

IMBA 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	Discuss the role of employees and management in maintaining a positive organizational culture.	10
2	What are the major challenges faced in managing organizational behaviour? Explain with examples. OR Define stress management. Explain its importance in maintaining workplace productivity.	10 10
3(I)	Discuss strategies for resolving conflicts that arise due to team weaknesses	5
3(II)	Explain the different types of workplace conflicts and their impact on organizational performance.	5
4	Discuss the common workplace conflicts that arise in organizations and how they can be resolved. OR How to Identify and overcome the weaknesses in a Team? Explain with an example.	10 10
5	Explain Fiedler's Contingency Theory of Leadership with examples.	10