



Paper - II
Tourism Administration & Management

Booklet Code

A

SUBJECT CODE : 39

Test Booklet No.

Roll No. :

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(Figures as per admission card)

Roll No. (in words) :

OMR Sheet No. :

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Name and Signature of Invigilator/s

Signature : _____

Name : _____

Time : 2 Hours

Maximum Marks : 200

Number of Pages in this Booklet : 24

Number of Questions in this Booklet : 100

Instructions for the Candidates

1. Write your roll number in the space provided on the top of this page.
2. This paper consists of hundred (100) multiple-choice type of questions.
3. At the commencement of examination, the test booklet will be given to you. In the first 5 minutes, you are requested **To Open the Booklet and Compulsorily Examine it as Below:**
 - (i) To have access to the Test Booklet, tear off the paper seal on the edge of the cover page. Do not accept a booklet without sticker seal or open booklet.
 - (ii) Tally the number of pages and number of questions in the booklet with the information printed on the cover page. Faulty booklets due to pages/questions missing or duplicate or not in serial order or any other discrepancy should be got replaced immediately by a correct booklet from the invigilator within the period of 5 minutes. Afterwards, neither the Test Booklet will be replaced nor any extra time will be given.
 - (iii) After the verification is over, the Test Booklet Number should be entered in the OMR Sheet and the OMR Sheet Number should be entered on this Test Booklet.
4. Each item has four alternative responses marked (A), (B), (C) and (D). You have to darken the circle as indicated below on the correct response against each item.
Example : Ⓐ Ⓑ ● Ⓓ
 where (C) is the correct response.
5. Your responses to the questions are to be indicated in the **OMR Sheet kept inside this Booklet**. If you mark at any place other than in the circles, the OMR Sheet will not be evaluated.
6. Read the instructions given in OMR Sheet carefully. Fill the Booklet Code of Paper-II in OMR Sheet **Compulsorily**.
7. Rough Work is to be done in the end of this booklet.
8. If you write your name or put any mark on any part of the OMR Answer Sheet, except for the space provided for the relevant entries, which may disclose your identity, you will render yourself liable to disqualification.
9. You have to return the OMR answer Sheet to the invigilators at the end of the examination compulsorily and must NOT carry it with you outside the Examination Hall.
10. You can take away test booklet and carbon copy of OMR Answer Sheet after the examination.
11. **Use only Blue/Black Ball point pen.**
12. **Use of any calculator, electronic gadgets or log table, etc. is prohibited.**
13. **There is no negative mark for incorrect answer.**





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1. The Ministry of Tourism's Regional Office is not situated at :
 - (A) New Delhi
 - (B) Chennai
 - (C) Shillong
 - (D) Guwahati
2. Which is not an autonomous institute under the Ministry of Tourism?
 - (A) Indian Institute of Tourism and Travel Management (IITTM).
 - (B) National Council for Hotel Management and Catering Technology (NCHMCT).
 - (C) Indian Culinary Institute (ICI).
 - (D) India Tourism Development Corporation (ITDC)
3. The current Minister of Culture (As of October 2024) is :
 - (A) Gajendra Singh Shekhawat
 - (B) Prahlad Singh Patel
- (C) Shripad Yesso Naik
- (D) Meenakshi Lekhi
4. Swadesh Darshan scheme was launched in the year:
 - (A) 2013-14
 - (B) 2014-15
 - (C) 2016-17
 - (D) 2018-19
5. Megasthenes visited India during :
 - (A) Gupta Dynasty
 - (B) Mauryan Empire
 - (C) Chola Empire
 - (D) Slave Dynasty
6. Who formulated the Push and Pull theory?
 - (A) McClelland
 - (B) Crompton
 - (C) Frederick Herzberg
 - (D) Abraham Maslow



