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Roll No. ....

## **MTM-102/MTTM-102**

### **Principles of Management**

Master of Tourism and Travel Management

(MTM-12/MTTM-16/17)

First Semester, Examination, 2017

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** Sections A, B, C. Attempt the questions contained in these Sections according to the detailed instructions given therein.

#### **Section-A**

#### **(Long Answer Type Questions)**

**Note :** Section 'A' contains four (04) long answer type questions of nine and half ( $9\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. Define management. What are the characteristics of management ?
2. What are the steps in planning a mega event ? Explain in detail.
3. Throw light on Maslow's need hierarchy theory.
4. Define communication. Write a detailed note on different types of communication.

### Section-B

#### (Short Answer Type Questions)

**Note :** Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. What are the principles of administrative theory of Management ?
2. How is management different from administration ?
3. Define organizing. What are its different elements ?
4. What is known as departmentation ? Explain its importance.
5. What is Induction ? How does it help new employees ?
6. What are the key characteristics of a leader ?
7. Throw light on the nature of tourism and travel services.
8. Define controlling. Discuss various steps of controlling process.

### Section-C

#### (Objective Type Questions)

**Note :** Section 'C' contains ten (10) objective type questions of half ( $\frac{1}{2}$ ) mark each. All the questions of this Section are compulsory.

1. Father of scientific management :
  - (a) M. P. Follett
  - (b) Elton Mayo
  - (c) F. W. Taylor
  - (d) Henry Fayol
2. Management is :
  - (a) Pure science
  - (b) Pure art
  - (c) Applied science
  - (d) Science and art both

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3. Organizing process does not involve one of the following elements :
  - (a) Departmentation
  - (b) Delegation of authority
  - (c) Fixing responsibility
  - (d) Appraisal of subordinate
4. Managerial Grid has been developed by :
  - (a) Blake and Mouton
  - (b) W. J. Reddin
  - (c) Rensis Likert
  - (d) Elton Mayo
5. Which theory assumes that people are naturally lazy and will avoid work and responsibility if possible ?
  - (a) Theory X
  - (b) Theory Y
  - (c) Theory Z
  - (d) None of the above
6. According to Maslow's need hierarchy theory, security needs come after physiological needs. (True/False)
7. Faulty Translation is a semantic barrier. (True/False)
8. Planning defines future course of action. (True/False)
9. The term "administration" instead of "management" was used in Human Relations Approach. (True/False)
10. Direction is the process of delegation of authority. (True/False)

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