

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

[AHS 1023]

OCTOBER 2023

Sub. Code: 5021

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
FIRST YEAR (From 2020-2021 onwards)
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. The foundation of Individual and Group Behavior – Explain.
2. Steps involved in the decision-making process, also discuss the role of Health care practitioners as decision makers.

II. Write notes on:

(10 x 6 = 60)

1. Benefits of MBO.
2. Difference between policies and rules.
3. Theories of personality in organizational behavior.
4. Distinguish between formal and informal organization.
5. Staff Selection process carried out in health care sectors.
6. Techniques used in the control process.
7. Strategies for improving group decision making.
8. Importance on the study of Organization Behavior.
9. Strategies for resolving inter-personal conflict.
10. What do you mean by social responsibility of business?
