

**B.H.M.C.T. SEM-III (2010 COURSE) /B. SC. (HOSPITALITY &
HOTEL ADMINISTRATION) SEM – III (2010 COURSE) :
WINTER - 2017**

SUBJECT: PRINCIPLES OF MANAGEMENT

Day: **Saturday**
Date: **18/11/2017**

Time: **12.30 PM TO 3.30 PM**
Max. Marks: **80**

W-2017-1458

N.B.:

- 1) All questions are **COMPULSORY**.
 - 2) All questions carry **EQUAL** marks.
-

- Q.1** Attempt Any **TWO** of the following: **[16]**
- a) Briefly discuss the contribution of Fredrick Taylor to management.
 - b) Discuss any four external factors that affect management.
 - c) Explain any four ways of departmentation in an organization.
- Q.2** Attempt Any **TWO** of the following: **[16]**
- a) Draw and describe the rational model of decision making.
 - b) State any four principles of co-ordination.
 - c) Describe any two sender oriented and any two receiver oriented barriers to communication.
- Q.3** Attempt Any **TWO** of the following: **[16]**
- a) Define planning and highlight the importance of planning.
 - b) Briefly discuss Abraham Maslow's Hierarchy of Needs Theory.
 - c) Describe the following leadership styles:
 - i) Autocratic
 - ii) Participative
- Q.4** Attempt Any **TWO** of the following: **[16]**
- a) Describe the following types of communication:
 - i) Vertical
 - ii) Horizontal
 - b) What is Delegation of Authority? State any 3 advantages and 3 limitations of delegation.
 - c) Briefly discuss the steps involved in planning.
- Q.5** Attempt Any **TWO** of the following: **[16]**
- a) Write the assumptions of McGregor's Theory X and Theory Y.
 - b) Discuss the feedback method of control.
 - c) List the 14 principles of management by Henri Fayol. Briefly describe any eight of them.