

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 0222]

**FEBRUARY 2022
(OCTOBER 2021 EXAM SESSION)**

Sub. Code: 5021

MASTER OF HOSPITAL ADMINISTRATION (AHS)

FIRST YEAR

(Candidates admitted in 2017-2018 – Paper I)

(Candidates admitted in 2020-2021 – Paper II)

PAPER I & II – MANAGEMENT CONCEPTS AND ORGANIZATION

BEHAVIOUR

Q.P. Code : 435021

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Explain the challenges and opportunities for managers in using organization behaviour concepts?
2. Define control. What are the requirements of an effective control system? Explain the tool for allocating resources using Portfolio Matrix.

II. Write notes on:

(10 x 6 = 60)

1. “Empowerment enhances the feelings of ownership of jobs in employees” – Discuss.
2. How will you promote ethical behaviour among employees in an organization?
3. Explain the concept of matching qualification with position requirements.
4. Discuss line and staff conflict. Explain its remedial measures.
5. Explain types of decisions.
6. What are the barriers to effective communication?
7. Leaders are born, not made, Discuss.
8. How will you socialize new employees in an organization?
9. Select any service industry of your choice and identify SWOT based on competitive advantage.
10. “Success and benefits of MBO depends upon the participation of subordinates in an organization” – Discuss.

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[AHS 1022]

OCTOBER 2022

Sub. Code: 5021

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
FIRST YEAR**

(Candidates admitted in 2017-2018 – Paper - I)

(Candidates admitted in 2020-2021 – Paper - II)

**PAPER I & II – MANAGEMENT CONCEPTS AND ORGANIZATION
BEHAVIOUR**

Q.P. Code : 435021

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. “Management is oldest of the arts and youngest of the sciences”. - Discuss.
2. What is meant by resistance to change? Why people react to change? How resistance to change can be reduced?

II. Write notes on:

(10 x 6 = 60)

1. Functions of management in today’s context.
2. Management by Objectives.
3. Importance of Orientation and socialising new employee.
4. Barriers to rational decision making.
5. Types of planning – Explain.
6. The factors determining organisational structure.
7. Traits of good leadership in Hospital Administration.
8. Perceptual errors and judgemental errors of perception.
9. Importance of study of organisational behaviour.
10. Line and Staff relationship.

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 0523]

MAY 2023

Sub. Code: 5021

MASTER OF HOSPITAL ADMINISTRATION (AHS)

FIRST YEAR

(Candidates admitted in 2020-2021)

PAPER II – MANAGEMENT CONCEPTS AND ORGANIZATION BEHAVIOUR

Q.P. Code: 435021

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Briefly describe the functions of management.
2. What is the fundamental concept of organisational behaviour?

II. Write notes on:

(10 x 6 = 60)

1. Is management art or science?
2. Difference between policies, procedure and rules.
3. Types of Control Techniques in Management - Explain.
4. Barriers to Effective Decision-Making.
5. Importance of Hawthorne experiments.
6. Approaches of conflict management.
7. Difference between line and staff relationship.
8. Why Orientation and socialising new employee needed?
9. Resistance to change is often viewed negatively. Why?
10. Modern Tools that are used for analysing situations.

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 1023]

OCTOBER 2023

Sub. Code: 5021

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
FIRST YEAR (From 2020-2021 onwards)
PAPER II – MANAGEMENT CONCEPTS AND ORGANIZATION BEHAVIOUR**

Q.P. Code: 435021

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. The foundation of Individual and Group Behavior – Explain.
2. Steps involved in the decision-making process, also discuss the role of Health care practitioners as decision makers.

II. Write notes on:

(10 x 6 = 60)

1. Benefits of MBO.
2. Difference between policies and rules.
3. Theories of personality in organizational behavior.
4. Distinguish between formal and informal organization.
5. Staff Selection process carried out in health care sectors.
6. Techniques used in the control process.
7. Strategies for improving group decision making.
8. Importance on the study of Organization Behavior.
9. Strategies for resolving inter-personal conflict.
10. What do you mean by social responsibility of business?

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 1024]

OCTOBER 2024

Sub. Code: 5021

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
FIRST YEAR (From 2020-2021 onwards)
PAPER II – MANAGEMENT CONCEPTS AND ORGANIZATION BEHAVIOUR**

Q.P. Code: 435021

Time: Three hours

Answer ALL Questions

Maximum: 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. The meaning of term planning and explain the types of planning in details.
2. What is group dynamic? Explain the types of groups.

II. Write notes on:

(10 x 6 = 60)

1. The evolution of management thought.
2. Social responsibility of business. Do you subscribe to the view that business has responsibilities other than making profit?
3. Policies and strategies - Distinguish.
4. Types of Transactional Analysis.
5. Causes and consequences of Organizational Politics.
6. The implications of job attitudes in organizations.
7. Control charts and its types.
8. Tools and techniques of Decision making.
9. Span of management.
10. Factors causing resistance to change.

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 1025]

OCTOBER 2025

Sub. Code: 5021

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
FIRST YEAR (Candidates admitted in 2020-2021)
PAPER II – MANAGEMENT CONCEPTS AND ORGANIZATION BEHAVIOUR**

Q.P. Code: 435021

Time: Three hours

Answer ALL Questions

Maximum: 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Explain Henri Fayol's 14 principles of Management with examples.
2. Compare and contrast different leadership theories and styles.

II. Write notes on:

(10 x 6 = 60)

1. Characteristic of Planning.
2. What are the Key responsibilities of a Hospital Manager?
3. Explain Maslow Hierarchy Needs.
4. Job Satisfaction.
5. Key Reasons for resistance to change.
6. Explain Group Behaviour.
7. Line and staff relationship.
8. Steps in Decision Making.
9. State the factors influencing organizational Culture.
10. Traditional and Modern views of Conflict.
