

No. of Printed Pages : 2

MTM-1

025539 MASTER OF ARTS (TOURISM MANAGEMENT)
Term-End Examination
June, 2011

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. Define MBO and its objectives. What are its advantages and limitations ? 20
2. Write an essay on managerial skills. 20
3. What are the different stages of decision - making process ? Also state the different types of managerial decisions. 20
4. What is Management System ? How does it help in understanding relation of a firm with its environment ? 20

5. Write short notes on *any two* of the following in about 300 words each : 10+10=20
- (a) Managerial values and ethos
 - (b) Leadership skills
 - (c) Organisational change
6. Define the systems concept. How does Management Information System (MIS) fit in it ? 20
7. Differentiate between Line Management and Staff Management. Which one would you consider more crucial in case of a service organisation ? 20
8. What are various leadership styles ? Explain with the help of Managerial Grid Theory. 20
9. Write an essay on planning process of an organisation in the context of service industry. 20
10. Write an essay on the functions of management. 20
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MTM-1

01416

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

December, 2011

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. Discuss the manager's manifold and multifold responsibilities towards customers and shareholders. **20**
2. Explain the significance of planning and controlling as a part of management processes. **20**
3. Write short notes on *any two* of the following in about 300 words each : **10+10**
 - (a) Mission
 - (b) Management ethos
 - (c) Managerial obsolescence
4. How would you classify managers ? List various sets of skills required at each level of operation. **20**

5. Discuss the significance of business communication for an organisation. What barriers do you foresee for the effective communication ? 20
 6. Explain with examples the functional consequences of conflicts for any organisation. 20
 7. Define MBO and its concepts. What are its benefits and limitations ? 20
 8. Why should 'decentralisation' be an effective choice for product differentiation ? Give examples. 20
 9. What are the various leadership styles ? What is the difference between a successful and effective leader ? 20
 10. What is organisational culture and what factors determine it ? 20
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MTM-1

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 : **5x4=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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MTM-1

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

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MTM-1

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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MTM-1

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

December, 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 planning ? What are the components of planning to ensure that it is effective and succeeds in achieving its objectives ? 20
3. How would you classify managers ? List various sets of skills required at each level of operation. 20
4. Discuss theory X and Y of leadership. Why should a tourism professional study leadership styles ? 20
5. Write short notes on **any two** of the following in about **300** words each : 20
 - (a) Mission
 - (b) Objectives
 - (c) Goals

6. What do you understand by MBO ? Discuss the benefits and limitations of MBO. 20
7. Define Conflict. Explain different types of conflicts at various levels of management. 20
8. Write short notes on **any two** of the following in about **300** words each : 20
 - (a) Matrix structure
 - (b) Network structure
 - (c) Levels of Management
9. What do you understand by informal communication ? What are the barriers to effective communication ? 20
10. Why is planning necessary ? Differentiate between strategic and operational planning. 20

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Total No. of Questions : 10]

[Total No. of Printed Pages : 2

MASTER OF ARTS (TOURISM MANAGEMENT)

Term-End Examination

June, 2014

**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. Discuss the various responsibilities and roles, performed by a manager in the travel and tourism sector. 20
2. What are Plans ? Distinguish between strategic and operational plans. 20
3. Define MBO and its objectives. What are its advantages and limitations ? 20
4. How do you analyse interpersonal relations ? Substantiate your answer with suitable examples. 20
5. Write short notes on any *two* of the following : 10×2=20
 - (i) Managerial Communication
 - (ii) Conflict Management
 - (iii) Management Systems.
6. Discuss the major leadership styles. Discuss the merits and demerits of each. 20

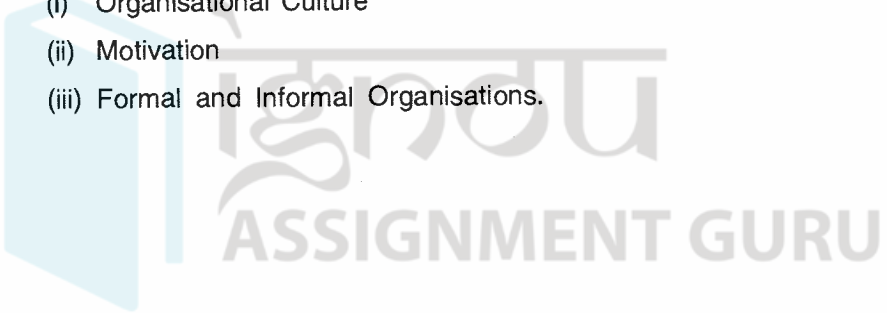
MTM-01

Turn Over

K-18

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7. How would you differentiate tasks and activities within an organisation ? 20
8. Define and discuss the steps and stages involved in planning process. 20
9. Why should 'decentralisation' be an effective choice for product differentiation ? Give suitable examples from tourism sector. 20
10. Write short notes on any *two* : 10×2=20
 - (i) Organisational Culture
 - (ii) Motivation
 - (iii) Formal and Informal Organisations.



