

Question Paper

Exam Date & Time: 30-Jan-2019 (10:00 AM - 11:30 AM)



MANIPAL ACADEMY OF HIGHER EDUCATION

FIRST SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - JAN/FEB 2019
SUBJECT: MHA 501 - GENERAL MANAGEMENT
(2018-20 BATCH - REPEATERS)
Wednesday, January 30, 2019 (10.00 - 11.30)

Answer ALL the questions.
Budget time across questions accordingly.

Marks: 50

Duration: 90 mins.

Long Essay Questions:

- 1) Assume that the director of a social agency was exploring different alternatives for decreasing the number of malnourished people in the area. Describe how the external environment factor might influence his or her decision making. (10)
- 2) Why do so many people dislike performance evaluations? What are the better ways to overcome the challenge of performance evaluation? (10)

3. Short Essay Questions:

- 3A) What are the differences between the matrix organization and team organization mentioning about any similarities and difference? (5)
- 3B) What are the symptoms that a manager should look for in determining whether an organization needs to change? (5)
- 3C) In what way does a first-level supervisor play an important leadership role in the organization? (5)
- 3D) Some managers object to systematic approaches to motivating employees by expressing the thought, "Why should we go out of our way to motivate workers to do what they are paid to do?" What is your reaction to this objection? (5)
- 3E) What do you think explains the fact that the role of project manager continues to grow in importance? (5)
- 3F) What do you regard as the most important way in which a manager can use information technology? (5)

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