

[LQ 1019]

NOVEMBER 2020
(MAY 2020 EXAM SESSION)

Sub. Code: 3013

MASTER OF HOSPITAL ADMINISTRATION
(Regulations for the candidates admitted from 2017-2018)
FIRST YEAR
PAPER I – MANAGEMENT CONCEPTS AND ORGANIZATION
BEHAVIOUR

Q.P. Code : 435021

Time : Three hours

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Explain the History Of Management.
2. Management By Objectives: - Discuss.

II. Write notes on:

(10 x 6 = 60)

1. Characteristics of Planning.
2. Social Responsibility of Managers.
3. Highlight the importance of Organizational climate.
4. Explain the factors causing resistance to change.
5. Skills in management – discuss.
6. Classification of Health Care Organization.
7. Types of Transactional Analysis.
8. Formal Organization Means
9. Line and Staff relationship.
10. Management is Art or Science.
