

**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 ? 20  
Mention the basic steps involved in designing a control process.
4. Write short notes on **any two** of the following :  
(a) Mission 10x2=20  
(b) Objectives  
(c) Strategy
5. Define Management By Objectives (MBO). 20  
Discuss the benefits and limitations of MBO for an organisation.

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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