Reg. No.: …….

First Year MHA Degree Supplementary Examinations February 2017

(2013 Scheme)

ORGANISATIONAL BEHVIOUR & MANAGERIAL COMMUNICATION

Time: 3 Hours **Max Marks: 100**

- **Answer all the questions**
- **Write Section A and Section B in separate answer books(32 pages) Do not mix up questions from section A and section B**

QP Code: 127380 **SECTION A – ORGANISATIONAL BEHVIOUR** **50**

Essay: **(1x20=20)**

1. What are different kind of applied motivational practices. Explain any two

Short Essay: **(1x10=10)**

2. Explain briefly time and motion study and its application in health care organization

Short notes: **(4x5=20)**

3. Group decision making
4. Work stress model
5. Resistance to change
6. Problems of absenteeism

……

QP Code: 128380 **SECTION B – MANAGERIAL COMMUNICATION** **50**

Essay: **(1x20=20)**

1. Construct a diagram of the communications process. Explain the importance of each of its components and their relationship

Short Essay: **(1x10=10)**

2. What elements must appear in the structure of every report and why

Short notes: **(4x5=20)**

3. Structure of speech
4. Barriers of communications
5. News writing
6. Importance of listening skills

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