

No. of Printed Pages : 2

MHA-01

M.Sc. HOSPITALITY ADMINISTRATION

Term-End Examination

December, 2013

MHA-01 : MANAGEMENT FUNCTIONS AND BEHAVIOUR IN TOURISM

Time : 3 hours

Maximum Marks : 100

*Note : Attempt **any five** questions in about **600** words each.
All questions carry **equal** marks.*

1. What do you understand by managerial obsolescence ? What steps do you need to take for postponing managerial obsolescence ? 20
2. As a manager what responsibilities you have towards the employees ? 20
3. What do you understand by controlling ? Mention the basic steps involved in designing a control process. 20
4. Explain the main roles of the top level executive which are required for institution building. 20

5. Write short notes on **any two** of the following in about **250** words each : **10x2=20**
- (a) Managerial levels
 - (b) Informal communication
 - (c) Decentralisation
6. What do you understand by MBO ? Explain the steps involved in the MBO process. **20**
7. What do you understand by conflict ? List the potential sources of conflict. **20**
8. What do you understand by matrix structure ? **20**
How would you design the structure of a service organisation ?
9. What are the barriers to effective communication ? **20**
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10. Discuss theory X and Y of leadership. What would you do to be a successful leader ? **20**
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MHA-01

00054

M.Sc. HOSPITALITY ADMINISTRATION

Term-End Examination

June, 2014

MHA-01 : MANAGEMENT FUNCTIONS AND BEHAVIOUR IN TOURISM

Time : 3 hours

Maximum Marks : 100

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- Note :** (i) Attempt *any five* questions.
(ii) *All* questions carry *equal* marks.
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1. What do you understand by the term 'professional manager' ? Discuss the responsibilities of a manager towards all stakeholders. 20
2. Write short notes on **any two** of the following :
(a) Managerial Obsolescence 10x2=20
(b) Group Dynamics
(c) Johari's Window
3. What is Management Information System (MIS) ? What factors should be kept in mind while designing an effective MIS for a business organisation ? 20

4. What do you understand by managerial levels ? 20
Explain the managerial skills used at various levels.
 5. Define Management By Objectives (MBO). 20
Explain the steps involved in the MBO process.
 6. What do you understand by managerial ethos ? 20
Explain the stages of socialisation process.
 7. What is conflict ? Discuss the positive impacts of 20
conflict.
 8. What do you understand by communication 20
process ? What are the barriers to effective communication ?
 9. What do you understand by organisational 20
structure ? What are the factors that influence the choice of an organisational structure ?
 10. What are various leadership theories ? Explain 20
any three theories of leadership in detail.
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MHA-01

**M.Sc. HOSPITALITY ADMINISTRATION
(MHA)**

00025

Term-End Examination

December, 2014

**MHA-01 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN HOSPITALITY**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any **five** questions. All questions carry equal marks.

1. What are the various types of managerial decisions ? Discuss the models of decision-making process. 20

2. What do you understand by controlling ? Explain the basic steps involved in designing a control process. 20

3. Define Management by Objectives (MBO). Discuss the limitations of MBO. 20

4. Write short notes on any **two** of the following : 2×10=20
 - (a) Strategy
 - (b) Policies
 - (c) Procedures

5. What do you understand by resistance to change ? Discuss the strategies of implementing change. 20
6. Define delegation of authority. Discuss the essential prerequisites for effective delegation. 20
7. What is a group ? Discuss the role of informal groups in management. 20
8. What is organisational culture ? Describe in detail the different dimensions and determinants of organisational culture. 20
9. Explain the determinants of interpersonal behaviour. 20
10. Write an essay on differentiation of tasks and activities within an organisation. 20

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MHA-01

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

June, 2015

00003

**MHA-01 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any *five* questions. All questions carry equal marks.

1. Who is a professional manager ? Why should a manager keep a close eye on competition ? 20
2. As a manager, what responsibilities would you have towards the society ? Give appropriate examples. 20
3. What do you understand by MIS ? What factors should be kept in mind while designing an effective MIS ? 20
4. Discuss the managerial competencies required by managers at various levels. 20
5. What do you understand by MBO ? Discuss the steps involved in the MBO process. 20

