

[LN 1018]

OCTOBER 2018

Sub. Code: 5021

MASTER OF HOSPITAL ADMINISTRATION EXAMS
(Candidates admitted in 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. Describe in your own words what the term organizational behaviour means.
2. What kind of structural changes can a manager make in order to improve group effectiveness?

II. Write notes on: **(10 x 6 = 60)**

1. Characteristics of planning – explain.
2. Approaches of conflict management.
3. Skills in management – discuss.
4. Write the social responsibility of manager.
5. Types of decision making.
6. Types of Transactional Analysis.
7. Importance of Hawthorne experiment.
8. Explain Maslow hierarchy needs.
9. Types of organization culture.
10. What are the sources of power?

[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.

[LQ 1019]

NOVEMBER 2020
(MAY 2020 EXAM SESSION)

Sub. Code: 3013

MASTER OF HOSPITAL ADMINISTRATION
(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. Explain the History Of Management.
2. Management By Objectives: - Discuss.

II. Write notes on:

(10 x 6 = 60)

1. Characteristics of Planning.
2. Social Responsibility of Managers.
3. Highlight the importance of Organizational climate.
4. Explain the factors causing resistance to change.
5. Skills in management – discuss.
6. Classification of Health Care Organization.
7. Types of Transactional Analysis.
8. Formal Organization Means
9. Line and Staff relationship.
10. Management is Art or Science.

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

[AHS 0321]

MARCH 2021

Sub. Code: 5021

(OCTOBER 2020 EXAM SESSION)

MASTER OF HOSPITAL ADMINISTRATION (AHS)

FIRST YEAR (Admitted in 2017-2018)

PAPER I – 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 Systems Approach to Human Resource Management in Present Scenario.
2. Discuss the Health care practitioners as decision makers.

II. Write notes on:

(10 x 6 = 60)

1. Steps in Decision in Making.
2. Orienting and Socializing New Employees
3. Describe the Matching the person with the job.
4. Approaches of conflict management
5. Importance of Hawthorne experiment.
6. Control Charts
7. Describe the skills and Personal Characteristics Needed by Managers
8. Explain Maslow hierarchy needs.
9. Types of organization culture.
10. What are the sources of power?

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

[AHS 0921]

**SEPTEMBER 2021
(MAY 2021 EXAM SESSION)**

Sub. Code: 5021

MASTER OF HOSPITAL ADMINISTRATION (AHS)

FIRST YEAR (Admitted in 2017-2018)

PAPER I – 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 Organizational Theories.
2. Scope historical development of organizational behavior.

II. Write notes on:

(10 x 6 = 60)

1. Relate personality theories to an organisation.
2. What are the strategies for resolving a conflict?
3. Differentiate Attitude from Values. Explain with illustrations.
4. Determine Group Behaviour
5. Explain the Personality Theory.
6. Job Satisfaction
7. Job Attitude
8. Traditional and Modern view of conflict
9. Resistance Change
10. Barriers of Rational Choice.

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.