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7. NIDHI 2.0 (National Integrated Database of Hospitality Industry) scheme was inaugurated in:
- (A) 2021
- (B) 2020
- (C) 2022
- (D) 2019
8. WEF's Travel and Tourism Competitiveness Index has evolved into:
- (A) Travel and Tourism Competitiveness Report
- (B) Travel and Tourism Development Index
- (C) Travel and Tourism Progress Report
- (D) Travel and Tourism Progress Index
9. The Archaeological Survey of India (ASI) comes under the:
- (A) Ministry of Tourism
- (B) Ministry of Culture
- (C) Ministry of Housing and Urban Affairs
- (D) Indian Council of Historical Research
10. What is/are correct regarding AMASR Act?
- (i) Stands for Ancient Monuments and Archaeological Sites and Remains Act.
- (ii) Stands for Archaeological Monuments and Ancient Sites and Remains Act.
- (iii) Came into existence in 1958.
Came into existence in 1956
- (A) 1 and 4
- (B) 1 and 3
- (C) 2 and 4
- (D) 2 and 3
11. Which states are part of the western ghat?
- (A) Kerala, Tamil Nadu, Maharashtra, Gujarat
- (B) Karnataka, Tamil Nadu, Goa
- (C) Kerala, Goa, Maharashtra, Gujarat
- (D) Kerala, Tamil Nadu, Karnataka, Goa, Maharashtra and Gujarat.



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12. Find the correct statements related to Wildlife Protection Act.

(i) Wildlife Protection Act came in the year 1973.

(ii) The Wildlife (Protection) Act, of 1972 has been divided into six schedules.

(iii) The Act has five protected areas: Sanctuary, National Parks, Conservation Reserves, Community Reserves, and Tiger Reserves.

(iv) Each state in India has its own State Wildlife Advisory Board.

Choose the correct answer from the options given below :

(A) 1, 2, 3 and 4

(B) 2, 3 and 4

(C) 1, 2 and 4

(D) 3 and 4

13. Find out the correct statements related to Environment Impact Assessment (EIA).

(i) Environment Impact Assessment (EIA) came in the year 1986.

(ii) EIA has 4 stages and 2 categories to divide projects.

(iii) Project developers and government agencies both can conduct Environmental Impact Assessments.

(iv) Environmental consultants can review and approve an Environmental Impact Assessment report.

Choose the correct answer from the options given below:

(A) 1, 3 and 4

(B) 1, 2 and 3

(C) 1, 2, 3 and 4

(D) 1 and 2

14. IATA was founded in the year :

(A) 1941

(B) 1945

(C) 1932

(D) 1942



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15. Match List-I (Airport) and List-II (IATA code) and select the correct answer from the codes given below :

List-I	List-II
(Airport Name)	(IATA Code)
P Khajuraho Airport	1 ATQ
Q Bagdogra Airport	2 HJR
R Veer Savarkar Airport	3 IXZ
S Sri Guru Ram Das Ji Airport	4 IXB

Codes:

	P	Q	R	S
(A)	4	2	1	3
(B)	1	4	2	3
(C)	2	4	3	1
(D)	1	2	4	3

16. Match List-I (Acts) and List-II (Years of establishment) and select the correct answer from the codes given below :

List-I	List-II
(Acts)	(Years of establishment)
P Forest Conservation Act	1 1972
Q Environment Impact Assessment (EIA)	2 1986
R Water Act	3 1974
S Wild Life Protection Act	4 1980

Codes:

	P	Q	R	S
(A)	4	2	1	3
(B)	1	4	2	3
(C)	2	4	3	1
(D)	4	2	3	1

17. Which famous canal connects the Mediterranean Sea to the Red Sea?

- (A) Panama Canal
(B) Kiel Canal
(C) Suez Canal
(D) Corinth Canal

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18. The river Brahmaputra is known as _____ as it enters Arunachal Pradesh.
- (A) Dibang
(B) Dihang
(C) Subansiri
(D) Dhansiri
19. Identify the Benelux countries from the options given below:
- (A) Nepal, Bhutan and Sri Lanka
(B) Japan, North Korea and South Korea
(C) Sweden, Philippines and Vietnam
(D) Belgium, Netherlands and Luxembourg
20. Which of the following Indian States/UT has the country's maximum percentage of mangrove cover?
- (A) Gujarat
(B) West Bengal
(C) Andaman and Nicobar
(D) Odisha
21. Which factor contributes to the diverse nature of tourism products in India?
- (a) Historical significance
(b) Culinary delights
(c) Experiential nature
(d) Geographical features
- (A) a and b
(B) a and c
(C) a, b and c
(D) All of the above
22. What type of tourism product is associated with activities like trekking, mountaineering, and river rafting?
- (A) Adventure tourism
(B) Wildlife tourism
(C) Cultural tourism
(D) Culinary tourism

