

No. of Printed Pages : 2

MTTM-01

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

Term-End Examination

December, 2024

**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 do you mean by working environment ?
Why a manager must ensure proper working
environment for women employees ? 20
2. Write short notes on the following : 2×10=20
 - (a) Management Information System
 - (b) Levels of Management

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3. “Decision-making implies making a choice between alternatives.” Elaborate the statement by giving suitable examples. 20
4. Discuss the goals of a National Tourism Organization. 20
5. Write an essay on “Management by Objectives” (MBO). 20
6. Describe the process through which traditions and customs are maintained in a tourism organization. 20
7. How are culture and ethos maintained in a large-sized organization ? Give examples. 20
8. What is organizational conflict ? Discuss the positive impacts of conflict. 20
9. Elaborate essential elements of communication. 20
10. Write short notes on the following : 2×10=20
 - (a) Delegation
 - (b) Factor influencing decentralization

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