

[LD 1013]

OCTOBER 2013

Sub. Code: 2036

MBA (HOSPITAL & HEALTH MANAGEMENT) DEGREE EXAMS

FIRST YEAR

(CANDIDATES ADMITTED 2011 – 2012)

PAPER VI – ORGANIZATIONAL BEHAVIOUR

Q.P. Code: 432036

Time: Three hours

Maximum: 100 Marks

Answer All questions

I Elaborate on:

(2x20 =40)

1. Develop a plan of action to help the first line managers effectively cope with the stress they are experiencing in the health care organization by illustrating the various life position interactions among employees in the organization with suitable examples.
2. Enumerate the various theories of Personality developed by behavioural science experts. Explain the characteristics of Type 'A' and Type 'B' personality by illustrating 'Big Five' personality traits.

II. Write Short notes on:

(10 x 6 = 60)

1. Explain the various causes and consequences of stress.
2. "Empowerment enhances the feelings of ownership of jobs in employees". – Discuss.
3. How will you promote ethical behaviour among employees in an organization?
4. Discuss three states of Ego.
5. Explain McGregor's 'X' and 'Y' theories.
6. What are the factors contributing to organization politics?
7. Explain Transaction Analysis.
8. What are the various disciplines contributing to organization behaviour?
9. Describes the types of values and work related attitudes.
10. Write short notes on:
 - a. Extrovert and Introvert
 - b. Halo effect
 - c. Whistle Blowing
