

**MASTER OF ARTS IN TOURISM
MANAGEMENT (MTM)**

Term-End Examination

01501

December, 2014

**MTM-1 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any *five* questions in about 600 words each. All questions carry equal marks.

1. How would you classify managers ? List the various set of skills that are required at each level of operation. 20

2. What is management system ? How does it help in understanding the relation of a firm with its environment ? 20

3. What do you understand by Decision Making ? Explain the decision making process with the help of bounded rationality model. 20

4. Differentiate between Line Management and Staff Management. Which one would you consider more crucial in case of a service organisation ? 20

5. Write short notes on any *two* of the following : 2×10=20
- (i) Managerial values and Ethos
 - (ii) Delegation of Authority
 - (iii) Goals of an organisation
6. Discuss the major leadership styles. Discuss the merits and demerits of each with suitable examples. 20
7. What do you understand by organisational structure ? What are its various types ? 20
8. Discuss the barriers to effective communication with suitable examples. 20
9. Explain the significance of planning and controlling as a part of management process. Substantiate your answer with suitable examples. 20
10. Write short notes on any *two* of the following : 2×10=20
- (i) Managerial obsolescence
 - (ii) Organisational culture
 - (iii) JOHARI window
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