

Question Paper

Exam Date & Time: 31-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 503 - ORGANIZATIONAL BEHAVIOR
(2018-20 BATCH - REPEATERS)
Thursday, January 31, 2019 (10.00 - 11.30)

Marks: 50

Duration: 90 mins.

SECTION - A

Long Essay Questions:

- 1) Discuss Job Satisfaction in detail with examples. (10)
- 2) What is a group? Discuss the different types of groups with examples. Discuss social identity theory in detail. (10)
(2+5+3 = 10 marks)

SECTION - B

3. Short Essay Questions:

- 3A) Myers-Briggs Type Indicator (MBTI) framework for identifying and classifying Personality traits. (5)
- 3B) Discuss the early theories of motivation. (5)
- 3C) Draw up a list of communication expectations that you would have from your Operation theatre team. (5)
- 3D) Common Biases and Errors in decision making. (5)
- 3E) As a hospital administrator, what are the elements that you would want to socialise your employees into? (5)
- 3F) What would be the factors that create and keep a healthcare organisation's Organisational culture alive? (5)

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