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BTS-102/BTTM-102

Principles of Management

Bachelor of Tourism and Travel Management

(BTS-12/BTTM-16/17)

1st Semester Examination June 2022

Time: 2 Hours

Max. Marks: 40

Note : This paper is of Forty (40) marks divided into two (02) Sections A and B. 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 Five (05) long-answer-type questions of Ten (10) marks each. Learners are required to answer any two (02) questions only.

[2 x 10 = 20]

Q.1. Define management. Explain the major characteristics of management as profession. To what extent, has Indian management been professionalized?

P.T.O.

- Q.2. What is the concept of motivation? How does it affect behaviour and performance? Also describe the factors which affect individual performance.
- Q.3. What are the essential characteristics of a good decision? How can a manager make effective decision?
- Q.4. Discuss the barriers of effective communication.
- Q.5. What is controlling? Also discuss its significance.

Section – B

(Short-answer-type questions)

Note: Section 'B' contains Eight (08) short-answer-type questions of Five (05) marks each. Learners are required to answer any Four (04) questions only. Answer of these questions must be restricted to two hundred fifty (250) words approximately.

[4 x 5 = 20]

Briefly discuss any four (04) of the following:

- Q.1. Contribution of Scientific Management to the Development of Management Thought.

P.T.O.

- Q.2. Various Environmental Factors Which Managers Should Take into Account in Managing Their Organizations.
- Q.3. Process of Strategy Formulation and Implementation.
- Q.4. Practical guidelines to Make Delegation Effective.
- Q.5. Various Types of Financial Incentives Which an Organization Can Use to Motivate its Employees.
- Q.6. Essential characteristics of a Good Communication System.
- Q.7. What is planning? Also discuss its Salient features.
- Q.8. Discuss the qualities required to become a good manager.
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