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BA 17230 H 1

Roll No. of candidate

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2/3/2021

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

MANAGERIAL BEHAVIOR AND EFFECTIVENESS

(New Regulation)

(New Syllabus)

(w.e.f. 2017-2018)

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

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2. (a) Briefly discuss the person, process and product approach of measuring managerial effectiveness. (7)
(b) How does managerial grid model help managers in identifying their current leadership style and how subsequently develop the most desirable style? (8)
3. (a) What do you mean by Overt and Covert factors that influence the quality and strength of organizational climate? (8)
(b) Discuss the role of group cohesiveness in managerial effectiveness. (7)

4. (a) How does stress management play a role in managerial effectiveness? Discuss. (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) Discuss the sources of stress. 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 a managerial style. How is a transformational leader different from a transactional leader? (3+4)
- (b) What is emotional intelligence? Briefly discuss the importance of managing emotion at workplace to achieve managerial effectiveness. (4+4)

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