

**M.Sc. HOSPITALITY ADMINISTRATION**

**Term-End Examination**

**June, 2012**

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

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any 5 questions. All questions carries equal marks.*

1. What are the different tasks of a Professional Manager ? Explain any three in detail. 20
2. What are the various types of Managerial decisions ? Discuss the various models of decision making process. 20
3. What is a group ? Discuss the various strategies of group formation in detail. 20
4. Define the four stages of developing interpersonal relationships. Cite examples for all the stages. 20
5. What is the importance of delegation of authority ? What are the pre-requisites for effective delegation ? 20

6. Explain the process, benefits and limitations of MBO. 20
7. Explain *any two* of the following : 10+10=20
- (a) Semantic barriers to communication.
  - (b) Psychological barriers to communication.
  - (c) Organisational barriers to communications.
8. Write notes on : 4x5=20
- (a) Strategy
  - (b) Policies
  - (c) Mission
  - (d) Goals
9. Write an essay on differentiation of tasks and activities within an organisation. 20
10. Explain Management Information System (MIS) and its uses. 20
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