

99200

**M.Sc. HOSPITALITY ADMINISTRATION**

**Term-End Examination**

**December, 2012**

**MHA-1 : MANAGEMENT FUNCTIONS AND  
BEHAVIOUR IN TOURISM**

*Time : 3 hours*

*Maximum Marks : 100*

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

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1. What are the responsibilities of a Professional Manager ? 20
2. What are the levels of managers ? Discuss the managerial skills required at the various level of manager. 10+10=20
3. What are the phases of Decision Making Process ? Explain the techniques used in different steps of Decision Making Process. 5+15=20
4. Explain the MBO process. What are the benefits and limitations of MBO ? 5+15=20
5. Write short notes on *any two* of the following :  
(a) Organisational culture 10x2=20  
(b) Methods of control  
(c) Coping strategies for change

6. What do you understand by organisational conflict ? What are the sources of conflict ? Also mention the impact of conflict.  $5+7\frac{1}{2}+7\frac{1}{2}=20$
7. Discuss the influence of external and internal factors on the choice of organisational structure.  $10+10=20$
8. Explain the communication process. What is the difference between verbal and non - verbal communication ?  $5+7\frac{1}{2}+7\frac{1}{2}=20$
9. Write an essay on Leadership Theories. 20
10. What are the determinants of Interpersonal behaviour ? 20
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