



MUTHAYAMMAL ENGINEERING COLLEGE

(An Autonomous Institution)

(Approved by AICTE, New Delhi, Accredited by NAAC & Affiliated to Anna University)



Rasipuram - 637 408, Namakkal Dist., Tamil Nadu

DEPARTMENT OF MANAGEMENT STUDIES

19MBC23 MANAGERIAL BEHAVIOR AND EFFECTIVENESS

UNIT -I

PART A (2 MARKS)

1. Define manager?
2. What is meant by Managerial Job?
3. Define Work Effectiveness.
4. List out the different kinds of effectiveness.
5. List out the types of managers?
6. What are the Roles of manager regarding decision making?
7. How to improve decision making?
8. What are the Types of control?
9. What you mean by Time Management?
10. Define Job Description.
11. What is Job Related Behaviour?
12. Who is a Trainee?
13. What is Talent?
14. Define Transfer.
15. What Is Delegation?
16. What are the Functional Dimensions of Henri Fayol?
17. What you mean by Liaison Role?
18. List out the three Laws of Time and Effort Management.
19. What are the Objectives of Effective Manager?

20. Define job behaviour?

PART B (13 MARKS)

1. Discuss the General Dimensions of Managerial Jobs.
2. What are the Major areas that help in Management of Time?
3. a) Briefly explain about the Managerial Job Model (7 marks)
b) Model of Managerial Effectiveness. (6 marks)
4. How an Effective Manager will be an Optimizer? Explain.
5. What is the Effective Job Behaviour Skills Required for Manager?
6. Discuss about Henry Mintzberg's Role Dimensions.
7. Explain the Principles of Time Management.
8. Briefly explain Effective and Ineffective Job Behaviour with Examples.
9. Functional Level Difference in Managerial Job Behaviour
10. Explain about Talent cycle.

PART C CASE STUDY

Sanjay Nepal is a new recruiter from a reputed management institute recruited as a sales trainee in a sales office for a large computer hardware firm in Chennai. Ram is the zone sales manager responsible for overseeing the work of sales officer, field executives and trainees salesman numbering over 50 of three areas namely Chennai, Bangalore and Trivandrum. The sales growth of the products in his areas were highly satisfactory owing to the development initiatives taken by respective state government in spreading computer education. Ram had collected several sales report, catalogues and pamphlets detailing the type of office equipment sold by the company for Sam's reference. After short chat with Sam, Ram assisted him with to his assigned desk and provided him with the material collected. Thereafter Ram excused him and did not return. Meanwhile Sam scanned through the material given to him till 5pm before leaving the office.

1. What do you think about Ram training programme, whether the training programme is effective?
2. What remedial measures you will take to be effective in you job?

UNIT II

PART A (2 MARKS)

1. What is Talent?
2. What is meant by Recruitment?
3. What is meant by Motivation?
4. What is Executive Development?
5. What is meant by Selection?
6. Classify the talents?
7. Identification of Managerial talents?
8. What are the internal sources of recruitment?
9. List out the Methods of Performance Appraisal?
10. Explain the Importance of motivation.
11. What are the Types of Rewards?
12. State the Importance of Training Programs.
13. What is meant by Pay?
14. Explain types of rewards.
15. What is career pathing?
16. Define 360 degree Performance appraisal.
17. Define Reward.
18. What Is Performance appraisal?
19. Who are all appraisers?
20. What you mean by balanced scorecard?

PART B (13 MARKS)

1. Discuss the Sources of Recruitment.
2. Explain Maslow's Need Theory?

3. Explain the Steps involved in Selection.
4. What are the important methods of Executive Development?
5. Explain Performance appraisal Process?
6. What are the Types of Pay? Explain the Contingent pay schemes.
7. Explain Roles in career management?
8. Discuss about 360 degree feedback.
9. Briefly explain Measures of Performance appraisal with examples.
10. Explain Career management process.

PART C CASESTUDY

Hudson HR implemented a thorough, tailored recruitment solution for Defra to recruit a high calibre head of OD and talent. Defra was undergoing a transformation process known as Next Generation HR (NGHR) - a cross-government change programme involving a fundamental restructure and modernization of the Civil Service HR function. The aim was to increase effectiveness and professionalism, support a more corporate approach to government business and significantly improve cost efficiencies of the HR function. Three cross-government expert services had been formed to manage learning and development, resourcing and HR policy, whilst each department would retain its own smaller HR team to work in collaboration with the central teams and provide a range of strategic HR services. The current HR functions are merging to form one departmental strategic HR team to be underpinned by HR shared services. Defra had followed the internal recruitment process for all senior management staff required, but the head of OD and talent role remained unfilled with no one suitable found to fit the skills and experience needed. Defra also wished to explore the pool of candidates available in the private sector. The work was put out to tender with several HR and executive search suppliers, but it was Hudson that impressed the most with a proven track record of delivering talented senior HR personnel into the public sector, as well as deep expertise and comprehensive networks in the specialist areas of OD and talent. The Hudson HR team was able to provide supporting testimonials as part of the tender process, and after presenting to the HR director and recruitment manager, Hudson was selected to work with Defra as a true partner on this assignment.

