

## **MTM-102/MTTM-102**

### **Principles of Management**

Master of Tourism and Travel Management

(MTM-12/MTTM-16/17)

First Semester, Examination, 2018

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to attempt the questions contained in these Sections according to the detailed instructions given therein.

#### **Section-A**

##### **(Long Answer Type Questions)**

**Note :** Section 'A' contains four (04) long answer type questions of nine and half ( $9\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. Explain the principles of management as stated by F. W. Taylor.
2. Define Management. Discuss the various functions of management.
3. Define Communication. What are the principles of effective communication ?
4. Briefly explain the concept of Planning. How important is it to manage a business ?

**Section–B****(Short Answer Type Questions)**

**Note :** Section ‘B’ contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. What are the basic characteristics of formal and informal organizations ?
2. What are the factors affecting the organizational structure ?
3. Discuss the process of job analysis.
4. Briefly describe the nature of management.
5. What is the need of departmentation ?
6. What are the types of leadership ?
7. What qualities a manager must have ?
8. What are the features of directing ?

**Section–C****(Objective Type Questions)**

**Note :** Section ‘C’ contains ten (10) objective type questions of half ( $\frac{1}{2}$ ) mark each. All the questions of this Section are compulsory.

1. Hawthorne Studies are associated with :
  - (a) M. P. Follett
  - (b) B. Elton Mayo
  - (c) F.W. Taylor
  - (d) Henry Fayol

2. Which of the following is not a feature of scientific management ?
  - (a) Harmony in group action
  - (b) Maximum output
  - (c) Cooperation
  - (d) Scalar chain
  
3. External communication can involve communicating with :
  - (a) Suppliers
  - (b) Service companies
  - (c) Customers
  - (d) All of the above
  
4. Which one of the following is not an element of direction ?
  - (a) Guiding employees
  - (b) Controlling employees
  - (c) Instructing employees
  - (d) Motivating employees
  
5. In staffing function, which one of the following group of managers are involved ?
  - (a) Only top management
  - (b) Only middle management
  - (c) Only personnel managers
  - (d) All of the above

6. Management is a pure science. (True/False)
7. Communication process can be horizontal and vertical. (True/False)
8. Process of staffing comes after directing. (True/False)
9. Autocratic leadership. is known as consultative leadership. (True/False)
10. Upward communication travels from superior to subordinate. (True/False)