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**MHA-001**

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

**Term-End Examination**

**June, 2020**

**MHA-001 : MANAGEMENT FUNCTIONS AND  
BEHAVIOUR IN HOSPITALITY**

*Time : 3 Hours*

*Maximum Marks : 100*

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*Note : (i) Attempt any five questions.*

*(ii) All questions carry equal marks.*

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1. What do you understand by the term 'Professional Manager' ? What are the different tasks of a Professional Manager ? Elaborate. 20
2. What is meant by managerial decisions ? Discuss the techniques used in different steps of decision-making process. 20

3. Discuss the steps involved in the Management by Objectives (MBO) process. Also mention the limitations of MBO. 20
4. What do you understand by Managerial Ethos ? How are the organizational culture and ethos maintained ? Explain with examples. 20
5. Write short notes on any *two* of the following :  
 $10 \times 2 = 20$
- (i) Designing a control process
  - (ii) Managerial Obsolescence
  - (iii) Management Information System
6. What are the various barriers to Effective Communication ? How can these barriers be removed ? Explain with examples. 20
7. Define 'Group'. Discuss the various strategies of group formation in detail. 20
8. What is the need of 'delegation of authority' ? What are the pre-requisites for effective delegation of authority ? Elaborate. 20

9. What do you understand by Leadership theories ? Explain any *three* theories of leadership in detail. 20

10. Write short notes on any *two* of the following :  $10 \times 2 = 20$

- (a) Resistance to change
- (b) Organizational conflict
- (c) Interpersonal skills