

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

December, 2012

MTM-1 : MANAGEMENT FUNCTIONS AND  
BEHAVIOUR IN TOURISM

Time : 3 hours

Maximum Marks : 100

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

1. Explain the various managerial levels and the corresponding managerial skills required to perform duties. 8+12=20
  
2. What do you understand by effective decision making ? Mention the techniques used in different steps of Decision Making. 6+14=20
  
3. Enumerate the responsibilities of a manager of an organisation 20
  
4. Write short notes on *any two* of the following in about 300 words : 10x2=20
  - (a) MBO
  - (b) Leadership Theories
  - (c) Planning Process in Tourism

5. Enumerate the types of conflict in an organisation. Also mention the source and impact of conflict on an organisation. 10+5+5=20
6. What do you understand by effective communication? What are the barriers to effective communication? 8+12=20
7. Explain the role of control as an important management process. 20
8. Write short notes on the following : 5x4=20
- (a) MIS
  - (b) Delegation of Authority
  - (c) Organisational culture
  - (d) Coordination in an organisation
9. What do you understand by Group Dynamics? Discuss the role of formal and informal groups in an organisation. 5+15=20
10. What do you understand by organisational structures? Explain the role of External and Internal factors on deciding the organisational structure. 5+15=20