

01958

**MASTER OF ARTS  
(TOURISM MANAGEMENT)**

**Term-End Examination**

**June, 2015**

**MTM-01 : MANAGEMENT FUNCTIONS AND  
BEHAVIOUR IN TOURISM**

*Time : 3 hours*

*Maximum Marks : 100*

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

1. Enumerate and explain the tasks to be performed by the manager of an organisation. **20**
2. What are the different levels of managers in an organisation ? Discuss the managerial skills required at each level of operation. **8+12=20**
3. What do you understand by effective decision making ? Also explain the phases in the decision making process. **10+10=20**
4. Define conflict. Discuss the various modes of conflict management in an organisation. **5+15=20**
5. Write short notes on : **4x5=20**
  - (a) MIS
  - (b) Goals of an organisation
  - (c) Management values and ethos
  - (d) Delegation of Authority

6. What do you understand by organisation structure ? What are the external and internal factors that influence the organisational structure ? 6+14=20
7. What do you understand by communication process ? What are the channels of communication ? 6+14=20
8. Explain with the help of Johari's window the process of developing inter - personal skills. 20
9. Discuss the various leadership theories with examples. 20
10. Write short notes on any two : 2x10=20
- (a) Strategies of control
  - (b) Benefits and limitations of MBO
  - (c) Planning process
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