QP CODE: 25001193

25001193

Reg No : .....

Name : .....

B.VOC DEGREE (REGULAR / IMPROVEMENT /REAPPEARANCE)EXAMINATIONS, DECEMBER 2024

First Semester

B.VOC TOURISM ADMINISTRATION AND HOSPITALITY

TAH1GT03 - MANAGEMENT PROCESS AND ORGANIZATIONAL BEHAVIOUR

2020 Admission Only

DDCE8C2E

Time: 3 Hours Max. Marks : 80

Part A

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. What is profession?
2. Describe the importance of stability of tenure of personnel.
3. What is CSR?
4. What is planning?
5. What is meant by policy decision?
6. What is informal organisation?
7. What is meant by an interwiew?
8. What is direction function of management?
9. What is laissez faire leadership?
10. What is meant by bureaucratic personality?
11. What is command group?
12. What is standard etiquette?

(10×2=20)

Part B

*Answer any **six** questions.*

*Each question carries **5** marks.*

13. Explain 4 P's of management.

14. Distinguish between management and administration.

15. Differentiate procedure from programme.

16. Distinguish between delegation and decentralisation of authority.

17. What are the various internal sources of recruitment?

18. What are the advantages of motivation?

19. Culture influence individual behaviour. Comment.

20. Write a note on brainstorming.

21. How the management ensures women's safety in an organisation?

(6×5=30)

Part C

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. What are the responsibilities of top, middle and lower level management.

23. Discuss the importance of organising.

24. Define controlling. Explain the significance of controlling.

25. What are the personality traits that influence OB?

(2×15=30)