

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

Term-End Examination

June, 2021

**MHA-01 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN HOSPITALITY**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any **five** questions in about 600 words each. All questions carry equal marks.

1. Discuss the responsibilities of a manager towards customers and society. 20
2. What do you understand by MIS ? How does MIS help in Manager's Decision-making Process ? 20
3. What do you understand by Managerial Values and Ethos ? How does an organisation maintain its culture and ethos ? 20
4. What do you understand by Organisational Culture (OC) ? What are the different dimensions and determinants of OC ? 20

5. Write short notes on the following : 4×5=20
- (a) Objective
 - (b) Mission
 - (c) Goal
 - (d) Policy
6. Why is change important for an organisation ? Explain the process of organisational change with examples. 20
7. Describe the channels in formal and informal communication. 20
8. What do you understand by Interpersonal Relationship ? What is the sequence of developing successful interpersonal relationship ? 20
9. Define Group. Discuss the various dynamics of Group formation. 20
10. Write short notes on any **two** of the following : 2×10=20
- (a) Types of Conflict
 - (b) Matrix Structure
 - (c) Barriers to Effective Communication
-