

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 0523]

MAY 2023

Sub. Code: 5021

MASTER OF HOSPITAL ADMINISTRATION (AHS)

FIRST YEAR

(Candidates admitted in 2020-2021)

PAPER II – MANAGEMENT CONCEPTS AND ORGANIZATION BEHAVIOUR

Q.P. Code: 435021

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Briefly describe the functions of management.
2. What is the fundamental concept of organisational behaviour?

II. Write notes on:

(10 x 6 = 60)

1. Is management art or science?
2. Difference between policies, procedure and rules.
3. Types of Control Techniques in Management - Explain.
4. Barriers to Effective Decision-Making.
5. Importance of Hawthorne experiments.
6. Approaches of conflict management.
7. Difference between line and staff relationship.
8. Why Orientation and socialising new employee needed?
9. Resistance to change is often viewed negatively. Why?
10. Modern Tools that are used for analysing situations.
