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**Y 1630**

M.B.A. DEGREE EXAMINATION, AUGUST/SEPTEMBER 2008.

Third Semester — *Elective*

DBA 1743 — MANAGERIAL BEHAVIOUR AND EFFECTIVENESS

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Enumerate four salient qualities required for a manager.
2. Differentiate between line and staff function.
3. What is realistic job preview?
4. What do you understand by balanced score card?
5. Distinguish between managerial effectiveness and efficiency.
6. 'Managers must learn to delegate'. Comment.
7. What is organisational culture?
8. What is managerial grid?
9. What is tacit knowledge?
10. What is meant by Johari window?

PART B — (5 × 16 = 80 marks)

11. (a) What are the skills required for a manager at various stages of the organisation's hierarchy?

Or

- (b) Discuss the job behaviour associated with successful managers.

12. (a) Explain the role of career management in industries with high employee attrition rate.

Or

- (b) Distinguish between intrinsic and extrinsic motivation. Explain how managers can be motivated?

13. (a) Elaborate on the process of and problems in measuring managerial effectiveness.

Or

- (b) Outline the practices followed in the service industry in the management of managerial effectiveness.

14. (a) What are the indicators of organisational climate? Explain if organisational climate affects job performance.

Or

- (b) Does group composition influence leadership style? Elaborate.

15. (a) Explain the bargaining and negotiation techniques that managers adopt.

Or

- (b) What steps can an organisation take to foster creativity among its employees?