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K-18

No. of Printed Pages : 2

MTM-1

**MASTER OF ARTS IN TOURISM
MANAGEMENT (MTM)**

Term-End Examination

01501

December, 2014

**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. How would you classify managers ? List the various set of skills that are required at each level of operation. 20
2. What is management system ? How does it help in understanding the relation of a firm with its environment ? 20
3. What do you understand by Decision Making ? Explain the decision making process with the help of bounded rationality model. 20
4. Differentiate between Line Management and Staff Management. Which one would you consider more crucial in case of a service organisation ? 20

5. Write short notes on any **two** of the following :

2×10=20

- (i) Managerial values and Ethos
- (ii) Delegation of Authority
- (iii) Goals of an organisation

6. Discuss the major leadership styles. Discuss the merits and demerits of each with suitable examples.

20

7. What do you understand by organisational structure? What are its various types?

20

8. Discuss the barriers to effective communication with suitable examples.

20

9. Explain the significance of planning and controlling as a part of management process. Substantiate your answer with suitable examples.

20

10. Write short notes on any **two** of the following :

2×10=20

- (i) Managerial obsolescence
- (ii) Organisational culture
- (iii) JOHARI window

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MTM-01

**MASTER OF ARTS
(TOURISM MANAGEMENT)**

Term-End Examination

June, 2015

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

Time : 3 hours

Maximum Marks : 100

Note : (i) Attempt *any five* questions in about **600** words.
(ii) *All* questions carry **equal** marks.

1. Enumerate and explain the tasks to be performed by the manager of an organisation. **20**
2. What are the different levels of managers in an organisation ? Discuss the managerial skills required at each level of operation. **8+12=20**
3. What do you understand by effective decision making ? Also explain the phases in the decision making process. **10+10=20**
4. Define conflict. Discuss the various modes of conflict management in an organisation. **5+15=20**
5. Write short notes on : **4x5=20**
 - (a) MIS
 - (b) Goals of an organisation
 - (c) Management values and ethos
 - (d) Delegation of Authority

6. What do you understand by organisation structure ? What are the external and internal factors that influence the organisational structure ? 6+14=20

7. What do you understand by communication process ? What are the channels of communication ? 6+14=20

8. Explain with the help of Johari's window the process of developing inter - personal skills. 20

9. Discuss the various leadership theories with examples. 20

10. Write short notes on **any two** : 2x10=20
 - (a) Strategies of control
 - (b) Benefits and limitations of MBO
 - (c) Planning process

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MTM-01

**MASTER OF ARTS
(TOURISM MANAGEMENT)**

Term-End Examination

December, 2015

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

Time : 3 hours

Maximum Marks : 100

- Note :** (i) Attempt *any five* questions in about **600** words.
(ii) All questions carry *equal* marks.

1. Define MIS. Explain the significance of planning and controlling as a part of management processes. 5+15=20
2. Explain the techniques used in different steps of decision making process. 20
3. What do you understand by Organisational Culture ? Enumerate and explain the factors that determine the organisational culture. 6+14=20
4. Discuss the antecedents and process of organisational change. 10+10=20
5. Write short notes on : 4x5=20
 - (a) Mission of an organisation
 - (b) Types of conflict
 - (c) Formal Organisation
 - (d) Johari's window

6. What do you understand by Communication process ? What are the barriers to effective communication ? Elaborate with relevant examples from tourism industry. 10+10=20
7. Discuss the pre-requisites for effective delegation. Also discuss some common warning signals for inter-department conflict. 10+10=20
8. What are the different leadership styles ? What makes one an effective leader ? 15+5=20
9. Discuss the role of formal and informal groups in an organisation. 20
10. Write short notes on **any two** : 2x10=20
 - (a) Resistance to change
 - (b) Managerial Skills
 - (c) MBO process

