

Reg. No.:.....

First Year MHA Degree Examinations, September 2013

PAPER V – ORGANISATIONAL BEHAVIOUR & MANAGERIAL COMMUNICATION

Time: 3 Hours

Max Marks: 100

- **Answer all the questions**
- **Write Section A and Section B in separate answer books. Do not mix up questions from section A and section B**

QP Code:107380 SECTION A – ORGANISATIONAL BEHAVIOUR 50

Essay: (20)

1. Define organizational behaviour. Discuss the significance and importance of organizational behaviour in health sector.

Short Essay: (10)

2. Define organizational development and explain different approaches to organizational development .

Short notes: (4x5=20)

3. Herzberg's two factor theory
4. Mention the main components of attitudes.
5. Major personality attributes influencing organization behavior
6. Competencies of a 'leader'

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QP Code:108380 SECTION B – MANAGERIAL COMMUNICATION 50

Essay: (20)

1. Explain structure of a good speech and discuss the structure and details of two speeches for two different occasions in a hospital setup.

Short Essay: (10)

2. Explain communication in detail.

Short notes: (4x5=20)

3. Role of communication in interpersonal skills
4. Lateral communication
5. Barriers of communication
6. Methods adopted to bring communication in hospitals
