Reg. No.: ……

First Year MHA Degree Supplementary Examinations April 2018

(2013 Scheme)

Organizational Behavior & 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. Define the conflict. Describe in detail the nature and process and its resolution in an organization

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

2. Define leadership. Enumerate the different leadership styles

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

3. Job enrichment
4. Errors in perception
5. Political implications of power
6. Determinants of personality

……

QP Code: 128380 SECTION B – MANAGERIAL COMMUNICATION 50

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

1. Minutes serve as an aid to memory and provide a basis for action - Discuss

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

2. What are the barriers to effective communications and how to overcome these barriers.

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

3. Components of agenda
4. Write a memo to the medical superintendent suggesting change in the system of admission procedure
5. Importance of public relation activity
6. Group discussion

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