

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

Term-End Examination

June, 2022

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

Time : 3 hours

Maximum Marks : 100

Note : *Attempt any **five** questions. All questions carry equal marks.*

1. What are the responsibilities of a Manager in a Hospitality establishment ? 20

2. What are the skills required to be a good and successful manager ? 20

3. Enumerate and explain the internal and external factors that influence the choice of organisational structure. 20

4. Define MIS. What factors need to be considered while designing an effective MIS ? 20

5. Write short notes on the following : 4×5=20
- (a) Mission
 - (b) Goal
 - (c) Objective
 - (d) Strategy
6. What do you understand by the term 'Organisational Conflict' ? What are the different types and sources of organisational conflict ? 20
7. Explain the communication process. Briefly mention the types of communication. 20
8. Describe the process of organisational change. Also explain the strategies for coping with these changes. 20
9. Discuss the four stages of developing interpersonal relationships. Also explain the role of Johari Window for studying interpersonal awareness. 20
10. Write short notes on any **two** of the following : 2×10=20
- (a) Organisational Culture
 - (b) Dynamics of Group Formation
 - (c) Management by Objectives (MBO)
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