

00567

**M.Sc. HOSPITALITY ADMINISTRATION**

**Term-End Examination**

**April, 2011**

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

*Time : 3 hours*

*Maximum Marks : 100*

- 
- Note :** (i) Attempt *any five* questions.  
(ii) All questions carry *equal* marks.
- 

1. What are the tasks of a professional manager ? 20
2. Enumerate the skills that makes a good manager. 20
3. Define and explain the linkage between mission, objective, goal and strategies of an organisation. 20
4. What are the various types of managerial decisions ? Discuss the models of Decision Making Process. 10+10=20
5. Write short notes on *any two* of the following : 10x2=20
  - (a) Leadership styles.
  - (b) Resistance to change
  - (c) Group Dynamics.

6. Define MBO. Discuss the concept of MBO. 5+15=20
  
  7. Discuss the dimensions and determinants of organisational culture. 10+10=20
  
  8. What do you understand by the term organisational conflict ? What are the modes of conflict management ? 5+15=20
  
  9. What are the various channels and barriers of communication ? 10+10=20
  
  10. What is the importance of delegation of authority ? What are the prerequisites for effective delegation ? 5+15=20
-