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MHA-01

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

Term-End Examination

June, 2023

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

Time : 3 Hours

Maximum Marks : 100

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

1. With help of suitable examples, explain the responsibilities of a manager towards various stakeholders of an organization including Government, suppliers, competitors etc. 20
2. What is Management Information System ? Explain its role in any organization. What factors would you bear in mind while designing an effective MIS ? Elaborate. 20

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3. Discuss levels of managers. Explain in detail the managerial skills sets required at different managerial levels. 20
4. What is a strategy ? Explain the components of a strategy and steps involved in strategy formulation. 20
5. Explain 3 phases in decision-making. Explain in detail the types of managerial decisions. 20
6. Write short notes on any *two* of the following :
2×10=20
 - (a) MBO process
 - (b) Managerial Ethos
 - (c) Approaches to Coordination
7. What is a conflict ? What are the impacts of conflicts in an organization ? Explain modes of Conflict Management. 20
8. What is a group ? Explain the theories of group formation. 20
9. Why is planning necessary ? Explain the steps involved in formulating a plan for marketing of a 5 star hotel chain in India. 20
10. What are the determinants of interpersonal behaviour ? Explain in detail the concept of Johari Window. 20