



**II Semester M.B.A. Examination, November/December 2023  
(2021 – 22 Onwards) (CBCS)**

**MANAGEMENT**

**Paper – 2.7 : Managerial Skills – II**

Time : 3 Hours

Max. Marks : 70

**Instruction :** Answer *all* the Sections.

**SECTION – A**

Answer **any five** of the following. **Each** question carries **five** marks. **(5×5=25)**

1. What is meant by adaptability ?
2. Explain the concept of self-confidence.
3. Define a skill. Explain the need for employee skill development.
4. What is meant by initiative ? What are factors at the work place that contribute to an individual showing initiative ?
5. Explain the concept of work system architecture.
6. Describe the life cycle of goals.
7. Explain emotional intelligence and its components.

**SECTION – B**

Answer **any three** questions. **Each** question carries **ten** marks. **(3×10=30)**

8. What is meant by Johari Window ? How can the Johari Window help in understanding oneself and others ?
9. What is KYC ? Why is KYC necessary ? Explain the KYC exercise of an organization.
10. What is meant by problem solving skills ? Explain the process of problem solving.
11. What is meant by a skill development plan ? How will you create a skill development plan and how to review and control it ?

P.T.O.



## SECTION – C (Compulsory)

(1×15=15)

12. Kavery Limited publishes fortnightly magazine titled Kavery. The magazine is published in four regional languages. The company has its own printing press with M.S. Subramaniam as press manager. He is responsible for the overall working of the press. The press runs on two-shift basis for six days per week perform all activities related to magazine printing that is, starting from typesetting stage to binding stage.

For making magazine successful, its timely publication is one of the crucial factors. The press manager has total employee strength of nearly 300 with six persons at the senior management level who work in the day shift and 25 supervisors and 120 operators for each of two shifts. Each supervisor has 4 to 10 operators directly reporting to him. The number of operators reporting directly to a supervisor varies according to nature of work involved in different sections. One day, the press manager attended a seminar on management by objectives organized by the local management association and addressed by a consultant on management by objectives. He was highly inspired by the theme of management by objectives and intended to install this system in the press. He was very much sure that he would make performance evaluation of the employees easier and improve their productivity. Subramaniam worked several days on what the output objective of the press would be. After finishing this work, he called a meeting of his senior staff. He gave a written statement containing the objectives of each functional area of the press to senior staff members and requested each member to review the objectives, ask questions for clarification, and then prepare specific operational plans and quotas for his respective departments, supervisors and operators.

- 1) Is this a workable MBO system ? Explain your stand. 5
- 2) Explain the process of MBO and its advantages. 5
- 3) If you were the manager how would you make the MBO system effective ? 5