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**M.Sc. IN HOSPITALITY ADMINISTRATION  
(MHA)**

**Term-End Examination  
December, 2016**

**MHA-001 : 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 are the responsibilities of a Professional Manager in a Hospitality establishment ? 20
2. What do you understand by Levels of Managers ? What are the managerial skills needed at each level of managers ? 20
3. What are the advantages and disadvantages of group decision making versus individual decision making ? What is the process of effective decision making ? 20
4. Explain the internal and external factors that influence the choice of organisational structure. 20
5. Write short notes on any two of the following :
  - (a) System concept 2x10=20
  - (b) Delegation of Authority
  - (c) Determinants of Organisational Culture

6. Explain the different types of conflict. What are the sources for these conflicts ? 20
  7. Explain communication process. What are the barriers to effective communication ? 20
  8. Discuss the various leadership styles. What is the difference between a successful and an effective leader ? 20
  9. What role does formal and informal groups play in the management of an organisation ? Explain with the help of examples. 20
  10. Write short notes on any two : 2x10=20
    - (a) Managerial Values and Ethos
    - (b) Strategies of control
    - (c) Process of organisational change
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