

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

**[AHS 0222]**

**FEBRUARY 2022  
(OCTOBER 2021 EXAM SESSION)**

**Sub. Code: 5021**

**MASTER OF HOSPITAL ADMINISTRATION (AHS)**

**FIRST YEAR**

**(Candidates admitted in 2017-2018 – Paper I)**

**(Candidates admitted in 2020-2021 – Paper II)**

**PAPER I & 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. Explain the challenges and opportunities for managers in using organization behaviour concepts?
2. Define control. What are the requirements of an effective control system? Explain the tool for allocating resources using Portfolio Matrix.

**II. Write notes on:**

**(10 x 6 = 60)**

1. “Empowerment enhances the feelings of ownership of jobs in employees” – Discuss.
2. How will you promote ethical behaviour among employees in an organization?
3. Explain the concept of matching qualification with position requirements.
4. Discuss line and staff conflict. Explain its remedial measures.
5. Explain types of decisions.
6. What are the barriers to effective communication?
7. Leaders are born, not made, Discuss.
8. How will you socialize new employees in an organization?
9. Select any service industry of your choice and identify SWOT based on competitive advantage.
10. “Success and benefits of MBO depends upon the participation of subordinates in an organization” – Discuss.

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