

02539 MASTER OF ARTS (TOURISM MANAGEMENT)
Term-End Examination
June, 2011

MTM-1 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN TOURISM

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions in about 600 words each.

1. Define MBO and its objectives. What are its advantages and limitations ? 20
2. Write an essay on managerial skills. 20
3. What are the different stages of decision - making process ? Also state the different types of managerial decisions. 20
4. What is Management System ? How does it help in understanding relation of a firm with its environment ? 20

5. Write short notes on *any two* of the following in about **300** words each : 10+10=20
- (a) Managerial values and ethos
 - (b) Leadership skills
 - (c) Organisational change
6. Define the systems concept. How does Management Information System (MIS) fit in it ? 20
7. Differentiate between Line Management and Staff Management. Which one would you consider more crucial in case of a service organisation ? 20
8. What are various leadership styles ? Explain with the help of Managerial Grid Theory. 20
9. Write an essay on planning process of an organisation in the context of service industry. 20
10. Write an essay on the functions of management. 20
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