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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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