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23. Which region of India is associated with the Bihu dance?
- (A) Meghalaya
(B) Assam
(C) Sikkim
(D) Mizoram
24. Which are the different schools of Indian classical music?
- (A) Hindustani and Carnatic
(B) Ghazal and Qawwali
(C) Sufi and Bhajan
(D) Folk and Fusion
25. Which holy place is significant for Jainism?
- (A) Harmandir Sahib
(B) Rishikesh
(C) Sarnath
(D) Shatrunjaya
26. Which place is associated with Swami Vivekananda?
- (A) Lumbini
(B) Belur Math
(C) Sarnath
(D) Vidyasagar
27. Keoladeo Ghana National Park is located in which state?
- (A) Uttar Pradesh
(B) Uttarakhand
(C) Rajasthan
(D) Punjab
28. Which hill station is known as the "Queen of the Hills" and is located in Uttarakhand?
- (A) Shimla
(B) Mussoorie
(C) Nainital
(D) Pachmarhi


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29. Which state in India is renowned for its beaches like Calangute Beach, Baga Beach and Anjuna Beach?
- (A) Gujarat
- (B) Maharashtra
- (C) Goa
- (D) Karnataka
30. Match the following palace hotels and their locations :
- | | |
|-------------------------|---------------|
| 1. Lalitha Mahal Palace | (a) Jaisalmer |
| 2. Laxmi Villas Palace | (b) Mysore |
| 3. Suryagarh | (c) Bharatpur |
| 4. Samode Palace | (d) Chomu |
- (A) 1-a, 2-c, 3-b, 4-d
- (B) 1-b, 2-c, 3-a, 4-d
- (C) 1-c, 2-b, 3-d, 4-a
- (D) 1-a, 2-c, 3-b, 4-d
31. Arrange the following railway properties according to the year they appeared on the world heritage list :
- (I) Darjeeling Mountain Railway
- (II) Nilgiri Mountain Railway
- (III) Kalka-Shimla Railway
- (IV) C.S.T. Mumbai
- (A) I, II, III, IV
- (B) I, III, II, IV
- (C) I, IV, II, III
- (D) IV, III, II, I
32. What is the Phobia (Fear) of Travel?
- (A) Tachophobia
- (B) Hodophobia
- (C) Androphobia
- (D) Acrophobia
33. Which destination is not covered by the 'Maharaja Express'?
- (A) Gaya
- (B) Varanasi
- (C) Khajuraho
- (D) Agra



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34. Arrange the Major Road Networks in the World in Descending order:
- (I) Brazil (II) USA
- (III) India (IV) China
- (A) I, II, IV, III
- (B) II, III, IV, I
- (C) II, IV, III, I
- (D) I, II, III, IV
35. Which is the world's largest high speed rail?
- (A) Beijing-Guangzhou
- (B) Trans-Siberian
- (C) Trains à grande vitesse
- (D) Amtrak's Acela
36. Bilateral air transport agreement is concluded with policies:
- I. Right to fly over a foreign country without landing
- II. Right to refuel or carry out maintenance in a foreign country with embarking passengers or cargo
- III. Right to fly from one's own country to another country
- IV. Right to fly between two places in a foreign country while stopping in one's own country for non-technical reasons.
- From the above statements, which of them are correct:
- (A) I, II, III
- (B) I, III, IV
- (C) II, III, IV
- (D) All of the above
37. The Bureau of Civil Aviation Security (BCAS) was initially set up as a Cell in the DGCA in January 1978 on the recommendation of the :
- (A) Ashok Kumar Committee
- (B) Naresh Chandra Committee
- (C) Prasad Committee
- (D) Pande Committee
38. Which major port in India is specially developed to facilitate export of kudhremukh iron ore?
- (A) New Mangalore
- (B) Chennai
- (C) Haldia
- (D) Tuticorin



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39. Who developed the Jet Engine?

