

**Reg. No.:** .....

## 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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