6. What do you understand by managerial ethos ?
How are organisational culture and ethos maintained ? 20
7. What is meant by conflict ? Discuss the various sources of conflict. 20
8. Write short notes on any *two* of the following : 2×10=20
- (a) Matrix Structure
 - (b) Network Structure
 - (c) Decentralization
9. What are the barriers to effective communication ? 20
10. Define a group. Discuss the role of informal groups in management. 20
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MHA-01

M.Sc. HOSPITALITY ADMINISTRATION

Term-End Examination

December, 2015

MHA-01 : MANAGEMENT FUNCTIONS AND BEHAVIOUR IN TOURISM

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt *any five* questions.
(ii) All questions carry *equal* marks.

1. What do you understand by managerial obsolescence ? Discuss the ways to postpone the managerial obsolescence. 20
2. Discuss the responsibilities of a professional manager towards customers. 20
3. What do you understand by Controlling ? Mention the basic steps involved in designing a control process. 20
4. Write short notes on **any two** of the following :
(a) Mission 10x2=20
(b) Objectives
(c) Strategy
5. Define Management By Objectives (MBO). Discuss the benefits and limitations of MBO for an organisation. 20

6. What is Conflict ? Discuss the different types of conflicts. 20
7. What is organisation structure ? Mention the essential elements of an organisation structure. 20
8. What is Communication ? Discuss the importance of communication in the service industry. 20
9. Define a group and its typology. Discuss the role of informal groups in management. 20
10. What are various leadership theories ? Explain any three theories of leadership. 20

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MHA-01

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

June, 2016

**MHA-01 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

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1. What is meant by the term "Professional Manager" ? What are the tasks of a Professional Manager ? 20
 2. What do you understand by MIS ? What factors are to be considered while designing an effective MIS ? 20
 3. What are the phases of Decision Making Process ? What are the techniques used in each step of Decision Making ? 20
 4. What are the steps of Management By Objective (MBO) process ? How can one successfully implement it in an organisation ? 20

5. Write short notes on **any two** : **2x10=20**
- (a) Managerial skills
 - (b) Formal and Informal Organisation
 - (c) Organisation Culture
6. What do you understand by Organisational Conflict ? What are the modes of conflict management ? **20**
7. What do you understand by communication process ? What is the importance of communication in the hospitality industry ? **20**
8. Define Inter - personal competence. Explain the four stages of inter-personal relationship with examples. **20**
9. What are the various leadership styles ? Which style suits service industry the best ? Explain with examples. **20**
10. Write short notes on **any two** : **2x10=20**
- (a) Designing a Control Process
 - (b) Developing Interpersonal Skills
 - (c) Johari Awareness Model
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MHA-001

00383

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

December, 2016

**MHA-001 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

*Note : (i) Attempt any five questions.
(ii) All questions carry equal marks.*

1. What are the responsibilities of a Professional Manager in a Hospitality establishment ? 20
2. What do you understand by Levels of Managers ? What are the managerial skills needed at each level of managers ? 20
3. What are the advantages and disadvantages of group decision making versus individual decision making ? What is the process of effective decision making ? 20
4. Explain the internal and external factors that influence the choice of organisational structure. 20
5. Write short notes on any two of the following :
 - (a) System concept 2x10=20
 - (b) Delegation of Authority
 - (c) Determinants of Organisational Culture

6. Explain the different types of conflict. What are the sources for these conflicts ? 20
7. Explain communication process. What are the barriers to effective communication ? 20
8. Discuss the various leadership styles. What is the difference between a successful and an effective leader ? 20
9. What role does formal and informal groups play in the management of an organisation ? Explain with the help of examples. 20
10. Write short notes on any two : 2x10=20
 - (a) Managerial Values and Ethos
 - (b) Strategies of control
 - (c) Process of organisational change

