

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2016-2017

COURSE : 1st Semester of Post Graduate Diploma in
Accommodation Operations & Management
SUBJECT : Supervisory Management
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define management. Explain the functions of management.
OR
Discuss the role of Manager in controlling affairs of business. (10)
- Q.2. Discuss the meaning of Supervision. Also discuss the skills of a supervisor.
OR
Supervisor is the link between manager and the workers. Explain the phrase. (10)
- Q.3. What is motivation? Discuss McClelland's need theory of motivation.
OR
Discuss management by objectives (MBO) and explain its importance to organisation. (10)
- Q.4. What is leadership? Discuss Likert's 4-system approach of leadership.
OR
What is organisational change? How organisational change can be implemented with the help of motivation. (10)
- Q.5. Write short notes (**any two**):
(a) Steps in Group formation
(b) System approach of management
(c) Job enrichment (2x5=10)
- Q.6. What do you mean by Job Analysis? Discuss the benefits of job analysis. (10)

Q.7. What do you mean by team? Discuss the role of team in an organisation.

OR

What is TQM? Explain the elements of TQM.

(10)

Q.8. Explain the role of communication in management.

(10)

Q.9. Discuss how wage policies of an organisation can be formulated?

(10)

Q.10. Fill in the blanks:

- (a) Looking over the work of subordinates called as _____.
- (b) Supervision exist in _____ the levels of management.
- (c) Maslow's need hierarchy theory is related to _____.
- (d) Staffing is the _____ of management.
- (e) A leader is a leader when there are _____.
- (f) _____ is the process of influencing a group towards the achievement of goals.
- (g) An internal situation that makes certain outcome appears attractive is known as _____.
- (h) The three key elements in the definition of organisational motivation are _____, organisation goals and needs.
- (i) _____ is the study of movements of both workers and machine to eliminate wasteful movement.
- (j) _____ is the process whereby a manager shares his work and authority with his subordinates.

(10x1=10)
