

# Question Paper

Exam Date & Time: 26-Nov-2019 (02:00 PM - 04:00 PM)



## MANIPAL ACADEMY OF HIGHER EDUCATION

FIRST SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - NOVEMBER 2019

SUBJECT: MHA 501 - GENERAL MANAGEMENT  
(REGULAR & REPEATER)

Tuesday, November 26, 2019 (14.00 - 16.00)

Answer all questions.

Budget time across questions accordingly.

Marks: 50

Duration: 120 mins.

### 1) Long Essay Questions:

- 1A) Describe a typical billing department manager's day. What are some of the expected consequences (at least two) of this type of daily experience and how to overcome such consequences? (10)
- 1B) Describe how a businessperson could be an effective leader yet an ineffective manager. Also describe how a businessperson could be an effective manager yet an ineffective leader. (10)

### 2) Short Essay Questions:

- 2A) Give an example of how a rule could fit the corporate strategy of cost leadership. (5)
- 2B) How will you do time management for routine operation function in healthcare organization? (5)
- 2C) What similarities do you see between motivating professional Doctor and workers in business? (5)
- 2D) What would you see as the advantages and disadvantages of keeping your résumé on a popular social networking site if you are currently employed? (5)
- 2E) How risk propensity and decision making helps to meet the goal of an organization? (5)
- 2F) What is the link between managing ineffective performers and organizational productivity? (5)

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