Reg. No.: …….

First Year MHA Degree Regular/Supplementary Examinations November 2021

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 a group behavior. Explain the general group behaviours and possible implication in the hospital management process.

Short Essay: **(10)**

2. Define the Group communication and explain any two methods of group communication with suitable examples

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

3. Motivation in management.
4. Inter and intra personal conflicts.
5. Ergonomics.
6. Organizational climate.

……

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

Essay: **(20)**

1. Critically analyse the application of communication process in hospital management with examples.

Short Essay: **(10)**

2. Define the group process in communication and explain any two with suitable illustrations.

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

3. Electronic media.
4. Communication barriers.
5. Press release and press conference.
6. Interview in communication.

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