

No. of Printed Pages : 2 **MTM-1/MTTM-001**

**M. A. (TOURISM MANAGEMENT)/
MASTER OF TOURISM AND TRAVEL
MANAGEMENT (MTM/MTTM)**

Term-End Examination

December, 2023

**MTM-1/MTTM-001 : MANAGEMENT FUNCTION
AND BEHAVIOUR IN TOURISM**

Time : 3 Hours

Maximum Marks : 100

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

1. Explain the characteristics of a professional manager. Why is it necessary to provide a purposeful direction to a firm ? 20
2. Discuss the responsibilities of a manager towards employees. 20
3. Write an essay on 'Managerial Skills'. 20
4. What is mechanistic decision ? Discuss decision-making under different states of nature. 20
5. What are the various benefits and limitations of MBO ? 20

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6. Describe the process through which traditions and customs are maintained in any organization. 20
7. What is conflict ? Discuss conflict-avoidance strategies. 20
8. Write short notes on the following : 10+10
 - (a) Elements of organisational structure
 - (b) Communication process
9. What do you understand by 'planning' ? Why is planning necessary ? 20
10. Write short notes on the following : 10+10
 - (a) Factors influencing centralisation
 - (b) Theories of Group Formation