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MASTER OF HOSPITAL ADMINISTRATION (CBCS-2018 COURSE)
M.H.A.Sem - I : WINTER- 2022
SUBJECT : ORGANIZATIONAL BEHAVIOUR

Day : Friday

Time : 10:00 AM-01:00 PM

Date : 9/12/2022

W-19553-2022

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 importance of organizational behaviour in the field of management.
- b) Explain the types of personalities according to ‘Big-Five theory’.
- c) What is motivation? Enlist various theories of motivation and explain any two of them.

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

- a) Workforce diversity in healthcare
- b) JOHARI window
- c) Types of Group

SECTION – II

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

- a) Is leader a born or made? Justify your views with contemporary examples.
- b) What are the types of conflicts? Explain the process of conflict management in detail.
- c) Explain work life balance in the context of healthcare.

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

- a) Process of negotiation
- b) 7 -S Framework Model
- c) Causes of change in organization

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