

[LB 1012]

OCTOBER 2012

Sub. Code: 2036

**MBA HOSPITAL AND HEALTH SYSTEM  
MANAGEMENT DEGREE EXAMINATION  
FIRST YEAR**

(for candidates 2011 – 2012 onwards)

**PAPER VI – ORGANIZATIONAL BEHAVIOUR**

*Q.P. Code : 432006*

**Time : 3 hours  
(180 Min)**

**Maximum : 100 marks**

**Answer ALL questions in the same order.**

**I. Elaborate on :**

**Pages Time Marks  
(Max.)(Max.)(Max.)**

- |  |    |    |    |
|--|----|----|----|
| 1. Compare and contrast the various theories of motivation?  | 17 | 40 | 20 |
| 2. The study of Organisational Behavior is essential for a manager especially in today's context. Discuss. | 17 | 40 | 20 |

**II. Write Notes on :**

- |  |   |    |   |
|--|---|----|---|
| 1. What are the barriers to effective communication.               | 4 | 10 | 6 |
| 2. Leaders are born, not made, Discuss.                            | 4 | 10 | 6 |
| 3. The only certainty today is uncertainty. Explain.               | 4 | 10 | 6 |
| 4. Groups influence behavior. Discuss with examples.               | 4 | 10 | 6 |
| 5. What are the potential sources of conflict in an organisation.  | 4 | 10 | 6 |
| 6. What is non-directive counseling?                               | 4 | 10 | 6 |
| 7. How does learning occur.  | 4 | 10 | 6 |
| 8. What do you understand by organizational development?           | 4 | 10 | 6 |
| 9. How do you overcome resistance to change?                       | 4 | 10 | 6 |
| 10. Stress can be positive or negative Discus the effects of each? | 4 | 10 | 6 |

\*\*\*\*\*