

00904

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

Term-End Examination

June, 2018

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

Time : 3 hours

Maximum Marks : 100

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

1. Discuss the responsibilities of a professional manager with suitable examples. 20
2. What are the managerial skills required at various levels ? Explain with relevant examples. 20
3. Describe the techniques used in the different steps of Decision Making. 20
4. What do you understand by Organisational Culture (OC) ? What are the determinants of OC ? 20
5. Write short notes on : 4x5=20
 - (a) MBO Process
 - (b) Sources of conflict
 - (c) Key Result Areas (KRAs)
 - (d) Approaches to coordination

6. What are the reasons for change in an organisation ? Explain with the help of relevant examples. 20
 7. What are the pre - requisites of control process ?
What are the types of control strategies ? 20
 8. What do you understand by Organisational Change ? Explain the antecedents and process of organisational change. 20
 9. What do you understand by Group Dynamics ?
Discuss the role of formal and informal groups in an organisation. 20
 10. Differentiate between **any two**. 2x10=20
 - (a) Formal and Informal Organisation
 - (b) Verbal and Non - Verbal Communication
 - (c) Trait and Managerial Grid Theory of Leadership
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