

[LB 1012]

OCTOBER 2012

Sub. Code: 2036

**MBA HOSPITAL AND HEALTH SYSTEM
MANAGEMENT DEGREE EXAMINATION
FIRST YEAR**

(for candidates 2011 – 2012 onwards)

PAPER VI – ORGANIZATIONAL BEHAVIOUR

Q.P. Code : 432006

**Time : 3 hours
(180 Min)**

Maximum : 100 marks

Answer ALL questions in the same order.

I. Elaborate on :

**Pages Time Marks
(Max.)(Max.)(Max.)**

- | | | | |
|--|----|----|----|
| 1. Compare and contrast the various theories of motivation? | 17 | 40 | 20 |
| 2. The study of Organisational Behavior is essential for a manager especially in today's context. Discuss. | 17 | 40 | 20 |

II. Write Notes on :

- | | | | |
|--|---|----|---|
| 1. What are the barriers to effective communication. | 4 | 10 | 6 |
| 2. Leaders are born, not made, Discuss. | 4 | 10 | 6 |
| 3. The only certainty today is uncertainty. Explain. | 4 | 10 | 6 |
| 4. Groups influence behavior. Discuss with examples. | 4 | 10 | 6 |
| 5. What are the potential sources of conflict in an organisation. | 4 | 10 | 6 |
| 6. What is non-directive counseling? | 4 | 10 | 6 |
| 7. How does learning occur. | 4 | 10 | 6 |
| 8. What do you understand by organizational development? | 4 | 10 | 6 |
| 9. How do you overcome resistance to change? | 4 | 10 | 6 |
| 10. Stress can be positive or negative Discus the effects of each? | 4 | 10 | 6 |

[LC 0413]

APRIL 2013

Sub. Code: 2036

**MBA HOSPITAL AND HEALTH SYSTEM
MANAGEMENT DEGREE EXAMINATION
FIRST YEAR
(for candidates 2011 – 2012 onwards)
PAPER VI – ORGANIZATIONAL BEHAVIOUR
Q.P. Code : 432036**

Time : 3 hours

Maximum : 100 marks

I. Elaborate on :

(2x20=40)

1. Define Organisational behaviour and the contribution of other social science to the study of organizational behavior?
2. What are the challenges and opportunities for managers in using OB concepts?

II. Write notes on :

(10x6=60)

1. What are the three levels of analysis in our OB model?
2. Describe how organizations manage diversity effectively.
3. Contrast the three components of an attitude.
4. Define job satisfaction and show how it can be measured.
5. Differentiate emotions from moods and list the basic emotions and moods.
6. Identify the key traits in the Big Five personality model.
7. Define *perception* and explain the factors that influence it.
8. Define *group* and differentiate between different types of groups.
9. Define *leadership* and contrast leadership and management.
10. Define *stress* and identify its potential sources.

[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

[LF 1014]

OCTOBER 2014

Sub.Code :2036

**MBA (HOSPITAL & HEALTH MANAGEMENT) DEGREE EXAMINATION
FIRST YEAR**

(2011-2012 Batch onwards)

PAPER VI – ORGANIZATIONAL BEHAVIOUR

Q.P. Code: 432036

Time: Three hours

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Explain the Leadership theories.
2. Discuss the strategies for improving group decision making.

II. Write notes on:

(10 x 6 = 60)

1. Work stress
2. Biographical characteristics personality
3. Principles of learning
4. Scope of organizational behaviour
5. Managing creativity
6. Job attitudes
7. School of thoughts on organizational behaviour
8. Stages of personality
9. Process determinants of group behaviour
10. Transactional analysis
