

**MASTER OF HOSPITAL ADMINISTRATION (CBCS-2018 COURSE)**  
**M.H.A.Sem - I : WINTER : 2021**  
**SUBJECT: ORGANIZATIONAL BEHAVIOUR**

**Day :** Monday  
**Date :** 10-01-2022

**W-19553-2021**

Time : 10:00 AM-01:00 PM  
Max. Marks: 60

**N.B.**

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

**SECTION – I**

**Q.1** Answer **ANY TWO** of the following. **(20)**

- a) Explain the theories of learning with an example.
- b) What are major job attitudes? Explain in detail.
- c) Discuss the various factors affecting the perception of employees in an organization.

**Q.2** Answer **ANY TWO** of the following. **(10)**

- a) Transactional Analysis
- b) ERG theory of Motivation
- c) Managerial Grid

**SECTION – II**

**Q.3** Answer **ANY TWO** of the following. **(20)**

- a) What is Leadership? Describe various styles of leadership.
- b) Explain in brief seven habits of highly effective people.
- c) What is change? Explain the process of change management in the context of healthcare.

**Q.4** Answer **ANY TWO** of the following. **(10)**

- a) Core quadrant model
- b) Process of negotiation
- c) Work life balance

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