

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

[AHS 0321]

MARCH 2021

Sub. Code: 5021

(OCTOBER 2020 EXAM SESSION)

MASTER OF HOSPITAL ADMINISTRATION (AHS)

FIRST YEAR (Admitted in 2017-2018)

PAPER I – 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 Systems Approach to Human Resource Management in Present Scenario.
2. Discuss the Health care practitioners as decision makers.

II. Write notes on:

(10 x 6 = 60)

1. Steps in Decision in Making.
2. Orienting and Socializing New Employees
3. Describe the Matching the person with the job.
4. Approaches of conflict management
5. Importance of Hawthorne experiment.
6. Control Charts
7. Describe the skills and Personal Characteristics Needed by Managers
8. Explain Maslow hierarchy needs.
9. Types of organization culture.
10. What are the sources of power?