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MTM-01

**MASTER OF ARTS
(TOURISM MANAGEMENT)**

Term-End Examination

June, 2016

**MTM-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. "Humans are by far the most critical resource of an organisation. No amount of money, materials and machines can produce results by themselves". Analyse the statement by citing examples from travel and tourism industry. 20
2. What is Management Information System (MIS) ? Why should a manager understand the nature and flow of information for designing an effective MIS ? 20
3. Discuss various managerial skills and roles required for institution building. Substantiate your answer with suitable examples. 20
4. Elaborate the importance of Mission, Objectives and Strategy for a tourism organisation. How are these inter-related ? 20
5. What do you mean by "Key Result Areas (KRAs) ? Set the objectives of KRAs in a tour operation firm. 20

6. Why change in the organisation is necessary ? 20
Enlist some of the changes which have affected almost all organisations in the past few decades ?
7. Write short notes on the following : 10+10=20
 - (a) Degree of Decentralisation
 - (b) Span of Control
8. How would you design the structure of a service organisation ? Substantiate your answer with suitable examples. 20
9. Define constructive confrontation. What are the principles to be observed for improving the effectiveness of confrontation ? 20
10. Write short notes on the following : 10+10=20
 - (a) Hawthorne Studies
 - (b) Theory X and Y

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MTM-001/MTTM-001

00783
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**MASTER OF ARTS
TOURISM MANAGEMENT (MTM)/MASTER
OF TOURISM AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

December, 2016

**MTM-001/MTTM-001 : 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. "Survival of the fittest" is the law of the jungle which is equally applicable to the competitive market. Analyse the statement by citing examples from the travel and tourism industry. **20**
2. As a manager what responsibilities do you have towards the society and Government. Substantiate your answer with suitable examples from travel and tourism industry. **20**
3. How different skills are used in order to meet the organisational needs ? Give suitable examples. **20**
4. Write an essay on various "Modes of Conflict Management". **20**

5. What do you understand by communication channel ? Why is effective communication necessary for achieving set targets by any organisation ? 20
6. How would you design the management structure of a service organisation ? Substantiate your answer with suitable examples. 20
7. Discuss the use of feedback system in control process. Also discuss some methods of control and their frequency of use. 20
8. Discuss the significance of inter-personal relationship in tourism industry. Give relevant examples. 20
9. Write short notes on the following : 10+10=20
 - (a) Trait Theory
 - (b) Managerial Grid Theory
10. Write short notes on **any two** of the followings in about 300 words each : 10+10=20
 - (a) Group Cohesiveness
 - (b) Theory X and Y
 - (c) Hawthorne Studies

No. of Printed Pages : 2

MTM-001/MTTM-001(S)

**MASTER OF ARTS
TOURISM MANAGEMENT (MTM)/MASTER
OF TOURISM AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

00467

December, 2016

**MTM-001/MTTM-001(S) : MANAGEMENT
FUNCTIONS AND BEHAVIOUR IN TOURISM**

Time : 3 hours

Maximum Marks : 100

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

1. Enumerate and explain the tasks expected of a Manager. 20
2. "Planning and Controlling go hand in hand." Explain with suitable examples, how planning and controlling are part of the management process. 20
3. What is the importance of strategy and policies in an organisation ? How are they achieved ? 20
4. What do you understand by Management by Objectives (MBO) ? What are the key concepts in MBO ? 20

5. Write short notes on the following : 4×5=20
- (a) Resistance to Change
 - (b) Formal Communication
 - (c) MIS
 - (d) Management Structure
6. Define conflict. Explain the modes of conflict management with relevant examples. 20
7. Explain the barriers to effective communication with the help of suitable examples. 20
8. Define delegation. Explain the process of delegation of authority and the problems associated with it. 20
9. What are the different leadership styles ? Discuss any one in detail. 20
10. Write short notes on any *two* of the following : 2×10=20
- (a) Types of Managerial Decisions
 - (b) Inter-personal Relationships in Tourism Industry
 - (c) Managerial Values and Ethos
-

No. of Printed Pages : 2

MTM-001/MTTM-001

03896

**MASTER OF ARTS
TOURISM MANAGEMENT (MTM)/MASTER
OF TOURISM AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

June, 2017

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

Time : 3 hours

Maximum Marks : 100

*Note : (i) Answer any five questions in about 600 words each.
(ii) All questions carry equal marks.*

1. Why and how should Managers meet the challenge of 'change' in the organisation? Explain citing relevant examples. **20**
2. Discuss in detail the management processes of Planning and Controlling and the respective managerial skills required to perform these functions. **20**
3. Explain the terms Mission, vision and strategic objectives in the context of a Tour operation company. **20**
4. Define 'Management By Objectives (MBO) and explain its key concepts and benefits. **20**

