

20. (a) Explain how Fiedler's model of leadership is a contingency model.

Or

- (b) Discuss the behavioural theories of leadership.
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Reg. No. : .....

Code No. : 6250

Sub. Code : C 2 AMT

MASTER OF TOURISM MANAGEMENT (CBCS)  
DEGREE EXAMINATION, APRIL 2012.

Second Semester

Elective — MANAGEMENT PRINCIPLES AND  
PRACTICES

(For those who joined in July 2009 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

1. What is an organization?
2. Write a note on Adam Smith.
3. What do you mean by reporting?
4. What do you mean by programmed decision and non-programmed decision?
5. What is organizational level?
6. What is meant by organizing?
7. What is downward communication?

8. Define 'distributive justice'.
9. Define 'Control'.
10. Define SCM.

**PART B — (5 × 5 = 25 marks)**

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

11. (a) "Management is a profession" - Discuss.  
Or  
(b) Describe Katz's three managerial skills.
12. (a) Difference between formal and informal planning.  
Or  
(b) Discuss the contingency factors that affect planning.
13. (a) Differentiate between virtual organization and network organization.  
Or  
(b) Explain cross-functional teams.
14. (a) Describe open book management and employee recognition.  
Or  
(b) List the active listening behaviour.

15. (a) Explain the planning controlling link.  
Or  
(b) Examine the importance of controlling.

**PART C — (5 × 8 = 40 marks)**

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

16. (a) Explain how today's managers use general administrative theories of management.  
Or  
(b) Describe the current trends and issues facing managers.
17. (a) Describe each of the different types of plans.  
Or  
(b) Describe how managers can effectively plan in today's dynamic environment.
18. (a) Discuss the organization design challenge facing managers.  
Or  
(b) Elucidate the organizational structure.
19. (a) Describe the Job Characteristics Mode (JCM) as a way to design motivating jobs.  
Or  
(b) Examine how goal-setting and reinforcement theories explain employee motivation.