

No. of Printed Pages : 3

MTTM-1

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

Term-End Examination

June, 2025

**MTTM-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.*

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1. Discuss the responsibilities of a professional manager towards the society. Substantiate your answer with suitable examples. 20

2. Write short notes on the following : $10 \times 2 = 20$
- (a) Managerial Obsolescence
 - (b) Management Information System (MIS)
3. What do you understand by personal and organisational decisions ? Discuss the *three* phases in decision-making process. 20
4. What do you understand by MBO ? Discuss the *three* steps involved in the MBO process. 20
5. Define organisational culture. Describe the various dimensions of organisational culture. 20
6. Why is it important for managers to acquire conflict management skills ? Substantiate your answer with suitable examples. 20
7. Discuss the internal and external factors which influence the choice of an organisational structure. 20

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8. Why is planning necessary ? Discuss the steps involved in planning for an enterprise. 20
9. Why should a tourism professional study leadership styles ? Discuss Theory X and Theory Y of leadership. 20
10. Define a group. Discuss the role of informal groups in management. 20

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