variation of monopoly. Clients range from furniture stores to the Los Angels Dodgers Baseball Team. The lesson for managers is: Listen to your employees, they are smarter than you think. And after listening, provide modest rewards to reinforce behaviours that generate improvement ideas.

Question:
Design one method by which a manager could go it alone without purchasing the services of a provider such as I POWER.

H 1010

M.B.A. DEGREE EXAMINATION, JUNE 2014.
First Semester

General/Marketing/Finance/International Business/HRM

MANAGEMENT PROCESS AND BEHAVIOUR

Time: Three hours Maximum: 100 marks

SECTION A — (5 × 6 = 30 marks)

Answer any FIVE questions.

1. Why does an organisation need to develop strategy?

2. What are the techniques of management behaviour?

3. What is the design of organisational structures to support creative process in management?

4. What are the basic assumptions of organisational culture?

5. What are the types of personal values that determine attitude?
Do not hallucinate.