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MHA-001

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

June, 2017

**MHA-001 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

1. Who is a professional manager ? Discuss in brief the various tasks a manager is expected to perform to produce goals oriented results. 20
2. Discuss the responsibilities of a manager towards society. 20
3. What is Management Information System (MIS) ? What factors should be kept in mind while designing an effective MIS ? 20
4. Discuss the managerial skills used at various levels of management in an organisation. 20
5. Define Management by Objectives (MBO). Explain the steps involved in the MBO process. 20
6. Discuss the different types of conflicts. Also mention the positive impacts of conflict. 20

7. Write short notes on **any two** of the following : 2x10=20
- (a) Matrix Structure
 - (b) Informal Communication
 - (c) Theory X and Y of leadership
8. Why is planning necessary for an organisation ? 20
Discuss the steps involved in formulating a plan.
9. What is delegation of authority ? Discuss the 20
pre-requisites for effective delegation.
10. Define a group. Discuss the role of informal groups 20
in management.



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**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

December, 2017

**MHA-001 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN HOSPITALITY**

Time : 3 hours

Maximum Marks : 100

Note : (i) *Attempt any five questions.*

(ii) *All questions carry equal marks.*

1. Discuss the various responsibilities of a manager towards customers. 20
2. What do you understand by controlling in management ? Mention the basic steps involved in designing a control process. 20
3. Define organisational culture. Discuss the dimensions of organisational culture. 20
4. Write short notes on any two of the following :
(a) Managerial obsolescence 10x2=20
(b) Managerial Ethos
(c) Conflict avoidance strategy
5. What do you understand by Management by Objectives(MBO) ? Discuss the benefits and limitations of MBO. 20

6. Mention the elements of an organisation structure. Differentiate between formal and informal organisation structure. 20
7. Discuss in brief the barriers to effective communication. Give relevant examples. 20
8. Define MIS. How can an effective MIS be designed for hospitality sector ? 20
9. What do you understand by planning framework ? Differentiate between strategic and operational planning. 20
10. Explain the determinants of interpersonal behaviour. What is its relevance in hospitality trade ? 20

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MHA-001

00121

**M.Sc. HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

June, 2018

**MHA-001 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN HOSPITALITY**

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carries equal marks.

1. Discuss the responsibilities of a professional manager. How can a manager contribute towards a better quality of life in society ? Give suitable examples. 20
2. Define MIS. What factors must be considered while designing an effective MIS for a hospitality organisation ? 20
3. What are the skills required at the top management level ? Explain the role of top level executive in institution building. 20
4. What are the different types of managerial decisions ? Discuss one model of decision making process. 20

5. Write short notes on **any two** : **2x10=20**
(a) Levels of Manager
(b) Limitations of MBO
(c) Types of Conflicts
6. What is meant by 'resistance to change' in an organisation ? Discuss the strategies of implementing change. **20**
7. What is organisational culture ? Explain the determinants of organisational culture. **20**
8. Define Communication Process. What are the various channels of communication ? **20**
9. What do you understand by interpersonal skills ? **20**
How can one develop interpersonal skills ?
10. Write short notes on **any two** : **2x10=20**
(a) Formal Groups
(b) Methods of Control
(c) Matrix Structure
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**M.Sc. HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

December, 2018

**MHA-001 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN HOSPITALITY**

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carries equal marks.

1. What do you understand by a Professional Manager ? What are the different tasks of a Professional Manager ? 20
2. What are the different managerial levels ? How does the skills required at each level vary ? 20
3. Discuss the techniques used in the different steps of decision making process. 20
4. What do you understand by managerial ethos ? Explain the stages of socialisation process. 20
5. Write short notes on any two : 2x10=20
 - (a) Benefits of MBO
 - (b) Group Dynamics
 - (c) Organisational culture

6. What do you understand by 'delegation of authority' ? What are the essential pre-requisites for effective delegation ? 20
7. Discuss the process and strategies of Conflict Management. 20
8. Define Communication Process. What are the various barriers to effective communication ? 20
9. What are the different approaches to coordination ? Identify the problems of and approaches to inter-departmental coordination. 20
10. Write short notes on any two : 2x10=20
 - (a) Path Goal Leadership Theory
 - (b) Managerial Values
 - (c) Johari Awareness Model

