DEPARTMENT OF TOURISM AND TRAVEL MANAGEMENT

CENTRAL UP	NEVERSETY OF JA	UMMU
MRA, TTM, SIMISTER -1 (QUO)		SETS
COURSE CODE: MTTTY III		TIME: 3 hours MAX MARKS: 100
COURSE TITLE: Management Process and Greenium	Benzi Rekimo.P	999 House, 100
SECTION A		(10×1 marks)
2. Multiple Choice Questions		
1 decisions are relevant for	er solving uniq	ue problems in which various
alternatives cannot be decided in	advance.	
a) programmed	c) long	
b) non-programmed	d) short	
2responsibility conte		
organisation itself and to all the in	nterest groups	with which it interacts.
a) business c) so	ocial	
b) organisation d) n		
3. Which one of the following is the		factor for resistance to change?
a) Threat to power and influence	0	c) resource constraints
b) Organisational structure		d) all of the above
4. Work-Life Balance means		
a) Balance between the profess		
b) Balance between the profess		ai ire
c) Balance between work and n	on-work	
d) None of the above		stinnel nerms and in doing an
 Behaviour that violates the signifithreatens the well being of the or 	ncant organic	its mambars is known as
threatens the well being of the o	rganisation of	its themselves to reserve as a second
a) Organizational citizenship be	mavioui	
b) Deviant workplace behaviour		
c) Indifferent behaviour		
d) None of the above	anientionally	desired emotions during interpersonal
6. An employee's expression or org	attracionary	dear en cindodis dennig men personal
transactions at work is known as		emotional labor
a) Intelligent quotient		
b) Emotional quotient		emotional behaviour
7. A specific mode of conduct or er	nd state of ex	stence is personally or socially
preferable to an opposite or con	werse mode o	of conduct or end state of existence
represents		
a) Values		ientiousness
b) Agreeableness	d) attitu	de
gpersonality is pragma	stic, maintain	s emotional distance and believes ends
can justify the means.	and the same	Winnism
a) Core self evaluation		lavellianism
b) Narcissism	a) self-r	nonitoring
Drive to become what we are ca	ipable or bec	oming, includes growth, achieving our
potential and self-fulfillment is	ne	ed
a) Social	c) Self-	actualization
b) Esteem	d) safet	LY .
and addressed to		

10 is the process persistence of effort toward a	attaining a goal.	
a) Self fullfillment	c) motiva	
b) Self determination	d)None o	of these
	SECTION B	(5×6 marks)
2. DO any five questions. Q 1. Why training component in Q2. How performance appraisa Q3. What do you mean by pers Q4. What do you mean by job a Q5. What are the different app Q6. What is the importance of Q7. What are the various levels Q8. What is controlling function	il can contribute to employ onality of an individual? titiude?. proaches in defining mana the various functions of m of management? of section C	gement as a process?
3. Attempt five questions from ti	he internal choice	
Q1. What are the principles of manage OR What are the levels of managemen		management skills?
Q2. How planning is a preliminary fun	ction? And What are the s	tages of planning process?

What is the decision making process? Q3. How diversity in the labour force influence the field of organisation behaviour?

OR

Explain the OB model in detail.

Q4. How personality of an individual is considered important in the field of organisation behaviour? Explain two different types of personalities as examples.

OR

How perception and decision making are linked with each other?

Q5. Define group. What are the stages of group development?

OR

What do you mean by organizational culture? What are the different forces to bring organizational change?