1. Which make Defra to select Hudson as an recruiter for their company?

UNIT III

PART A (2 MARKS)

1. Who is an Effective Manager?
2. What is managerial effectiveness?
3. Define PPP approach?
4. What are Descriptive effective Managerial quality?
5. What are the Important Behaviours of managers?
6. Define product/result?
7. What you meant by casual variables?
8. What you meant Intervening variable?
9. What you meant Output variables?
10. What are the Factors affecting managerial effectiveness?
11. What are the Economic Factors in managerial effectiveness?
12. What are the Government policies in managerial effectiveness?
13. What are the Political & legal factor in managerial effectiveness?
14. What are the Technological factor in managerial effectiveness?
15. What are the Infrastructural factors in managerial effectiveness?
16. What are the Market factors in managerial effectiveness?
17. What are the International factors in managerial effectiveness?
18. What is Behavioural approach?
19. What is Efficiency?
20. What is Effectiveness?

PART B (13 MARKS)

1. How effective managers lead to business success? Discuss.

2. Explain the essentials for effective management.
3. Briefly explain about the current industrial and government practices in management of managerial effectiveness.
4. Discuss the model of Managerial Effectiveness.
5. Explain the term Effective manager as an optimizer.
6. Explain bridging the gap in managerial effectiveness.
7. Write notes on current practices in designing managerial job.
8. Elaborately explain how you will measure the managerial effectiveness.
9. Differentiate the managerial effectiveness in government and private organisations.
10. Discuss some current industrial practices in the area of managerial effectiveness.

PART C CASESTUDY

Choose any two modern performance appraisal methods and explain their importance in the present business context.

UNIT IV

PART A (2 MARKS)

1. What is meant by Organization?
2. How situation is affecting Leadership?
3. Who is a Leader?
4. Define Group.
5. What is competition?
6. Define Organization as a Process.
7. What is Organizational Climate?
8. What you meant by Leadership?
9. Define Job Challenge?
10. What are Eight steps Organizational Processes?

11 .What are the activities in Organizational Processes?

12. What are the Element of organisation?

13. What is System climate?

14. What is People climate?

15 . What is Production climate?

16. What is Team climate?

17. What is Leadership substitutes?

18. What is Power?

19. What are the Types of power?

20. What are the Personality traits of effective leaders?

PART B (13 MARKS)

1. What are the Environmental Issues in Managerial Effectiveness?

2. How does a leader influence group performance? Explain

3. Explain the organisational process influence the managerial effectiveness.

4. What are the determinants of organisational climate? Explain

5. Explain in detail the various factors that influence the Organizational Climate of a firm.

6. Briefly explain the Approaches to Leadership.

7. What are the Types of Groups?

8. What are the Job challenges faced by Managers?

9. Explain the various managerial styles. Recommend the optimum style facilitating the effectiveness.

10. Briefly explain the functions of competition.

PART C CASESTUDY

Present the current practices of recruitment adopted by the ICT sector in India.

UNIT V

PART A (2 MARKS)

1. What you meant by Negotiation?
2. Write a note on Development of Competitive Spirit?
3. What is meant by Innovation?
4. Define Brain Storming.
5. What you meant by Integrative Bargaining?
6. What are the factors influencing Negotiation?
7. Make a note on Self Development?
8. What is meant by Knowledge?
9. Define Creativity?
10. What is Mind-Mapping?
11. What you meant by Paradigm Innovation?
12. What is creativity?
13. What you meant by Illumination?
14. What does BATNA stands for?
15. What are the Approaches to negotiation?
16. What is Preparation?
17. What is Concentration?
18. What is Verification?
19. What is Incubation?
20. What are the steps in Self development process?

PART B (13 MARKS)

1. Briefly explain about Knowledge Management.

2. Explain Stages of Self Development?
3. Explain the Techniques for Improving Creativity.
4. What are the top management roles in organizational success?
5. Explain the benefits of creativity.
6. How to foster Innovation in Organization.
7. Present the Do's and Don'ts in the negotiations. What specific skills are necessary for effective organisations?
8. Discuss the skills needed for an effective negotiator.
9. Explain the various strategies involved in developing the competitive spirit among the team members.
10. What is creativity? How an organisation can encourages creativity among its employees?

PART C CASESTUDY

State the innovation have come forwarded in the organization with the help of technology development.