organizational behaviour. What challenges does it create? OR Explain the difference between general and specific decision-making strategies with examples.	10 10
5	Draw and explain Vroom-Yetton Decision Model.	10