22101297

QP CODE: 22101297

Reg No : .....

Name : .....

B.VOC DEGREE (REGULAR / REAPPEARANCE) EXAMINATIONS, MARCH 2022

First Semester

B.VOC TOURISM AND HOSPITALITY MANAGEMENT

THM1GT03 - MANAGEMENT PROCESS & ORGANIZATIONAL BEHAVIOR

2019 Admission Onwards

15472E88

Time: 3 Hours Max. Marks : 80

Part A

*Answer any **ten** questions.*

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

1. What is patience?
2. What is equity?
3. What is CSR?
4. What is meant by pervasiveness of planning?
5. What is single use plan?
6. What do you mean by organisational decision?
7. What is meant by labour contractors?
8. What is PERT?
9. What is CPM?
10. What is OB?
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. Management is intangible. Comment.

14. Distinguish between formal and informal organisation?

15. Explain elements of delegation.

16. What are the different kinds of interview?

17. Describe the importance of directing.

18. What are the advantages of motivation?

19. List out the limitations of group decision making.

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

21. Explain the impacts of physical harassments in the 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. Explain various steps involved in organising process.

24. What are the different styles of leadership?

25. Explain Type theory of personality.

(2×15=30)