- (A) Wilbur Wright
- (B) Frank Whittle
- (C) Thomas Newcomen
- (D) None of these

40. Match the following concepts of service marketing with their significance :

	List-I (List of Concepts)		List-II (List of Significance)
P	Service Blueprinting	1	Creates a visual representation of service delivery
Q	Customer Relationship Management (CRM)	2	Enhances customer loyalty and retention
R	Service Differentiation	3	Sets services apart from competitors
S	Integrated Marketing Communications	4	Ensures consistent messaging across channels

Codes:

- | | | | | |
|-----|---|---|---|---|
| | P | Q | R | S |
| (A) | 3 | 1 | 2 | 4 |
| (B) | 1 | 2 | 3 | 4 |
| (C) | 2 | 3 | 4 | 1 |
| (D) | 4 | 1 | 3 | 2 |

41. Which of the following is an example of an ancillary service provided by a travel agency?

- (A) Organizing city tours for tourists
- (B) Arranging travel insurance for clients
- (C) Assisting with visa applications
- (D) Offering foreign currency exchange services

42. What does the term "churning" refer to in the context of travel agency operations?

- (A) Rapid expansion of the business
- (B) High employee turnover rate
- (C) Frequent change of travel itineraries
- (D) Manipulative practice to generate commissions

43. Which of the following is an example of a "wholesaler" in the travel industry?

- (A) Orbitz
- (B) Hilton Hotels
- (C) Accor
- (D) Hotelbeds


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44. Which of the following is an example of a "land operator" in the travel industry?
- (A) Trip Advisor
(B) Avis Rent a Car
(C) Airbnb
(D) Trafalgar Tours
45. What is the purpose of a "voucher" in the tour?
- (A) To provide discount to the tourists at the destination
(B) To promote a travel destination or attraction
(C) To provide proof of reservation and payment for travel services
(D) To regulate the pricing of tour packages
46. Which of the following is an example of a "tourist attraction pass"?
- (A) Eurail Pass
(B) Indrail Pass
(C) IATA Pass
(D) London Pass
47. What is the purpose of a "code-share agreement" between airlines?
- (A) To ensure fair competition between airlines
(B) To facilitate inter airline baggage transfers for passengers
(C) To provide discounted fares for frequent flyers
(D) To coordinate flight schedules and optimize connections
48. Which of the following is not a Global Distribution System (GDS)?
- (A) Amadeus
(B) Galileo
(C) Saber
(D) MICROS
49. Which of the following is an example of a "no-show" in airlines?
- (A) A tourist who cancels their booking before the trip
(B) A passenger who does not cancel but also fails to arrive at the airport to board the flight in which he has booked the ticket
(C) A flight delayed due to weather conditions
(D) A cancelled airshow


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50. How many countries are a part of the Schengen area as of October, 2024?
- (A) 24
- (B) 25
- (C) 27
- (D) 29
51. Which type of hotel is characterized by its high-end amenities and personalized services for affluent guests?
- (A) Business hotel
- (B) Boutique hotel
- (C) Resort
- (D) Luxury hotel
52. Which of the following factors does not typically affect the classification of hotels?
- (A) Number of rooms
- (B) Amenities and facilities
- (C) Location
- (D) Restaurant menu
53. Which hotel is not the sub brand of Accor Hotels?
- (A) Mercure Hotels
- (B) Novetal Hotels
- (C) Raffles Hotels Resorts
- (D) Mementos Hotels
54. The purpose of a front desk in accommodation management is :
- (A) To handle check-in and check-out procedures
- (B) To provide information and assistance to guests
- (C) To manage reservations and room assignments
- (D) All of the above.
55. Modified American Meal Plan includes :
- (A) Room Rate only
- (B) Room Rate + Breakfast
- (C) Room Rate+ Breakfast+Lunch+ Dinner
- (D) Room Rate+ Breakfast+Lunch/Dinner


