

IMBA in AVT Sem.-2 Examination**IMBAAVT - 111****Organizations Skills in Service Industries****Time : 2-30 Hours]****May-2025****[Max. Marks : 70**

Instructions:

- 1) Figures to the right indicate Full Marks.**
- 2) Do not write anything on the question paper.**
- 3) Do not use scientific calculator.**

Q1. Explain Henry Fayol's 14 Principles of Management. **(14)**

Q2. Explain the Factors influencing perception. **(14)**

OR

Explain in detail "Attribution Theories".

Q3. Explain in detail "Trait Theory". **(14)**

OR

Explain in detail "Maslow's self-actualization theory".

Q4. How are decision actually made in organization? **(14)**

OR

What are the three different criteria of making ethical choices?

Q5. Define the terms: (A) Halo Effect (B) Contrast Effect (C) Projection (D) Stereotyping **(14)**
