

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

June, 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. Enumerate the tasks to be performed by a Manager of an Organisation. 20
2. Explain the models of Decision Making Process. 20
3. Write an essay on MBO - its process, benefits and limitations. 20
4. Write short notes on *any two* topics given below in about 300 words each : 10x2=20
 - (a) Managerial skills
 - (b) Leadership styles
 - (c) Delegation of authority

5. Define conflict. Explain the various modes of conflict management in an organisation. $5+15=20$
6. Discuss the process and channels of communication in an organisation. $8+12=20$
7. What do you understand by Group Dynamics? Discuss the role of formal and informal groups in an organisation. $8+12=20$
8. Write short notes on the following : $5 \times 4 = 20$
- (a) System Concept
 - (b) Goals of an Organisation
 - (c) Effective Decision Making
 - (d) Coordination in an Organisation
9. Discuss the dimensions and determinants of Organisational conflict. $10+10=20$
10. Discuss the antecedents and process of Organisational change. $10+10=20$
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