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56. Host service is also known as :
- (A) Silver Service
- (B) French Service
- (C) Russian Service
- (D) English Service
57. Dividing the total hotel revenue by the number of guest in the hotel will calculate :
- (A) ARR
- (B) Rev Par
- (C) House Count
- (D) None of the Above
58. Charcuterie is the culinary art of preparing :
- (A) Salad
- (B) Meat products
- (C) Soup
- (D) Stocks
59. Which bacteria spreads with breathing in small droplets of water in the air :
- (A) Legionella
- (B) Salmonella
- (C) Escherichia coli
- (D) Listeria
60. Match the following :
- | | |
|-----------------|-----------------------|
| 1 Asti Spumante | a Coffee |
| 2 Cappuccina | b Sparkling Wine |
| 3 Lemonade | c Tea |
| 4 Oolong | d Carbonated Beverage |
- (A) 1-b, 2-c, 3-b, 4-d
- (B) 1-b, 2-a, 3-d, 4-C
- (C) 1-d, 2-b, 3-c, 4-a
- (D) 1-a, 2-c, 3-b, 4-d



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61. The acronym CDMO stands for_____.
- (A) Company Destination Marketing Organization
- (B) Community Destination Marketing Organization
- (C) Customer's Destination Marketing Organization
- (D) Competitor's Destination Marketing Organization
62. Telemarketing is base of _____.
- (A) Relationship marketing
- (B) Social media marketing
- (C) Catalog marketing
- (D) None
63. Brand Mantra is _____ of a brand.
- (A) Logic
- (B) Fundamental representation
- (C) Practicality
- (D) Technology
64. The acronym IATA stands For_____.
- (A) Indian Air Transport Association
- (B) International Air Transport Association
- (C) International Air Travel Agency
- (D) Indian Association of Travel Agency
65. PESTLE acronym includes :
- (A) Physical factors
- (B) Ecological factors
- (C) Social factors
- (D) Transportational factors
66. The "Amtrak" service is primarily found in which country?
- (A) United Kingdom
- (B) France
- (C) United States
- (D) Germany



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67. Cause- related marketing is :
- (A) Inherently unethical
- (B) Unethical if it attracts media coverage
- (C) Ethical only if it is successful
- (D) Unethical if it is based primarily on image- building
68. New media is :
- (A) A unique media platform
- (B) A diverse set of different media platforms
- (C) Something that replaced traditional media
- (D) A new form of television
69. The discomfort caused by post purchase conflict is called :
- (A) Dissatisfaction
- (B) Cognitive dissonance
- (C) Post purchase behaviour
- (D) Buyer's remorse
70. SEO means :
- (A) Search Engine Optical
- (B) Search Engine Optimization
- (C) Search Electrical Optimization
- (D) Search Entity Online
71. Which of the following factors influence the formulation of Indian tourism policy?
- (A) Economic factors
- (B) Environmental factors
- (C) Social factors
- (D) All of the above
72. What is the concept of supply in tourism?
- (A) The quantity of tourist attractions and activities available in a destination
- (B) The willingness of tourists to travel to a particular destination
- (C) The availability of transportation, accommodation, and other tourism-related services
- (D) The demand for tourism services in a specific market


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73. Which of the following is a time series analysis method of demand forecasting?
- (A) Market research surveys
 - (B) Exponential smoothing
 - (C) Focus group discussions
 - (D) Delphi method
74. What does the term "Cash Reserve Ratio (CRR)" signify in monetary policy?
- (A) The minimum percentage of cash that commercial banks must hold as reserves
 - (B) To encourage commercial banks to deposit excess funds with the central bank
 - (C) The interest rate paid by banks on deposits made by customers
 - (D) The ratio of government securities held by banks to their total assets.
75. What was the theme for the National Tourism Day 2024?
- (A) Sustainable Tourism
 - (B) Wellness Tourism
 - (C) Tourism and Peace
 - (D) Adventure Tourism
76. Which stage of the issue attention cycle is characterized by a shift in focus to other emerging issues?
- (A) The pre-problem stage
 - (B) Alarmed discovery and euphoric enthusiasm
 - (C) Realizing the cost of significant progress
 - (D) Gradual decline of intense public interest
77. A strategic planning process is usually initiated for a number of reason/s, including :
1. Stakeholder demands
 2. Perceived need
 3. Response to crisis
 4. Best practice
 5. Adaptation, innovation and the diffusion of ideas
- (A) Both 1 and 2
 - (B) Both 3 and 4
 - (C) Only 5
 - (D) All of the above


