

**First Year MHA Degree Examinations, September 2014****(2013 Scheme)****ORGANISATIONAL BEHAVIOUR & MANAGERIAL COMMUNICATION****Time: 3 Hours****Max Marks: 100**

- Answer all the questions
- Write Section A and Section B in separate answer books(32 pages)  
Do not mix up questions from section A and section B

**QP Code:127380 SECTION A – ORGANISATIONAL BEHAVIOUR 50****Essay: (1x20=20)**

1. Briefly describe the behavioral models of decision making. What are the different techniques of group decision making.

**Short Essay: (1x10=10)**

2. What is organizational conflict. How it can be resolved.

**Short notes: (4x5=20)**

3. Causes of turnover in hospitals
4. Ergonomics
5. Co-ordination
6. Need for team building in healthcare organizations

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**QP Code:128380 SECTION B – MANAGERIAL COMMUNICATION 50****Essay: (1x20=20)**

1. What are the barriers to communication. Add a note on speeches for different occasions.

**Short Essay: (1x10=10)**

2. What is public relations. Discuss the tools of public relations

**Short notes: (4x5=20)**

3. Preparing a press release
4. Types of organization communication
5. Choice of media in communication
6. Listening and Observation Skills

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