

**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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