

(6 pages)

Reg. No. :

Code No. : 7953

Sub. Code : HBAE 43

M.B.A.(CBCS) DEGREE EXAMINATION,
APRIL 2016.

Fourth Semester

Business Administration

Elective – MANAGERIAL BEHAVIOUR AND
EFFECTIVENESS

(For those who joined in July 2012 and
afterwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Interpersonal roles are

- (a) Figure head
- (b) Leader
- (c) liason
- (d) All the above.

2. Conceptual skills are required by

- (a) Low level manager
- (b) Middle level manager
- (c) Top level manager
- (d) None of the above

3. Which is not a step in the selection process?

- (a) Filling out an application
- (b) Taking a physical exam
- (c) Taking an employment test
- (d) None of the above

4. The process of eliminating unsuitable candidates is called

- (a) Selection (b) Interview
- (c) Induction (d) Recruitment

5. _____ is an optimizer in utilizing all the available and potential resources.

- (a) Effective organizer
- (b) Effective manager
- (c) Effective owner
- (d) All the above.

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6. Which is the process of getting activities completed efficiently and effectively with and through other people?
- (a) Leading (b) Management
(c) Supervision (d) Controlling
7. Effectiveness is synonymous with:
- (a) Cost minimization
(b) Resource control
(c) Goal attainment
(d) Efficiency
8. Organizing includes:
- (a) Defining organizational goals
(b) Hiring organizational members
(c) Motivating organizational members
(d) Determining who does what tasks
9. Integrative bargaining is also called
- (a) Interest based bargaining
(b) Win win bargaining
(c) Both (a) and (b)
(d) None of the above

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10. _____ is a way to enhance self efficacy in the development of any organisation.
- (a) Self development
(b) Self efficiency
(c) Self effectiveness
(d) All the above

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Define managerial job and write down the features of managerial job?
- Or
- (b) Why the time dimension of managerial job is important?
12. (a) What is managerial skill development? Explain its purpose.
- Or
- (b) What are the determinants of pay? Explain.

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13. (a) Discuss briefly the components of making a manager an effective optimizer.

Or

- (b) What are the factors involved in managerial effectiveness?

14. (a) Define leader and discuss the function of a leader.

Or

- (b) Write short notes on competition.

15. (a) Define knowledge management? What are the components of Knowledge management?

Or

- (b) What are the needs of creativity?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b) each answer should not exceed 600 words.

16. (a) Describe the model of managerial job?

Or

- (b) Explain the characteristics of manager with effective job behaviour.

17. (a) Describe the various methods of recruitment?

Or

- (b) Explain the various measures of performance appraisal.

18. (a) Describe the person process product model of managerial effectiveness?

Or

- (b) Explain the current industrial and government practices in management of managerial effectiveness.

19. (a) What are the factors affecting organizational climate? Explain.

Or

- (b) Discuss the challenges faces by present day managers.

20. (a) Explain the difficulties of knowledge management.

Or

- (b) Describe the approaches to negotiation.

