

QP Code: 121380 (New Scheme)

Reg. No.:.....

First Year MHA Degree Supplementary Examinations April 2018

(2013 Scheme)

PAPER I –GENERAL MANAGEMENT

Time: 3 Hours

Max Marks: 100

- **Answer all the questions**

Essays:

(2x20=40)

1. Define management and list out the basic tools of management and its application in managing a tertiary care hospital.
2. What is behavioral approach to management. Highlight its importance in a hospital setting.

Short Essays:

(2x10=20)

3. Management theory addresses how managers and supervisors relate to their goals in achieving patient satisfaction and better outcomes. Justify this statement with examples.
4. Explain the concept of formal and informal organization.

Short Notes:

(8x5=40)

5. Control process
6. Different leadership styles
7. Performance appraisal
8. Fourteen principles of management by Henry Fayols
9. Organizing
10. Job satisfaction
11. SWOT analysis
12. Control techniques
