

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 ? How would you design the structure of a service organisation ? **20**
9. What are the barriers to effective communication ? **20**
10. Discuss theory X and Y of leadership. What would you do to be a successful leader ? **20**
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