

- 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 .  
 a) Delegation and decentralization  
 b) Level of management  
 c) Advantages and disadvantages of waste management.
- Q.27 Explain the importance and style of a good leadership. Discuss the trait theory of leadership.

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#### **Diploma in Hotel Magt. Subject : General Management**

Time : 3 Hrs.

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?  
 a) planning                  b) organizing  
 c) staffing                  d) management
- Q.2 The 'father' of Scientist Management is:  
 a) Henri Gantt            b) W.Edwards Deming  
 c) Henry Ford            d) Frederick W. Taylor
- Q.3 Which of the following statement best described the principle of 'Division of work'?  
 a) work should be divided into small tasks  
 b) labour should be divided  
 c) resources should be divided among jobs  
 d) it leads to specialisation
- Q.4 Which of the following is Not a principle of management given by Taylor?

- 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