

S.No. 5506

16 SCCHA 3

(For candidates admitted from 2016–2017 onwards)

B.Sc. DEGREE EXAMINATION, APRIL 2022.

Part III — Hospital Administration — Major

PRINCIPLES OF HOSPITAL ADMINISTRATION — II

Time : Three hours

Maximum : 75 marks

SECTION A — (10 × 2 = 20)

Answer ALL questions.

1. What are the phases of international relationship?
2. Define interpersonal relationship.
3. What is Fax?
4. Define value.
5. Define Communication Network.
6. Define Group tasks.
7. Define Ability.
8. What is leadership?
9. Why does trust matters?
10. Define Group.

SECTION B — (5 × 5 = 25)

Answer ALL questions,
choosing either (a) or (b) in each.

11. (a) What Maslow can teach about leadership?

Or

- (b) What are the main causes of poor group dynamics?

12. (a) Explain about intercom system.

Or

- (b) How perception influences the communication process?

13. (a) Explain job satisfaction and causes of job satisfaction.

Or

- (b) What are the dimensions of emotion?

14. (a) How to create team effectiveness by context and explain.

Or

- (b) Difference between Groups and Teams.

15. (a) Write the characteristics of trait theory of Leadership.

Or

- (b) Write short notes on leaders as shapes.

SECTION C — (3 × 10 = 30)

Answer any THREE questions.

16. Define Motivation. What are the motivators in Herzberg's theory?

17. Define perception and explain about its types.

18. Write in brief about turning individuals into team players.

19. What is contemporary leadership? Write the roles of the leadership.

20. Define means of communication. Describe the ways of communication in modern life.
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