

QP Code:121380 (New Scheme)

Reg. No.:.....

First Year MHA Degree Examinations, September 2015  
**(2013 Scheme)**

**PAPER I –GENERAL MANAGEMENT**

Time: 3 Hours

Max Marks: 100

- Answer all the questions

**Essays:**

**(2x20=40)**

1. Draw out the essence of scientific management theories and its application in the health care industry.
2. Explain in detail the various training and development methods adopted by organisations and its need in hospital.

**Short Essays:**

**(2x10=20)**

3. "Whatever a manager does, he does through making decision." Highlight the importance of this statement.
4. Discuss the major steps in recruitment process.

**Short Notes:**

**(8x5=40)**

5. SWOT analysis
6. Collective bargaining.
7. Performance appraisal.
8. Major organizational control techniques.
9. Differences between job satisfaction and morale.
10. Organizing.
11. MBO
12. Barriers to effective planning.

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