

Reg. No.:.....

First Year MHA Degree Examinations, Feb 2012

PAPER IV-ORGANISATIONAL BEHAVIOUR & MANAGERIAL COMMUNICATION

Time: 3 Hours

Max Marks: 100

- Answer all the questions
- Write Section A and Section B in separate answer books. Do not mix up questions from section A and section B

QP Code:6380

SECTION A -ORGANISATIONAL BEHAVIOUR

Essay: (1x20=20)

1. What is organizational development. Explain the characteristics and objectives of organizational development. How it is undertaken by health care delivery system .

Short Essay: (1x10=10)

2. Explain the decision making process in health care delivery system .

Short notes: (4x5=20)

3. Job enrichment.
4. Major forms of conflict in organization.
5. Explain how personality influences organization .
6. Group dynamics

QP Code:7380

SECTION B -MANAGERIAL COMMUNICATION

Essay: (1x20=20)

1. What are the different types of committees. Explain the advantages and disadvantages of forming committees.

Short Essay: (1x10=10)

2. What are the chief characteristics of a good press release.

Short notes: (4x5=20)

3. Team building.
4. What is meant by media of communication .
5. Advantages of holding conferences .
6. Guidelines to run a meeting successfully .
