QP CODE: 25001165

25001165

Reg No : .....

Name : .....

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

First Semester

TOURISM AND HOSPITALITY MANAGEMENT

THM1GT03 - MANAGEMENT PROCESS & ORGANIZATIONAL BEHAVIOR

2018 Admission Onwards

C73C827C

Time: 3 Hours Max. Marks : 80

Part A

*Answer any **ten** questions.*

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

1. What is ment by lower level management?
2. What is scalar chain?
3. What is administration?
4. What is a programme?
5. What is meant by policy decision?
6. What is formal organisation?
7. What is walk-in interview?
8. What is direction function of management?
9. What is casual caller?
10. What is meant by bureaucratic personality?
11. What is a group?
12. What is negetive attitude?

(10×2=20)

Part B

*Answer any **six** questions.*

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

13. Explain the characteristics of management.

14. Briefly explain the functions of management.

15. Explain the importance of decentralisation.

16. Discuss the medical examination in the staffing process.

17. Explain the qualities of a good leader.

18. Describe the importance of control in management.

19. Write a note on group thinking.

20. What are the women's rights in an organisation?

21. How does the management motivates the women in an organisation?

(6×5=30)

Part C

*Answer any **two** questions.*

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

22. Discuss the responsibility of business towards different sections of society.

23. Discuss the importance of organising.

24. Explain the importance of motivation.

25. What are the factors which influence individual behavior?

(2×15=30)