

**QP Code:121380 (New Scheme)**

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

**First Year MHA Degree Supplementary Examinations, February 2016  
(2013 Scheme)**

**PAPER I –GENERAL MANAGEMENT**

**Time: 3 Hours**

**Max Marks: 100**

- **Answer all the questions**

**Essays:**

**(2x20=40)**

1. What are the planning processes. Discuss the operating plans for setting up a medical intensive care unit
2. The work of the chief executive is POSDCORB. Justify this statement

**Short Essays:**

**(2x10=20)**

3. Discuss the importance of training and development in hospitals.
4. Describe the different approaches to organizational effectiveness

**Short Notes:**

**(8x5=40)**

5. Employee satisfaction
6. Span of control
7. collective bargaining
8. PESTEL analysis
9. Time management
10. Control techniques
11. Different levels of management
12. Management and administration

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