

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

Term-End Examination

02854

December, 2018

**MTM-01/MTTM-01 : 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. What are the tasks which a manager has to undertake in the course of managing an organisation ? 20
2. What is "Management Information System (MIS)" ? How is it related with the process of decision making ? Give suitable examples from travel and tourism field. 20
3. What factors should be kept in mind while designing an effective MIS ? Substantiate your answer with suitable examples from travel and tourism field. 20
4. How are mission, objectives and strategy interrelated ? Also differentiate between strategy and policy. 20

5. Write short notes on the following : 2×10=20
- (a) Personal and Organizational Decisions
 - (b) Basic and Routine Decisions
6. Write an essay on “Effective Decision Making.” 20
7. What do you understand by Managerial Ethos ? Discuss the relationship between Leadership and Organizational Culture (OC). 20
8. Why is it necessary to understand the process of resistance to change in order to devise an appropriate strategy to implement organizational change ? Substantiate your answer with suitable examples from travel and hospitality sectors. 20
9. What is “Planning Framework” ? At what level is planning done in tourism ? Elaborate with relevant examples from tourism industry. 20
10. Write short notes on the following : 2×10=20
- (a) Characteristics of Effective Work Groups
 - (b) Managing Group Productivity
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