

POST GRADUATE DIPLOMA IN HOSPITAL MANAGEMENT (CBCS-2018 COURSE)
P.G.D.H.M. Sem-I : WINTER : 2021
SUBJECT: ORGANIZATIONAL BEHAVIOUR

Day : Monday
Date : 10-01-2022

W-20013-2021

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.
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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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