

**MASTER OF ARTS
(TOURISM MANAGEMENT)**

Term-End Examination

December, 2015

**MTM-01 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt *any five* questions in about **600** words.
(ii) All questions carry *equal* marks.

1. Define MIS. Explain the significance of planning and controlling as a part of management processes. **5+15=20**
2. Explain the techniques used in different steps of decision making process. **20**
3. What do you understand by Organisational Culture ? Enumerate and explain the factors that determine the organisational culture. **6+14=20**
4. Discuss the antecedents and process of organisational change. **10+10=20**
5. Write short notes on : **4x5=20**
 - (a) Mission of an organisation
 - (b) Types of conflict
 - (c) Formal Organisation
 - (d) Johari's window

6. What do you understand by Communication process ? What are the barriers to effective communication ? Elaborate with relevant examples from tourism industry. **10+10=20**
7. Discuss the pre-requisites for effective delegation. Also discuss some common warning signals for inter-department conflict. **10+10=20**
8. What are the different leadership styles ? What makes one an effective leader ? **15+5=20**
9. Discuss the role of formal and informal groups in an organisation. **20**
10. Write short notes on **any two** : **2x10=20**
- (a) Resistance to change
 - (b) Managerial Skills
 - (c) MBO process
-