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MHA-1

**MASTER OF SCIENCE (HOSPITALITY
ADMINISTRATION) (MHA)**

Term-End Examination

December, 2024

**MHA-1 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN HOSPITALITY**

Time : 3 Hours

Maximum Marks : 100

Note : Attempt any **five** questions in about
600 words each. All questions carry equal
marks.

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1. “Responsibility and performance are really the key words in defining a manager’s role.” Analyze the statement by giving suitable examples from hospitality industry. 20
 2. Write short notes on the following : 2×10=20
 - (a) Firm and its environment
 - (b) The Systems Concept

3. Discuss the levels of management and corresponding information desired. Give suitable examples from hospitality industry. 20
4. Write short notes on the following : 2×10=20
 - (a) Planning
 - (b) Control Process
5. Write an essay on “MBO : Evolution and Need”. 20
6. Describe any model showing relationship between ethos and organizational culture. 20
7. Why changing the behavior of a group is usually a more prolonged and harder task ? Discuss by giving examples from hospitality industry. 20
8. Write an essay on “Formal and Informal Organizations”. 20
9. Why are some individuals motivated by different factors at different stages of his or her career ? When do intangible factors of motivation become more important ? 20
10. Elaborate different channels of communication in hospitality industry. 20

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