

[LP 1019]

OCTOBER 2019

Sub. Code: 5021

MASTER OF HOSPITAL ADMINISTRATION EXAMS
(Regulations for the candidates admitted from 2017-2018)
FIRST YEAR
PAPER I – MANAGEMENT CONCEPTS AND ORGANIZATION
BEHAVIOUR

Q.P. Code : 435021

Time : Three hours

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. What is Organisational communication? How does it impact successful functioning of the organisation?
2. Explain the various strategies of Organisational development.

II. Write notes on:

(10 x 6 = 60)

1. Highlight the importance of Organisational climate.
2. Explain the factors causing resistance to change.
3. Bring out the importance of study of organisational behaviour.
4. Explain the stages in implementing a change.
5. Explain the features of division of work.
6. Relate personality theories to an organisation.
7. What are the strategies for resolving a conflict?
8. Differentiate Attitude from Values. Explain with illustrations.
9. Explain Johari Window.
10. Explain Life Position.
