

QP CODE: 19103011



Reg No : .....

Name : .....

**BTTM DEGREE (CBCS) EXAMINATION, NOVEMBER 2019**

**First Semester**

Bachelor of Tourism and Travel Management

**Core Course - TT1CRT03 - PRINCIPLES OF MANAGEMENT**

2017 Admission Onwards

43A30A53

Time: 3 Hours

Maximum Marks :80

**Part A**

*Answer any ten questions.*

*Each question carries 2 marks.*

1. Define management as a process.
2. What is motion study?
3. List out the responsibility of a manager.
4. List out the characteristics of of plans.
5. What do you mean by derivative plan?
6. What is the difference between policy and procedure?
7. What is decentralisation?
8. Name different forms of organisation.
9. What are the major internal sources of recruitment?
10. What do you meant by supervision?
11. Explain hygiene theory.
12. Name different steps involved in the controlling process.

(10×2=20)

**Part B**

*Answer any six questions.*

*Each question carries 5 marks.*

13. "Administration is above management". Comment.
14. What are the functions of management?



15. What are the processes of planning?
16. What are the differences between mission and objective?
17. "Authority can be delegated but not responsibility". Discuss.
18. What is the need for giving training to employees?
19. Difference between upward and downward communication.
20. Describe the organisational barriers in communication process.
21. Describe the meaning and purpose of control.

(6×5=30)

### Part C

*Answer any two questions.*

*Each question carries 15 marks.*

22. Explain the steps in M.B.O. What are its benefits?
23. Distinguish between Line organisation and Functional organisation.
24. What is motivation? Explain the methods adopted to motivate employees?
25. What is controlling? Explain the importance of controlling in an organisation?

(2×15=30)