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## MTM-1/MTTM-001

**M. A. (TOURISM MANAGEMENT)/  
MASTER OF TRAVEL AND TOUR  
MANAGEMENT  
(MTM/MTTM)**

**Term-End Examination  
June, 2023**

**MTM-1/MTTM-001 : MANAGEMENT FUNCTION  
AND BEHAVIOUR IN TOURISM**

*Time : 3 Hours*

*Maximum Marks : 100*

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

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1. What is managerial obsolescence ? How a manager can cope with growing public criticism and political opposition. 20
2. What do you understand by MIS ? 20
3. Write an essay on “Managerial Skills”. 20
4. Describe different models of “Decision Making Process.” 20

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5. How would you implement MBO process as a manager and ensure that an MBO does not fail ? 20
6. What do you understand by “Managerial Ethos” ? 20
7. Write short notes on the following : 10×2=20
  - (a) Domino Effect
  - (b) Resistance to Change
8. How one can make interpersonal communication effective ? Give suitable examples. 20
9. Describe the nature and purpose of control. What are the different methods of control ? 20
10. Write short notes on the following : 10×2=20
  - (a) Factors influencing decentralisation
  - (b) Types of leadership powers