

**M. SC. IN HOSPITALITY
ADMINISTRATION (MHA)
Term-End Examination
December, 2025**

**MHA-01 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN HOSPITALITY**

Time : 3 Hours

Maximum Marks : 100

Note : (i) Answer any **five** questions in about
600 words each.

(ii) All questions carry equal marks.

1. What are the external factors that affect the growth of a hotel ? Elaborate with examples. 20
2. "Same individual will be motivated by different factors at different stages of his or her career." Critically analyze the statement. 20

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3. “The manager is expected to provide leadership by way of personal example and inspire confidence.” Elaborate the statement by giving suitable examples from hospitality sector. 20
4. Discuss the techniques used for different steps in decision-making process. 20
5. Write short notes on the following : 10+10
 - (a) Econologic Model
 - (b) Bounded Rationality Model
6. Describe the benefits and limitations of MBO. 20
7. What is traditional view of conflict ? Also discuss conflict-avoidance strategies. 20
8. Discuss the external factors that influence the choice of an organizational structure. 20
9. What is effective communication ? What are the barriers to effective communication ? 20
10. Write short notes on the following : 10+10
 - (a) Approaches to coordination
 - (b) Leadership styles

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