

# Question Paper

Exam Date & Time: 20-Apr-2022 (10:00 AM - 01:00 PM)



## MANIPAL ACADEMY OF HIGHER EDUCATION

FIRST SEMESTER M.Sc. HIM / MSc. HI (HEALTHCARE IT MANAGEMENT) DEGREE EXAMINATION - APRIL 2022  
SUBJECT: MOB5101 - MANAGEMENT AND ORGANIZATIONAL BEHAVIOUR  
(2021 SCHEME)

Management and Organizational Behaviour [MOB5101]

Marks: 100

Duration: 180 mins.

Answer all the questions.

- 1) Is Systems Model of OB a better model than the others? Discuss this in light of the various models of OB proposed by experts, (20)
- 2) Discuss the various modern and traditional Control techniques used by healthcare managers; giving examples to support your answers (20)
- 3A) Explain the various Decision making models. (10)
- 3B) Explain the factors that influence perception in an organization; while listing the methods of honing perceptual skills for a manager. (10)
- 3C) Discuss various performance appraisal methods; explaining what is suitable for healthcare industries. (10)
- 3D) "Different training methods need to be employed for operatives and managers", in this light explain the various methods of training. (10)
- 4A) Contrast Task-oriented, relationship-oriented, and individual group roles in an organization. (5)
- 4B) Explain the types of plans used in planning. (5)
- 4C) Contrast positive and negative reinforcement (5)
- 4D) What are the bases for Departmentalization? (5)

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