

01232

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

December, 2010

**MTM-1 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

Note : Attempt five questions in all. All questions carry equal marks.

1. How is Individual decision making different from group decision making? How can decision making be made effective? 20

2. Explain managerial communication with the help of its process. 20

3. What are Plans ? Distinguish Strategic and operational plans. 20

4. Discuss understanding of Interpersonal skills with the help of JOHARI window. 20
 5. Discuss characteristics of effective work groups. 20
 6. Write a note upon methods of control. 20
 7. Explain the process, benefits and limitations of MBO. 20
 8. What is Organizational Context of Decisions? Elaborate. 20
 9. Explain the responsibilities of a professional manager. 20
 10. Write notes : 2x10=20
 - (i) Span of Management
 - (ii) Formal and Informal organisations.
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