

(6 pages)

Reg. No. :

Code No. : 9062

Sub. Code : HBAE 43

Master of Business Administration (CBCS) DEGREE
EXAMINATION, APRIL 2017.

Fourth Semester

Elective — MANAGERIAL BEHAVIOUR AND
EFFECTIVENESS

(For those who joined in July 2012 – 2015)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. All levels of management between the supervisory level and the top level of the Organization is termed as:

(a) Middle managers
(b) First-line managers
(c) Supervisors
(d) Foremen

2. Informational roles are
(a) Monitor (b) Disseminator
(c) Spokesman (d) All the above
3. Promotion is a ————— source Recruitment.
(a) Internal (b) External
(c) All the above (d) None of the above
4. All of the following are sources of internal recruiting except:
(a) transfers (b) promotions
(c) advertisements (d) retrained employee
5. ————— in terms of organizational result such as profit maximization and Productivity.
(a) Process approach (b) Product approach
(c) Period approach (d) None of the above
6. Managerial ability to achieve desired result is called
(a) Job effectiveness
(b) Managerial effectiveness
(c) Organizational effectiveness
(d) Workers effectiveness

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7. A manager resolving conflict among organizational members is performing what function?
- (a) Controlling (b) Commanding
(c) Directing (d) Leading
8. What is the guiding principle behind New Public Management?
- (a) Profit maximization
(b) Introducing private sector business principles into the public sector
(c) Replacing public management with private sector management
(d) Restructuring public organisations
9. Distributive bargaining is also called
- (a) Claiming value (b) Zero sum
(c) Win lose (d) All the above
10. _____ is a way to enhance self efficiency in the development of any organisation.
- (a) Self development (b) Self efficiency
(c) Self effectiveness (d) All the above

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PART B — (5 × 5 = 25 marks)

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

Each answer should not exceed 250 words.

11. (a) Why the time dimension of managerial job is important?

Or

- (b) Explain the various features of managerial job.

12. (a) Define performance appraisal? List out the characteristics and problems of performance appraisal.

Or

- (b) Explain the steps in career management process.

13. (a) Explain the process approach of management effectiveness.

Or

- (b) List out the essential for effective management.

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14. (a) Define organization. What are its characteristics?

Or

- (b) Define organizational climate and what are the dimensions of organizational climate.

15. (a) List out the issues in Negotiation.

Or

- (b) Write short notes on development of competitive spirit.

PART C — (5 × 8 = 40 marks)

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

Each answer should not exceed 600 words.

16. (a) Briefly explain the descriptive dimensions of managerial job.

Or

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

17. (a) Describe the different steps involved in selection procedure.

Or

- (b) Describe various sources of recruitment.

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18. (a) Explain the current industrial and government practices in management of managerial effectiveness.

Or

- (b) Explain the measures of managerial effectiveness.

19. (a) Describe the skills requires for a managers to perform in a completion driven business environment.

Or

- (b) Explain organizational process.

20. (a) Describe various types of negotiation strategies.

Or

- (b) Explain the stages involved in knowledge management process.

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