

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION DECEMBER 2022
(Fifth Semester)

Branch – CATERING SCIENCE & HOTEL MANAGEMENT

PRINCIPLES OF MANAGEMENT

Time : Three Hours

Maximum : 75Marks

SECTION-A (20 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 2 = 20)

1. Define Management
2. What is the role of the manager as figurehead?
3. State the purpose of policies in an organization
4. Differentiate between staff and line authority
5. Give the meaning of moonlighting
6. Which level of management is suitable for stress interview
7. What does self-esteem signify?
8. Give example for noises in communication process
9. Identify other word for collective grievances
10. On what basis incentives are administered in an organization

SECTION - B (25 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 5 = 25)

11. a. Examine the skills of management with levels of management
(OR)
b. Distinguish between personnel management and Human Resources Management
12. a. Demonstrate the planning process for your department event
(OR)
b. Explain the objectives of organizing
13. a. Categorize selection tests and techniques
(OR)
b. Interpret performance appraisal process
14. a. Explain functions of a leader
(OR)
b. Deduce the barriers of effective communication

Cont...

15. a. Outline the types of wage plans

(OR)

b. Conclude on the role of trade unions in an organization

SECTION - C (30 Marks)

Answer any **THREE** Questions
ALL Questions Carry **EQUAL** Marks

(3 x 10 = 30)

16. Elaborate functions of management

17. Outline the bases for Departmentation in an organization

18. Summarize the types of training

19. Evaluate control techniques

20. Interpret the concept of collective bargaining and its importance

Z-Z-Z

END