

**M.H.A. Sem-I (CBCS-2018 COURSE) (Master of Hospital
Administration · WINTER - 2018**

SUBJECT: ORGANIZATIONAL BEHAVIOUR

Day : Monday
Date : 19/11/2018

W-2018-3742

Time : 10.00 A.M.To 1.00P.M.
Max. Marks: 60

N.B.

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Answers to both the sections should be written in **SEPARATE** answer book.
- 4) Draw neat diagram **WHEREVER** necessary.

SECTION – I

Q.1 Answer any **TWO** of the following: (10x2=20)

- a) What is model? Enlist various organization behavior (OB) models and explain any two of them.
- b) What do you mean by learning? Describe any two theories of learning.
- c) Define attitudes. Explain components and factors influencing the attitudes.

Q.2 Write short notes on any **TWO** of the following: (5x2=10)

- a) Mintzberg Managerial grid
- b) JOHARI window
- c) Psychodynamic theory of personality

SECTION – II

Q.3 Answer any **TWO** of the following (10x2=20)

- a) What is leadership style? Differentiate leader and a manager.
- b) What do you mean by negotiation? Explain the role of negotiation in conflict management.
- c) What is stress? Describe the causes of stress with a suitable example in the context of hospital administration.

Q.4 Write short notes on any **TWO** of the following: (5x2=10)

- a) Habits of highly effective people
- b) Core quadrant model
- c) Process of change management

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