

# 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 ( $\frac{1}{2}$ ) marks each. All the questions of this section are compulsory. (10× $\frac{1}{2}$ =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.