

(6 pages)

Reg. No. :

Code No. : 5615

Sub. Code : HTMM 24

MASTER OF TOURISM MANAGEMENT (CBCS)
DEGREE EXAMINATION, APRIL 2014.

Second Semester

MANAGEMENT PRINCIPLES AND PRACTICES

(For those who joined in July 2012 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions. Choose the correct answer.

1. Planning involves

- (a) Eight steps
- (b) Twelve steps
- (c) Six steps
- (d) Five steps

2. Resource of Managers is

- (a) Material
- (b) Money
- (c) Space
- (d) All the three

3. Labour cost is

- (a) Bonus
- (b) Fuel
- (c) Wage
- (d) None of three

4. Division of work is based on the concept of

- (a) Generalization
- (b) Specialization
- (c) Professionalism
- (d) Performance

5. As the size of an organization increase division of work

- (a) Increases
- (b) Decreases
- (c) Remains stable
- (d) None of the three

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6. Division of work might result in Job
- Cross over
 - Monotony
 - Enrichment
 - Reduction
7. Authority and responsibility depends on
- Position
 - Level of management
 - Work Nature
 - None of the three
8. Putting together resources by matching skills with tasks is
- Organizing
 - Controlling
 - Planning
 - Instructing
9. Which of the following result in Loyalty?
- Unitary command
 - Unitary direction
 - Discipline
 - Division of work

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10. Which of the following is a continuous process?
- Directing
 - Goal setting
 - Control
 - Planning

PART B — (5 × 5 = 25 marks)

Answer ALL the questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Differentiate management & administration.
- Or
- (b) Discuss the steps in planning.
12. (a) Write disadvantages in De-centralization.
- Or
- (b) Write short notes on control process.
13. (a) What are the barriers in communication?
- Or
- (b) Write the functions of a supervisor.
14. (a) What are the advantages of Departmentalization.
- Or
- (b) How relationship be enhanced in an organization?

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15. (a) Write the advantages of work-study.

Or

- (b) Which causes lead to coining of the term MOB?

PART C — (5 × 8 = 40 marks)

Answer ALL the questions, choosing either (a) or (b).
Each answer should not exceed 600 words.

16. (a) Explain the concept of Team development.

Or

- (b) Explain Trait's theory of Leadership.

17. (a) Write the concept of Path-goal theory.

Or

- (b) Explain Authority or Autocratic style of leadership.

18. (a) Write the advantages of Laissez-Faire Style leadership.

Or

- (b) What are the qualities of effective leader.

19. (a) Explain the various sources of Power in an organization.

Or

- (b) Write the concept organizational Politics.

20. (a) Explain the basic elements of culture.

Or

- (b) List out factors which create favorable organizational culture.

