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Reg. No. : .....

Code No. : 22851 E    Sub. Code : JATO 3 B/  
SATO 3 B

B.A. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2018.

Third Semester

Tourism and Hospitality Management - Allied

PRINCIPLES OF MANAGEMENT

(For those who joined in July 2016 and afterwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Under mechanism of scientific management, scientific task setting includes
- (a) Time study
  - (b) Motion study
  - (c) Method study
  - (d) All of the above

2. The word \_\_\_\_\_ denotes a function, a task, a discipline.
- (a) Management    (b) Leadership
  - (c) Motivation    (d) None of the above
3. In management process, the most misinterpreted word is \_\_\_\_\_
- (a) Organizing    (b) Delegating
  - (c) Controlling    (d) Planning
4. Limitations of business planning is \_\_\_\_\_
- (a) Time Consuming
  - (b) Expensive device
  - (c) Heavy cost of planning
  - (d) All of the above
5. Costliness of the \_\_\_\_\_ is the overriding factor determining the extent of decentralization.
- (a) Decision    (b) Staffing
  - (c) Controlling    (d) Managing
6. A system of co-operative activities of two or more persons is called \_\_\_\_\_
- (a) department    (b) co-ordination
  - (c) organization    (d) control



7. Under the principles of effective \_\_\_\_\_, it is said that never delegate and disappear.

- (a) Delegation (b) Management  
(c) Organisation (d) Centralisation

8. \_\_\_\_\_ is a process of influencing people

- (a) Motivation (b) Leadership  
(c) Delegation (d) Controlling

9. The problem in communication channels is known as \_\_\_\_\_

- (a) organizational barriers  
(b) mechanical barriers  
(c) personal barriers  
(d) semantic barriers

10. The old control technique(s) which were used through years is (are)

- (a) Unity of policies  
(b) Break-even analysis  
(c) Budgetary control  
(d) All of the above

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PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b) in 250 words.

11. (a) Analyze different types of skills required by Managers at different levels.

Or

(b) Explain different functions of Management.

12. (a) Explain the classification of policies in planning premises.

Or

(b) Explain features of Planning.

13. (a) Explain the types of organization.

Or

(b) Brief about the difficulties in delegation of authority.

14. (a) Explain the elements of directing.

Or

(b) What are the hierarchy of needs?

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15. (a) State the essentials of a good control.

Or

- (b) Explain the various steps involved in the process of controlling

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b) in 600 words.

16. (a) Define Management. Explain management is art, science or profession.

Or

- (b) Describe the importance of management thought contributed by Fayol.

17. (a) Distinguish between Planning and Forecasting.

Or

- (b) Explain the different Styles of Decision Making.

18. (a) Elaborate on the characteristics of organizational structure.

Or

- (b) Describe about the Centralization and Decentralization.

19. (a) Describe about the selection process in staffing.

Or

- (b) Elaborate on the motivational techniques involved in directing.

20. (a) Explain about the budget as traditional control technique.

Or

- (b) Describe the global theory of management.

