

02454

**MASTER'S IN TOURISM MANAGEMENT**

**Term-End Examination**

**June, 2010**

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

*Time : 3 hours*

*Maximum Marks : 100*

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*Note : Attempt any five questions. All questions carry equal marks.*

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1. Explain the roles of a professional manager citing 20 examples from tourism industry.
2. What is Management System ? How does it help 20 in understanding relation of a firm with its environment ?
3. Write a note upon functions of management. 20
4. Explain the relevance of technical, human and 20 managerial skills at different levels in a company.

5. Write notes : 4x5=20
- (a) Strategy
  - (b) Policies
  - (c) Mission
  - (d) Goals
6. Explain decision making process with the help of bounded rationality model. 20
7. What is organisational culture and what factors determine it ? 20
8. Explain the conflicts usually found in organizations. Also discuss their source. 20
9. Discuss Matrix type organization structure. When is it most suitable ? Elaborate. 20
10. What is leadership style ? Explain with the help of Managerial Grid Theory. 20
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