

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

Term-End Examination

December, 2017

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

Time : 3 hours

Maximum Marks : 100

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

1. How should Managers dispense their responsibilities towards customers and subordinates respectively ? **20**
2. Discuss in detail the management processes of Organising and Leading. Enlist the management skills required to perform these functions. **20**
3. Define Decision Making. Discuss the various models of Decision Making process. **20**
4. Write short notes on the following in about 150 words each : **5x4=20**
 - (a) Difference between Mission and objective.
 - (b) System concept.
 - (c) Five major roles of a Top level Executive.
 - (d) Stages of developing Inter-personal Relationship.

5. Describe the potential sources of conflicts in an organisational set-up. 20
 6. Explain various factors for resistance to change . How can external dependence of an organisation for arbitration be avoided ? 20
 7. Elaborate the steps in a Management by Objectives (MBO) process. Identify pre - requisites of a successful MBO. 20
 8. Define communication and explain the barriers to effective communication. 20
 9. Write notes on the following in about 300 words each. 10x2=20
 - (a) Brainstorming and Nominal Grouping Techniques of Alternative solution generation.
 - (b) Manager's responsibility towards retaining talent.
 10. What is a Group ? Discuss characteristics of effective work Groups. 20
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