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M.Sc. HOSPITALITY ADMINISTRATION

Term-End Examination

December, 2011

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

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five (5) questions. All carries equal marks.

1. Discuss the responsibilities of a professional manager. 20
2. Define MBO and its objectives. What are its advantages and limitations. 20
3. Discuss the various steps involved in planning process. 20
4. What are various leadership theories ? Explain any three theories of leadership. 20
5. What is Group Dynamics ? Discuss in detail two dynamics of group formation. 20

6. What is "Interpersonal Competence" ? Describe the determinants of a good interpersonal behaviour. 20
7. How would globalization affect the organisation structure and design of the present Indian hospitality industry ? 20
8. Write short notes on the following : 10+10
- (a) Communication process
 - (b) Barriers of communication
9. What is organisational culture ? Describe in detail different dimensions and determinants of OC. 20
10. What are different approaches to coordination ? Identify the problems of and approaches to interdepartmental coordination. 20
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