Reg. No.: …….

First Year MHA Degree Regular/Supplementary Examinations November 2020

Organizational Behavior & Managerial Communication

(2013 Scheme)

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

- ***Answer all questions to the point neatly and legibly • Do not leave any blank pages between answers • Indicate the question number correctly for the answer in the margin space***
- ***Answer all parts of a single question together • Leave sufficient space between answers***
- ***Draw table/diagrams/flow charts wherever necessary***
- ***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 – Organizational Behaviour** **50**

Essay: **(20)**

1. Explain the content theories of motivation. How would you motivate the nurses in a hospital

Short Essay: **(10)**

2. How individual behavior is different from the group behavior. Which factors characterize the individual behavior.

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

3. Is a leader different from a manager. Give reasons
4. Importance of team in a hospital
5. Relevance of industrial engineering
6. Why is change resisted in organizations.

……

QP Code: 128380 **Section B – Managerial Communication** **50**

Essay: **(20)**

1. How would you organize a press conference. As the CEO of a hospital what are the various points to be considered in preparing your speech.

Short Essay: **(10)**

2. Explain the characteristics of successful communication

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

3. Discuss the process of designing and developing oral presentation
4. Contents of a business letter
5. Nonverbal communication
6. Listening skills

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