

Class : I PG
Major : Tourism and Travel Management

Time: 3 hours
Max. Marks: 60

17MTAC01 – Management Concepts & Organisational Behaviour

Part A

10 x 1/2 = 5

Choose the correct answer

1. Management is a _____
a. continuous Process b. Short-term process
c. Static Process d. All of the above
2. Interpersonal role means _____.
a. working with and through people b. working on self
c. working for people d. understanding the people
3. Correcting the deviations in the predetermined targets is called as _____.
a. decision making b. budgeting
c. controlling d. organizing.
4. Placing the right person in the right job is called as _____.
a. recruiting b. staffing c. hiring d. transfer
5. Which one of the following is not a form of autocratic leader?
a. strict b. benevolent c. incompetent d. free-rein
6. Managerial grid has been developed by _____.
a. Blake and mounon b. W.J.Reddin
c. Rensis Likert d. Elton Mayo
7. Elements of directing are _____.
a. supervision b. leadership c. motivation d. all of these
8. Which among these is not a sub-function of directing?
a. command b. motivation c. control d. supervision
9. The main objective behind directing is to _____.
a. Trigger a will to do b. maintain discipline
c. enforce control d. none of the above
10. Effective direction does not depend on the _____.
a. forces at the subordinate level b. communication process
c. deployment of human resources d. ability of the manager

Part B

5 x 4 = 20

Answer ALL questions

Each answer should not exceed 200 words or one page

- 11.a. Write any two roles of management functions in organization?
(Or)
- 11.b. What do you mean Graicuna's theory and span of management?
- 12.a. Mention the different types of organization.
(Or)
- 12.b. What do you mean conflict Management, and suggest measures to manage conflict in organisation?
- 13.a. Briefly explain levels of management.
(Or)
- 13.b. What is Feedback system? How it is affect Organizations
- 14.a. List out the metrics in controlling?
(Or)
- 14.b. Concept of MBO and its functions in Organisation – Discuss.
- 15.a. Explain the importance of Organisational Behaviour.
(Or)
- 15.b. Write about the Importance of individual difference.

Part C

5 x 7 = 35

Answer ALL questions

Each answer should not exceed 600 words or three pages

- 16.a. Explain nature and scope of management.
(Or)
- 16.b. Explain the different types of management styles.
- 17.a. Distinguish between management and administration.
(Or)
- 17.b. What is the role of scientific management in the modern era?
- 18.a. Explain the contributions of F.W. Taylor to Management.
(Or)
- 18.b. Evaluate the types of Planning.
- 19.a. list out the major Difference between formal and informal organization,
(Or)
- 19.b. Leadership – Discuss the theories, outlines and approaches of Leadership.
- 20.a. Define personality. What are determinants of personality?
(Or)
- 20.b. How to measure the Emotional intelligence? Explain the different types of intelligence tests.
