

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

June, 2013

**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. Explain the responsibilities of a manager towards customers. 20
2. What do you understand by MIS ? What factors should be kept in mind while designing an effective MIS ? 20
3. What do you understand by controlling ? Explain the basic steps involved in designing a control process. 20
4. Explain the types of managerial decisions which required to make as a manager. 20

5. Write short notes on *any two* of the following in about 300 words each : 20
- (a) Managerial Obsolescence
 - (b) Levels of Managers
 - (c) Risky Shift Phenomenon
6. What do you understand by Policies ? Why are Policies needed ? 20
7. What do you understand by MBO ? Explain the three steps involved in the MBO process. 20
8. What do you understand by Managerial ethos ? How culture and ethos are maintained in an organisation ? 20
9. What do you understand by conflict ? Discuss the potential sources of conflict which exist in an organisation. 20
10. What do you understand by Delegation of Authority ? Discuss the pre - requisites for effective delegation. 20
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