MASTER'S IN TOURISM MANAGEMENT

Term-End Examination

June, 2010

MTM-1 : MANAGEMENT FUNCTIONS AND BEHAVIOUR IN TOURISM

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions. All questions carry equal marks.

1. Explain the roles of a professional manager citing examples from tourism industry.

2. What is Management System? How does it help in understanding relation of a firm with its environment?

3. Write a note upon functions of management.

4. Explain the relevance of technical, human and managerial skills at different levels in a company.

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5. Write notes:
   (a) Strategy
   (b) Policies
   (c) Mission
   (d) Goals

6. Explain decision making process with the help of bounded rationality model.

7. What is organizational culture and what factors determine it?

8. Explain the conflicts usually found in organizations. Also discuss their source.

9. Discuss Matrix type organization structure. When is it most suitable? Elaborate.

10. What is leadership style? Explain with the help of Managerial Grid Theory.