

Roll No.

BHM–303

Principles of Management

Bachelor of Hotel Management (BHM-11/16)

Third Year, Examination, 2018

Time : 3 Hours

Max. Marks : 40

Note : This paper is of **forty (40)** marks containing **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 *two* (02) questions only.

1. Define leadership. Discuss various styles of leadership with the reference to Indian Organizations.
2. Explain various methods of performance appraisal adopted in Indian organizations. List out any *five* obstacles to effective appraisal system.
3. Discuss principle of effective communication. List out advantages and disadvantages of written communication.

(B-83) P. T. O.

4. Write short notes on the following :
- (a) Decision theory approach
 - (b) Sources of Manpower supply
 - (c) Selection test

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 do you mean by Management by Objective ?
2. Write any *four* limitations of planning.
3. Differentiate between Authority and Power.
4. Discuss any *three* methods of On-the-Job Training.
5. What do you mean by span of control ?
6. What is job enrichment ? Give any *two* examples.
7. What are the various elements of control ?
8. Discuss the importance of manpower planning in Indian organizations.

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.

State True or False :

1. According to Maslow, once a need is satisfied, it becomes a powerful motivator.

2. Transactional leadership is good for people and good for the bottom line.
3. A directive style is more appropriate when subordinates ability is high.
4. A systematic arrangement of people brought together to accomplish some specific purpose is an organization.
5. The four processes of management consist of controlling, leading, planning and outsourcing.

Choose the correct option :

6. Under mechanism of scientific management, scientific task setting includes :
 - (a) Time study
 - (b) Motion study
 - (c) Method study
 - (d) All of the above
7. Management as a discipline is the function of
 - (a) Science
 - (b) Art
 - (c) Creativity
 - (d) All of the above
8. Which one is not a recognized key skill of management ?
 - (a) Conceptual skills
 - (b) Human skills
 - (c) Technical skills
 - (d) Writing skills

9. The word denotes a function, a task, discipline.
- (a) Management
 - (b) Leadership
 - (c) Motivation
 - (d) None of the above
10. Delphi technique is associated with :
- (a) Decision-making
 - (b) Planning
 - (c) Coordination
 - (d) Leadership