5. Write short notes on the following in about 150 words each : 5x4=20
- (a) Elements of organisation structure
 - (b) Types of conflict in organisations
 - (c) Phases of Decision Making
 - (d) Manager's responsibility towards society
6. What do you understand by 'Organisational culture' ? Discuss both the Dimensions and Determinants of organisational culture. 20
7. Why is Communication important in Tourism Industry ? Explain the different types of Verbal and Non-verbal communications used in tourism and travel industry. 20
8. Identify the types of Groups exist in an organisation. Discuss their implications and benefits from Management point of view. 20
9. Write notes on the following in about 300 words each : 10x2=20
- (a) Stages of Socialisation in organisations
 - (b) Manager's role in retaining talent
10. Differentiate between Operational Planning and Strategic Planning. Explain aspects to be taken into account while developing a Plan framework. 20
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No. of Printed Pages : 2

MTM-001/MTTM-001

**MASTER OF ARTS
(TOURISM MANAGEMENT) (MTM)/MASTER
OF TOURISM AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

December, 2017

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

Time : 3 hours

Maximum Marks : 100

*Note : (i) Answer any five questions in about 600 words each.
(ii) All questions carry equal marks.*

1. How should Managers dispense their responsibilities towards customers and subordinates respectively ? 20
2. Discuss in detail the management processes of Organising and Leading. Enlist the management skills required to perform these functions. 20
3. Define Decision Making. Discuss the various models of Decision Making process. 20
4. Write short notes on the following in about 150 words each : 5x4=20
 - (a) Difference between Mission and objective.
 - (b) System concept.
 - (c) Five major roles of a Top level Executive.
 - (d) Stages of developing Inter-personal Relationship.

5. Describe the potential sources of conflicts in an organisational set-up. 20
6. Explain various factors for resistance to change . How can external dependence of an organisation for arbitration be avoided ? 20
7. Elaborate the steps in a Management by Objectives (MBO) process. Identify pre - requisites of a successful MBO. 20
8. Define communication and explain the barriers to effective communication. 20
9. Write notes on the following in about 300 words each. 10x2=20
 - (a) Brainstorming and Nominal Grouping Techniques of Alternative solution generation.
 - (b) Manager's responsibility towards retaining talent.
10. What is a Group ? Discuss characteristics of effective work Groups. 20

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No. of Printed Pages : 2

MTM-001/MTTM-001

00904

**MASTER OF ARTS
TOURISM MANAGEMENT (MTM)/MASTER
OF TOURISM AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

June, 2018

**MTM-001/MTTM-001 : 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. Discuss the responsibilities of a professional manager with suitable examples. 20
2. What are the managerial skills required at various levels ? Explain with relevant examples. 20
3. Describe the techniques used in the different steps of Decision Making. 20
4. What do you understand by Organisational Culture (OC) ? What are the determinants of OC ? 20
5. Write short notes on : 4x5=20
 - (a) MBO Process
 - (b) Sources of conflict
 - (c) Key Result Areas (KRAs)
 - (d) Approaches to coordination

MTM-001/MTTM-001

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P.T.O.

6. What are the reasons for change in an organisation ? Explain with the help of relevant examples. 20
7. What are the pre - requisites of control process ? 20
What are the types of control strategies ?
8. What do you understand by Organisational Change ? Explain the antecedents and process of organisational change. 20
9. What do you understand by Group Dynamics ? 20
Discuss the role of formal and informal groups in an organisation.
10. Differentiate between any two. 2x10=20
 - (a) Formal and Informal Organisation
 - (b) Verbal and Non - Verbal Communication
 - (c) Trait and Managerial Grid Theory of Leadership

ASSIGNMENT GURU

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No. of Printed Pages : 2

MTM-01/MTTM-01

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

Term-End Examination

02854

December, 2018

**MTM-01/MTTM-01 : 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. What are the tasks which a manager has to undertake in the course of managing an organisation ? 20
2. What is "Management Information System (MIS)" ? How is it related with the process of decision making ? Give suitable examples from travel and tourism field. 20
3. What factors should be kept in mind while designing an effective MIS ? Substantiate your answer with suitable examples from travel and tourism field. 20
4. How are mission, objectives and strategy interrelated ? Also differentiate between strategy and policy. 20

5. Write short notes on the following : 2×10=20
- (a) Personal and Organizational Decisions
 - (b) Basic and Routine Decisions
6. Write an essay on “Effective Decision Making.” 20
7. What do you understand by Managerial Ethos ? Discuss the relationship between Leadership and Organizational Culture (OC). 20
8. Why is it necessary to understand the process of resistance to change in order to devise an appropriate strategy to implement organizational change ? Substantiate your answer with suitable examples from travel and hospitality sectors. 20
9. What is “Planning Framework” ? At what level is planning done in tourism ? Elaborate with relevant examples from tourism industry. 20
10. Write short notes on the following : 2×10=20
- (a) Characteristics of Effective Work Groups
 - (b) Managing Group Productivity
-

