

TM242609B

Reg. No :

Name :

MASTER'S DEGREE (C.S.S) EXAMINATION, MARCH 2024
2023 ADMISSIONS REGULAR
SEMESTER II - MTTM-Master of Tourism And Travel Management
TT2C09TM20 - Organizational Behaviour and Management Process

Time : 3 Hours

Maximum Weight : 30

Part A

I. Answer any Eight questions. Each question carries 1 weight

(8x1=8)

1. Explain the term Operational Goal.
2. Explain the term Tactical Goal.
3. List the reactions of humans to change.
4. Define Organizational Development.
5. What is Hippocrates personality in type theory?
6. Define Values.
7. What do you understand by the term perception?
8. List the external factors that affects perception.
9. Define Stress.
10. Explain the term Chronic Stress.

Part B

II. Answer any Six questions. Each question carries 2 weight

(6x2=12)

11. Explain the features of an organization.
12. Explain the Steps involved in the process of OD.
13. Why do you think Values is important for an individual?
14. Explain the importance of values in OB.
15. How can one improve his/her perceptual skills?
16. Explain the process of Perception.
17. Explain the extra organizational stress influencing the work place.
18. Briefly explain the relevance of TQM and Tourism.

Part C

III. Answer any Two questions. Each question carries 5 weight

(2x5=10)

19. Organization plays an important role in the economy . Briefly evaluate the various ownership styles of an organization.
20. "Values are stable, long lasting beliefs about what is important to an individual." Comment.
21. "Perception is a complex cognition process, giving a unique interpretation (or picture) of the world". Briefly explain.
22. Briefly explain the various sources of stress.

