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MTTM-1

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

Term-End Examination

December, 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.***

1. What do you understand by MIS ? What factors should be kept in mind while designing an effective MIS ? 20

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2. Discuss the levels of manager in an organisation and skills required at various levels of management. 20
3. Discuss the techniques used in different steps of decisions-making. 20
4. Describe the various benefits and limitations of MBO process. 20
5. What do you understand by organisational culture ? Discuss the determinants of organisational culture in detail. 20
6. As a manager, what strategies would you adopt for conflict avoidance ? Discuss with the help of suitable examples. 20
7. What are the elements of communication process ? Discuss the importance of communication in the service industry. 20

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8. Write short notes on the following : $10 \times 2 = 20$

(a) Delegation of authority

(b) Barriers to effective communication

9. Describe the Johari Awareness Model of interpersonal process (Johari Window). 20

10. Discuss the various methods of control. 20

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