No. of Printed Pages : 2

MTM-001 / MTTM-001

04224

**MASTER OF ARTS
(TOURISM MANAGEMENT) (MTM)/MASTER
OF TOURISM AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination

June, 2019

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

Time : 3 hours

Maximum Marks : 100

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

1. Write a note on the external factors that affect the growth of a hotel. 20
2. What do you understand by planning ? Mention the basic steps involved in designing a control process. 20
3. Discuss the relationship of various skills with performance and feed-back. Why should a manager have leading skills ? 20
4. Write short notes on : 10x2=20
 - (a) Personal and Organizational Decisions
 - (b) Programmed and Non-Programmed Decisions

5. As a manager of a Five Star Hotel how would you implement a Management by Objectives (MBO) process and how will you ensure that an MBO works effectively ? 20
6. Write an essay on "Process of Organizational Change". 20
7. Discuss the external factors that influence the choice of an organizational structure. Give examples. 20
8. Discuss the importance of communication in the service industry. Give suitable examples from tourism industry. 20
9. Write short notes on the following : 10x2=20
 - (a) Methods of Control
 - (b) Strategies of Control
10. What are the determinants of interpersonal behavior ? Discuss the importance of first impression in interpersonal relations. 20

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No. of Printed Pages : 2

MTM-1/MTTM-001

M04041

**MASTER OF ARTS
TOURISM MANAGEMENT (MTM)/MASTER OF
TOURISM AND TRAVEL MANAGEMENT
(MTTM)**

Term-End Examination,

December 2019

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

Time : 3 Hours]

[Maximum Marks : 100

Note : (i) Answer any five questions in about 600 words each.

(ii) All questions carry equal marks.

1. "Value is not expressed in terms of increased cost or price but in terms of the difference it makes to the customer". Elaborate the statement and substantiate your answer with suitable examples. 20
2. Why should a manager have leading skills? How different skills are related with different managerial level? Give suitable examples from travel and tourism industry. 20
3. Write an essay on "Types of Managerial Decisions". 20
4. Discuss the relationship between leadership and Organizational culture? How culture and Ethos are maintained in the organization? 20

MTM-1/MTTM-001

P.T.O.

(2)

5. What are different types of conflicts? Briefly mention the process of conflicts and different views about conflict. 20
6. Write short notes on : $2 \times 10 = 20$
a) Matrix Organization
b) Network Organization
7. What are the barriers to effective communication? As a manager which type of skills are required to manage communication? 20
8. Why is planning necessary in service industry? Elaborate your answer with suitable examples from travel and tourism industry. 20
9. Write short notes on : $2 \times 10 = 20$
a) Prerequisites for effective delegation
b) Approaches to co-ordination
10. What are the determinants of interpersonal behavior? How an interpersonal relationship is created, developed and maintained? 20



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MTM-1/MTTM-001

No. of Printed Pages : 3 **MTM-1/MTTM-1**

**MASTER OF ARTS TOURISM
MANAGEMENT/MASTER OF
TOURISM AND TRAVEL
MANAGEMENT (MTM/MTTM)**

Term-End Examination

June, 2020

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

Time : 3 Hours

Maximum Marks : 100

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

(ii) All questions carry equal marks.

-
1. As a manager what responsibilities do you have towards the society and government ? 20

P. T. O.

[2]

MTM-1/MTTM-1

2. Why should a manager have leading skills ?
How different skills are related with different managerial level ? Give suitable examples from travel and tourism industry. 20
3. Write short notes on the following : $10 \times 2 = 20$
 - (a) Managerial Ethos
 - (b) Determinants of Organizational Culture
4. Examine the modes through which conflicts can be handled so as to result in optimal unit performance. Also discuss positive and negative impacts of conflict. 20
5. Elaborate different strategies of implementing changes in the organization. Give suitable examples form travel and tourism industry. 20
6. What do you mean by formal and informal organizations ? What are the different external factors which influence choice of organizational structure ? 20
7. How would you design the structure of a service organization ? Substantiate your answer with suitable example from tourism industry. 20

[3]

8. Write an essay on "Communication Process". 20
9. "Tourism management as well as tourism operations require extra-ordinary care in order to satisfy the tourist." Analyze the statement and substantiate your answer with suitable examples. 20
10. Write short notes on the following : $10 \times 2 = 20$
 - (a) Leadership styles
 - (b) Group Dynamics

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