

BA 17230 H 1

Roll No. of candidate

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21/2/2021

M.B.A. 3rd Semester End-Term Examination

Business Administration

MANAGERIAL BEHAVIOR AND EFFECTIVENESS

(New Regulation and New Syllabus)

Full Marks - 70

Time - Three hours

The figures in the margin indicate full marks for the questions.

Answer question No.1 and any *four* from the rest.

1. Answer the following: (MCQ/ Fill in the blanks) (10 × 1 = 10)
- (i) An _____ leader exercises complete control over the subordinates.
- (a) Democratic (b) Autocratic
(c) Benevolent (d) Charismatic
- (ii) The four components which are of supreme importance for an effective manager to become an optimizer are _____ Feedback, Counseling and discipline.
- (a) Dedication (b) Mentoring
(c) Judgmental (d) Guiding
- (iii) _____ conveys the impressions people have of the organization's internal environment within which they work.
- (a) Organizational behavior (b) Organizational setup
(c) Organizational climate (d) Work culture
- (iv) Which of the following statements is true about stress management?
- (a) Stress management is learning about the connection between mind and body.
(b) Stress management helps us control our health in a positive sense.
(c) Stress management teaches us to avoid all kinds of stress.
(d) Only a and b are right.

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- (v) The term _____ usually refers to the ability and power to develop new ideas.
- (a) Innovation (b) Competitive edge
(c) Creativity (d) Sensitivity
- (vi) The term _____ could mean achievement of organizational goals, increase in productivity, profit, workers' satisfaction, growth etc.
- (a) Managerial effectiveness (b) Managerial efficiency
(c) Managerial Competency (d) Managerial behavior
- (vii) _____ is the term used to describe the balance that an individual needs between times allocated for work and other aspects of life.
- (a) Job Hobby balance (b) Work life balance
(c) Work Fun balance (d) Job Fun balance
- (viii) _____ Leaders are leaders who inspire followers to transcend their own self interests and who are capable of having a profound and extraordinary effect on followers.
- (a) Transactional (b) Charismatic
(c) Transformational (d) Transcendental
- (ix) _____ is the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationship judiciously and empathetically.
- (a) Emotional judgment (b) Emotional intelligence
(c) Intellectual quotient (d) Intellectual intelligence
- (x) The _____ ego state is "principally concerned with transforming stimuli into pieces of information and processing and filing that information on the basis of previous experience."
- (a) Parent (b) Child
(c) Adult (d) Baby

2. (a) Briefly discuss the current industrial practices in the management of managerial effectiveness (7)
- (b) Discuss the characteristics of an Effective manager. (8)
3. (a) What do you mean by Overt and Covert factors that influence the quality and strength of organizational climate? (8)
- (b) What are the different job challenges faced by a manager? Explain. (7)

4. (a) Discuss the role of spirituality in the management of stress and its effect on managerial effectiveness? (7)
- (b) Explain the role of managers in growing global competition. (8)
5. (a) Briefly discuss the major areas that help in the management of Time. (8)
- (b) Briefly discuss the importance of being creative. Discuss the barriers to creative thinking. (3+4)
6. (a) How an effective manager plays a role of an optimizer? Discuss the importance of maintaining work life balance. (3+4)
- (b) How is manager creativity different from innovation? Explain the importance of creativity in managerial effectiveness. (4+4)
7. (a) Briefly discuss Formal and political styles of managerial style. (7)
- (b) What is emotional intelligence? Briefly discuss the importance of managing emotion at workplace to achieve managerial effectiveness. (4+4)

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