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MTTM-01

**MASTER OF ARTS IN TOURISM
AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

June, 2024

**MTTM-01 : MANAGEMENT FUNCTIONS
AND BEHAVIOUR IN TOURISM**

Time : 3 Hours

Maximum Marks : 100

Note :- (i) Attempt any *five* questions in about 600 words each.

(ii) All questions carry equal marks.

1. Why is it necessary for a manager to ensure that the changes introduced and incorporated in an organisation should be in a smooth manner with the least disturbance and resistance ? 20
2. Write short notes on the following : 2×10=20
 - (a) Management Information System
 - (b) Different kinds of System

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3. Describe the skills required at various levels of management. 20
4. “Decision making is at the core of all planned activities”. Analyze the statement. 20
5. How would you implement MBO process as a manager and ensure that an MBO does not fail. 20
6. Write an essay on “Managerial Values and Ethos”. 20
7. What is organizational conflict ? Describe different modes of conflict management. 20
8. Discuss external factors which influence the choice of organization’s structure. Elaborate with suitable examples. 20
9. What is planning ? Why planning is necessary in tourism ? Discuss. 20
10. Write short notes on the following : 2×10=20
 - (a) Delegation
 - (b) Factors influencing decentralization

P.T.O.