

- Q.17 What is the meaning of Delegation of Authority?
Explain the elements of delegation.
- Q.18 What are steps for decision making process?
- Q.19 What are the methods and sources of recruitment?
- Q.20 Explain the planning process in detail.
- Q.21 Discuss the characteristics and role of entrepreneur.
- Q.22 Explain the techniques of Motivation.
- Q.23 What is Maslow theory of motivation? How this theory is relevant in present scenario of organization.
- Q.24 Describe briefly the roles and functions of manager in the organization.

SECTION-D

- Note:** Long answer type questions. Attempt any two questions out of three questions. (2x10=20)
- Q.25 Define the management nature, process and significance. Differentiate between management, administration and leadership.
- Q.26 Write a short notes on any two of the following .
- Delegation and decentralization
 - Level of management
 - Advantages and disadvantages of waste management.
- Q.27 Explain the importance and style of a good leadership. Discuss the trait theory of leadership.

(40)

(4)

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Diploma in Hotel Magt.

Subject : General Management

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M.M. : 70

SECTION-A

- Note:** Multiple choice questions. All questions are compulsory (7x1=7)
- Q.1 Which term best describes the process of obtaining, deploying, and utilizing a variety of essential resources to contribute to an organization's success?
- planning
 - organizing
 - staffing
 - management
- Q.2 The 'father' of Scientist Management is:
- Henri Gantt
 - W. Edwards Deming
 - Henry Ford
 - Frederick W. Taylor
- Q.3 Which of the following statement best described the principle of 'Division of work'?
- work should be divided into small tasks
 - labour should be divided
 - resources should be divided among jobs
 - it leads to specialisation
- Q.4 Which of the following is Not a principle of management given by Taylor?

(1)

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- a) Science, not rule of Thumb
 - b) Functional foremanship
 - c) Maximum, not restricted output
 - d) Harmony not discord
- Q.5 _____ principle of management states that there should be a place for everything and everything should be in its place.
- a) Equity b) Discipline
 - c) Order d) Esprit de corps
- Q.6 _____ means one plan, one boss.
- a) Unity of direction b) Unity of command
 - c) Centralisation d) Gang Plank
- Q.7 Who is known as 'the Father of Modern Theory of Management'?
- a) Harold Koontz b) Henry Fayol
 - c) F.W. Taylor d) Max Weber

SECTION-B

Note: Objective/ Completion type questions. All questions are compulsory. (7x1=7)

- Q.8 Which one of the following is a step of planning?
- a) Analysis of organisation structure
 - b) Analysis of environment
 - c) Analysis of employee behaviour
 - d) Analysis of employee moral
- Q.9 Degree of decentralisation indicates
- a) degree of authority delegation.
 - b) degree of responsibility.

- c) degree of power delegation
 - d) degree of accountability
- Q.10 In staffing function, which one of the following groups of managers is involved?
- a) Only top manager
 - b) Only human resource managers
 - c) Only middle managers
 - d) All managers
- Q.11 Directing flows in _____ direction.
- a) Upward b) Downward
 - c) Diagonal d) Both a and b
- Q.12 _____ is the "On the Job Training" method used to train electricians.
- a) Web publishing b) Job rotation
 - c) Coaching d) Apprenticeship
- Q.13 _____ is the right to command.
- a) Authority b) Responsibility
 - c) Accountability d) Both a and b
- Q.14 Decision-making is the case of _____.
- a) Planning b) Organising
 - c) Staffing d) Directing

SECTION-C

Note: Short answer type questions. Attempt any six questions out of ten questions. (6x6=36)

- Q.15 Is management an art or science. Explain
- Q.16 Explain briefly the principles of directing