

First Year MHA Degree Supplementary Examinations March 2021

Organizational Behavior & Managerial Communication

(2013 Scheme)

Time: 3 Hours

Max Marks: 100

- *Answer all questions to the point neatly and legibly • Do not leave any blank pages between answers • Indicate the question number correctly for the answer in the margin space*
- *Answer all parts of a single question together • Leave sufficient space between answers*
- *Draw table/diagrams/flow charts wherever necessary*
- *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 – Organizational Behaviour

50

Essay:

(20)

1. Prepare a detailed essay on the implications of personal behaviours on the organizational behaviour in the hospital management practices in Indian context.

Short Essay:

(10)

2. Define organizational effectiveness and explain how this can be made possible in hospital contexts.

Short notes:

(4x5=20)

3. Group goals.

4. Conflict management.

5. Team building.

6. Industrial engineering.

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QP Code: 128380 Section B – Managerial Communication 50

Essay:

(20)

1. How to analyse the organizational communication practices and improve the effectiveness in hospital context. Give explanations with case supporting.

Short Essay:

(10)

2. Substantiate the scope of body language analysis in the context of problem solving in hospitals.

Short notes:

(4x5=20)

3. Career planning.

4. Research communication.

5. Choice of media.

6. Speech as communication.
