

HM-104

Principles of Management

Master of Hotel Management (MHM-17)

First Semester, Examination, 2019 (June)

Time : 3 Hours]

Max. Marks : 40

Note : This paper is of Forty (40) marks divided into three (03) sections A, B and C. 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 any two (2) questions only.

$$(2 \times 9\frac{1}{2} = 19)$$

1. Define in brief about the characteristics and importance of the management.
2. What are the key functions of Management?
3. Write down the qualities and responsibilities of the Management professional.

- 4.** Write down in brief about the methods of control characteristics of Effective control.

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 any four (04) questions only. (4×4=16)

- 1.** Write the importance of management in brief.
- 2.** Write down the process of communication and its barriers.
- 3.** What are-the points we have to keep in our mind tor organizing the Event?
- 4.** What do you mean by Planning? Define the Principles of Planning.
- 5.** Write down the needs and importance of Control.
- 6.** Write short notes on Delegation and Decentralization.
- 7.** Write down the different types of organizations.
- 8.** Write a short note on Span of Control.

SECTION-C

(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of half (½) marks each. All the questions of this section are compulsory. $(10 \times \frac{1}{2} = 05)$

- 1.** Need based theory of Motivation invented by
 - (a) M.C. Gregor
 - (b) Peter Drucker
 - (c) Elton Mayo
 - (d) Maslow.
- 2.** Which one of the following is not associated with social responsibility.
 - (a) Social Commitment
 - (b) Social Concern
 - (c) Social Programme
 - (d) Social Structure.
- 3.** Responsibility is
 - (a) Delegation of Power
 - (b) Power of command
 - (c) Obligation to the duty.
- 4.** Henri Fayol laid down
 - (a) 10 principles
 - (b) 12 principles
 - (c) 14 principles.
- 5.** Esprit corps means
 - (a) Union is strength
 - (b) Service is our motto
 - (c) Buyer seaware
 - (d) None of the above.

- 6.** The first men who advocated the view that the management should can be target
- (a) F.W. Taylor (b) Peter Drucker
(c) Hendry Fayol.
- 7.** Which of the following roles does not constitute management roles as proposed by Henry Mintzberg?
- (a) Interpersonal role (b) Informational role
(c) Decision role (d) Training role.
- 8.** Which one of the following approach has emerged from the findings of Hawthorne experiments?
- (a) Human behavior approach
(b) System approach
(c) Human relations approach
(d) Decision theory approach.
- 9.** The number of persons reporting directly to a superior person is called
- (a) Communicating
(b) Coordinating
(c) Span of control.
- 10.** Bureaucracy is considered most efficient system because
- (a) It insist in rules
(b) It prescribes informal relationships
(c) It emphasizes on human elements in the organization
(d) It provides more freedom to action.