

**QP Code:101380**

**Reg. No.:.....**

**First Year MHA Degree Supplementary Examinations, April 2013**

**PAPER I-GENERAL MANAGEMENT**

**Time: 3 Hours**

**Max Marks: 100**

- **Answer all the questions**
- ***Draw diagrams wherever necessary***

**Essays:**

**(2x20=40)**

1. Explain briefly on the evolution of management thought
2. What is management by objectives (MBO). List out its benefits and weakness. How will you introduce it in a 200 bedded multi-specialty hospital

**Short Essays:**

**(2x10=20)**

3. What is delegation of authority. What are the barriers to effective delegation and how can we overcome these barriers.
4. Importance and components of a management development program

**Short Notes**

**(8x5=40)**

5. Grievance redressal procedure in a hospital
6. Span of management
7. Job analysis
8. Industrial accidents and their causes
9. Forecasting
10. Non financial incentives
11. Job enrichment
12. Managerial skills

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