

MASTER'S IN TOURISM MANAGEMENT

Term-End Examination

Decemer, 2006

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.** Mention the various skills required at different managerial levels. Discuss the tasks of a professional manager. 20

- 2.** Write an essay on small group behaviour with examples from tourism. 20

- 3.** Management by Objectives is the best way to achieve results. Comment. 20

- 4.** Discuss the various steps involved in planning process. 20

- 5.** Define the concept of decision making. Explain any two models related to it. 20

6. Write about 300 words each on any **two** of the following : 10+10
- (i) Organisational culture
 - (ii) Leadership styles
 - (iii) Organisational goals
7. What do you understand by communication channels ? Why is effective communication necessary for achieving set targets ? 20
8. “Organisational conflict within control will lead to generation of new ideas.” Comment. 20
9. As a manager, what steps would you take to establish inter-departmental coordination ? Answer with examples. 20
10. Write about 300 words each on any **two** of the following : 10+10
- (i) Managing change
 - (ii) Managerial ethos
 - (iii) Organisation structures