

MHM–402

Team Management

Master of Hotel Management (MHM-11/16)

Fourth 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. “A group that knows its resources and manages them optimally, performs best.” Comment. What are group resources ?
2. Explain autocratic leadership. How does it differ from entrepreneurial style of leadership ?
3. How are power and influence related to each other ? Explain the use and effectiveness of influence tactics.

4. What is the significance of evaluating team performance ? Describe the various functions undertaken by high-performing teams on a consistent basis.

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.

Briefly discuss any *four* (04) of the following :

1. Stages of Group Development.
2. Significance of Group Dynamics in an Organization.
3. Normative Decision Model of Leadership.
4. Hurdles that one may face while Team Building.
5. Team Management index.
6. Role of Brainstorming as a Popular Technique.
7. Geographically Dispersed Teams.
8. Different Decision-Making Tools Used by Teams.

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.

Fill in the blanks with appropriate words or phrases :

1. is the glue with which team members held together and they perform their tasks and work as a team rather than as individuals.

2. are people who challenge a team to improve or change for the better.
3. The approach to team building talks about developing very high levels of social and personal awareness between the team members.
4. The Occupational Personality Questionnaire Instrument was designed by
5. suggests, recommends or proposes novel ideas to the group or team.

Which of the following statement is True/False :

6. Desire to be in a particular prestigious level in society/ organization or be powerful is known as self-actualization needs.
7. Social representations are generally considered as a connecting link between ideologies and individual thinking styles.
8. The size of the team must be kept small to build a team based on emotional satisfaction.
9. Complementary skills are also known as homogenous skills.
10. Adjourning is the third stage of Tuckman's Model of team formation.

