

MASTER'S IN TOURISM MANAGEMENT

Term-End Examination

June, 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. How does a professional manager maintain a firm's efficiency in terms of profit generation ? 20

2. Define the systems concept. How does Management Information System (MIS) fit in it ? 20

3. What are the different phases of decision-making process ? Also state the different types of managerial decisions. 20

4. Write short notes on any **two** of the following in about 300 words each : 10+10
 - (a) Managerial values and ethos
 - (b) Break-even analysis
 - (c) Managing change

5. Define the following : 5+5+5+5
- (a) Creativity
 - (b) Mission
 - (c) Leadership
 - (d) Managerial obsolescence
6. Discuss functional and dysfunctional consequences of conflict for any organisation. 20
7. Discuss the significance of inter-dependence and inter-relationship among subsystems in an organisation. To what extent does it play an effective role in tourism ? 10+10
8. What are the various leadership styles ? What is the difference between a successful and effective leader ? 20
9. Define MBO and its concepts. What are its benefits and limitations ? 20
10. Write an essay on planning process of an organisation in the context of service industry. 20