

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

Term-End Examination

June, 2026

**MHA-001 : 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.*

1. Describe the tasks which a manager has to undertake in the course of managing a hospitality organization. Give suitable examples. 20
2. Explain the concept of 'Challenge of change' ?
How can a manager cope with growing public criticism and political opposition ? 20

3. Write short notes on : 2×10=20
(a) The Systems Concept
(b) Management Information System
4. What is 'individual versus group decision making' ? Describe different models of decision making process. 20
5. Explain the concept of 'Management by objectives (MBO)' ? Discuss its benefits and limitations. 20
6. Write an essay on 'Determinants of organizational culture'. 20
7. What is conflict in the organization ? Discuss different views about conflict. 20
8. What are formal and informal organizations ? Discuss the external factors which influence the choice of organizational structure in hospitality industry. 20
9. Write short notes on : 2×10=20
(a) Importance of communication
(b) Communication process in hospitality industry
10. What is delegation of authority and its problems ? What are prerequisites of effective delegation ? 20

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