

20. (a) Short notes on organizational effectiveness.

Or

(b) Explain in detail about various sources of organizational dynamics.

SECTION C — (3 × 10 = 30)

Answer any THREE questions.

21. Explain Fiedler's Contingency theory of Leadership.
22. Explain the Problems of Absenteeism.
23. What are the factors influencing Leadership role?
24. Brief account on De-centralization.
25. Factors influencing Decision making.

S.No. 6638

P 22 HACCC 1 B

(For candidates admitted from 2022–2023 onwards)

M.Sc. DEGREE EXAMINATION, NOVEMBER 2023

Hospital Administration

ORGANIZATION BEHAVIOUR

Time : Three hours

Maximum : 75 marks

SECTION A — (20 marks)

Answer ALL the questions

- I. (A) Multiple Choice questions : (5 × 1 = 5)
 1. According to the text, leadership is often more associated with
 - (a) Consistency
 - (b) Planning
 - (c) Paperwork
 - (d) Change
 2. Which of these factors affects personality?
 - (a) Culture
 - (b) Family
 - (c) Heredity
 - (d) All of the above
 3. Forces affecting organizational behavior are
 - (a) People
 - (b) Environment
 - (c) Technology
 - (d) All of the above

4. The word management suggests
 - (a) Dynamism
 - (b) Risk-taking
 - (c) Efficiency
 - (d) Creativity
 5. Communication begins with _____
 - (a) Encoding
 - (b) Idea origination
 - (c) Decoding
 - (d) Channel selection

(B) Fill in the blanks : (5 × 1 = 5)
 6. OB is the study of _____ in the organization.
 7. A manager with good _____ can make the workplace more pleasant.
 8. "Leadership motivates the people to work and not the power of money", this concept is related to
 9. _____ and fringe benefits are no longer employees first priority.
 10. _____ is known as "the father of scientific management."
- II. Answer ALL the questions : (5 × 2 = 10)
11. Explain change process.
 12. Frustration.

13. Define decision making.
14. Supervision — explain.
15. Define team building.

SECTION B — (5 × 5 = 25)

Answer ALL the questions, choosing either (a) or (b)

16. (a) Significance of organizational behavior.

Or

 (b) Brief account on organizational goal.
17. (a) Short notes on Personality.

Or

 (b) Employee turnover.
18. (a) Functions of leader.

Or

 (b) Basic principles of supervision.
19. (a) Differentiate between formal and informal groups in organization.

Or

 (b) Principle involved in division of labour.