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MHA-001

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

June, 2019

00565

**MHA-001 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. What do you understand by managerial obsolescence ? Discuss the tasks of a professional manager in a tourism concern. 20
2. What do you understand by Management Information System (MIS) ? What factors should be kept in mind while designing an effective MIS for a large size tour operator firm ? 20
3. What are the various levels of managers in an organisation ? Discuss the level-wise skill set required in management. 20
4. Write short notes on any *two* of the following : 2×10=20
 - (a) Managerial Skills
 - (b) Determinants of Organisational Culture
 - (c) Risky Shift Phenomenon

5. What do you understand by Management By Objectives (MBO) ? Discuss the various benefits and limitations of MBO. 20
 6. What is meant by the term "Managerial Ethos" ? Discuss the process through which culture and ethos are maintained in an organisation. 20
 7. What do you understand by resistance to change ? Discuss the strategies of implementing change. 20
 8. Discuss the importance of communication in the service industry. Explain any two types of barriers to effective communication. 20
 9. What do you understand by strategic and operational planning ? Discuss the steps involved in planning for an enterprise. 20
 10. What is interpersonal competence ? Discuss in brief, the four stages of developing interpersonal relationships. 20
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MHA-01

**M.Sc. IN HOSPITALITY ADMINISTRATION
(MHA)**

Term-End Examination

December, 2019

00761

**MHA-01 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any **five** questions. All questions carry equal marks.

1. What do you understand by Professional Manager ? What are the tasks of a professional manager in a tourism enterprise ? 20
2. What is the relationship between planning and controlling ? Mention the basic steps in designing a control process. 20
3. What do you understand by personal and organisational decisions ? What are the three phases in decision-making process ? Give suitable examples. 20
4. Define Management by Objectives (MBO). Discuss the steps involved in the MBO process. 20
5. List the different types of conflicts at various levels. Discuss the positive impacts of conflict. 20

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P.T.O.

6. What do you understand by matrix structure ?
Discuss the external factors that influence the choice of an organisational structure. 20
7. What do you understand by informal communication ? How would you make interpersonal communication effective ? 20
8. Define delegation of authority. Discuss the essential prerequisites for effective delegation. 20
9. Write short notes on any **two** of the following : 2×10=20
- (a) Johari Awareness Model
 - (b) Theory X and Y of Leadership
 - (c) Managerial Grid Theory
10. What is group dynamics ? Discuss the role of formal groups in management. 20



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No. of Printed Pages : 3

MHA-001

**M. Sc. IN HOSPITALITY
ADMINISTRATION (MHA)**

Term-End Examination

June, 2020

**MHA-001 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN HOSPITALITY**

Time : 3 Hours

Maximum Marks : 100

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

1. What do you understand by the term 'Professional Manager' ? What are the different tasks of a Professional Manager ? Elaborate. 20
2. What is meant by managerial decisions ? Discuss the techniques used in different steps of decision-making process. 20

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3. Discuss the steps involved in the Management by Objectives (MBO) process. Also mention the limitations of MBO. 20
4. What do you understand by Managerial Ethos ? How are the organizational culture and ethos maintained ? Explain with examples. 20
5. Write short notes on any *two* of the following :
10 × 2 = 20
- (i) Designing a control process
 - (ii) Managerial Obsolescence
 - (iii) Management Information System
6. What are the various barriers to Effective Communication ? How can these barriers be removed ? Explain with examples. 20
7. Define 'Group'. Discuss the various strategies of group formation in detail. 20
8. What is the need of 'delegation of authority' ? What are the pre-requisites for effective delegation of authority ? Elaborate. 20

[3]

9. What do you understand by Leadership theories ? Explain any *three* theories of leadership in detail. 20

10. Write short notes on any *two* of the following : $10 \times 2 = 20$

- (a) Resistance to change
- (b) Organizational conflict
- (c) Interpersonal skills

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