

**First Year MHA Degree Regular/Supplementary Examinations  
August 2024**

**Organizational Behaviour & Managerial Communication  
(Common for 2013 and 2016 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. Explain the concept of Job satisfaction. What are the factors which affect the Job satisfaction of employees in a Hospital

**Short Essay:** (10)

2. Examine the role of inter departmental and intra departmental co-ordination in the smooth functioning of the hospital

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

3. Supervision
4. Burnout
5. Ergonomics
6. Autocratic style of leadership

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**QP Code: 128380      Section B – Managerial Communication      50**

**Essay:** (20)

1. “Meetings play an important role in decision making and internal communications in a Hospital”. Elucidate the statement

**Short Essay:** (10)

2. Explain the role of Public relations in the hospital

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

3. Press release
4. Annual report
5. Career planning
6. Time management

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