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78. Which principle of sustainability was identified in the Brundtland Report and emphasizes achieving a better balance of fairness and opportunity between nations?
- (A) Holistic planning and strategy making
- (B) Preserving essential ecological processes
- (C) Intergenerational equity
- (D) Protecting both biodiversity and human heritage
79. Which of the following is not a scheme related to tourism in India?
- (A) CBSP
- (B) Swadesh Darshan Scheme
- (C) VideshBhraman Scheme
- (D) PRASHAD
80. Which state in India is the first to formulate an Agri-tourism policy?
- (A) Punjab
- (B) Maharashtra
- (C) Uttar Pradesh
- (D) Karnataka
81. Rejecting when null hypothesis is true is _____ error.
- (A) Type I
- (B) Type II
- (C) Type III
- (D) Type IV
82. t-test is used when the sample size is _____ than 30.
- (A) More
- (B) Equal
- (C) Less
- (D) Both B and C


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83. Cluster sampling, stratified sampling and systematic sampling are types of:
- (A) Direct sampling
- (B) Indirect sampling
- (C) Random sampling
- (D) Non-random sampling
84. A _____ is a piece of academic writing demonstrating knowledge and understanding of the academic literature on a specific topic placed in context.
- (A) Content analysis
- (B) Literature review
- (C) Data analysis
- (D) Data interpretation
85. Which of the following statements is true about the arithmetic mean of two regression coefficients?
- (A) It is less than the correlation coefficient
- (B) It is equal to the correlation coefficient
- (C) It is greater than or equal to the correlation coefficient
- (D) It is greater than the correlation coefficient
86. The normal distribution is the proper term for a probability _____ curve.
- (A) Bell
- (B) U-shaped
- (C) Hyperbola
- (D) Quadriatic
87. If the values of two variables move in the same direction, _____.
- (A) The correlation is said to be non-linear
- (B) The correlation is said to be linear
- (C) The correlation is said to be negative
- (D) The correlation is said to be positive

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88. The coefficient of determination must be :
- (A) between -1 and +1
- (B) between -1 and 0
- (C) between 0 and 1
- (D) equal to $SSE/(n-2)$
89. The area under a standard normal curve is?
- (A) 0
- (B) 1
- (C) ∞
- (D) Not defined
90. Data editing is part of :
- (A) Data cleaning
- (B) Data compromising
- (C) Data concealing
- (D) None
91. Working capital management primarily focuses on managing an organization's:
- (A) Long-term investments
- (B) Cash Flow
- (C) Capital structure
- (D) Financial statements
92. Which type of budgeting approach requires justification for every expense?
- (A) Incremental budgeting
- (B) Rolling budgeting
- (C) Zero-based budgeting
- (D) Flexible budgeting


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93. What are the long-term assets which do not have any physical existence?
- (A) Intangible Assets
- (B) Tangible Assets
- (C) Current Liabilities
- (D) Current Assets
94. _____ suggests that individuals are motivated to perform if they know that their extra performance is recognized and rewarded.
- (A) Herzberg's theory
- (B) Vroom's theory
- (C) McGregor's theory
- (D) Maslow's theory
95. _____ refers to the enduring characteristics and behavior that comprise a person's unique adjustment to life, including major traits, interests, drives, values, self-concept, abilities and emotional patterns.
- (A) Psychology
- (B) Emotions
- (C) Personality
- (D) Perception
96. What does TFCI stands for:
- (A) Tourism Finance Corporation of India
- (B) Travel and Financial Control of India
- (C) Tourism and Financial Consultants of India
- (D) Trade Finance Council of India

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97. What is not an advantage of a hierarchical structure?
- (A) Clear chain of command
(B) Quick response to change
(C) Discipline and Stability
(D) Small span of control
98. How would you classify the managerial function that involves dividing work into tasks, grouping tasks into departments, and allocating resources?
- (A) Planning
(B) Organizing
(C) Leading
(D) Controlling
99. _____ is an unbroken line of authority that links all persons in an organization.
- (A) Work Specialization
(B) Chain of command
(C) Authority
(D) Delegation
100. _____ used the term "employee-centred" and "production-centred" to describe leader behaviour:
- (A) Blake and McCauley
(B) Fiedler
(C) McGregor
(D) Likert



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Rough Work

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