

**MASTER OF ARTS
TOURISM MANAGEMENT (MTM)/MASTER
OF TOURISM AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

00467

December, 2016

**MTM-001/MTTM-001(S) : MANAGEMENT
FUNCTIONS AND BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

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

1. Enumerate and explain the tasks expected of a Manager. 20
2. "Planning and Controlling go hand in hand." Explain with suitable examples, how planning and controlling are part of the management process. 20
3. What is the importance of strategy and policies in an organisation ? How are they achieved ? 20
4. What do you understand by Management by Objectives (MBO) ? What are the key concepts in MBO ? 20

5. Write short notes on the following : 4×5=20
- (a) Resistance to Change
 - (b) Formal Communication
 - (c) MIS
 - (d) Management Structure
6. Define conflict. Explain the modes of conflict management with relevant examples. 20
7. Explain the barriers to effective communication with the help of suitable examples. 20
8. Define delegation. Explain the process of delegation of authority and the problems associated with it. 20
9. What are the different leadership styles ? Discuss any one in detail. 20
10. Write short notes on any *two* of the following : 2×10=20
- (a) Types of Managerial Decisions
 - (b) Inter-personal Relationships in Tourism Industry
 - (c) Managerial Values and Ethos
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