

# Question Paper

Exam Date & Time: 25-Mar-2021 (02:30 PM - 04:30 PM)



## MANIPAL ACADEMY OF HIGHER EDUCATION

FIRST SEMESTER MASTER IN HOSPITAL ADMINISTRATION DEGREE EXAMINATION - MARCH 2021  
SUBJECT: MHA 503 - ORGANIZATIONAL BEHAVIOR  
(REPEATER)

Marks: 50

Duration: 120 mins.

### SECTION - A

#### Long essay questions:

- 1) Draw a hospital organogram and discuss the different types of communication in it. (10)
- 2) Discuss in detail with examples Job design, the Job characteristics model, and how jobs can be redesigned. (10)

### SECTION - B

#### 3. Short essay questions:

- 3A) List examples of workplace deviant behaviour in hospitals. (5)
- 3B) What are Work Teams? Discuss the different types of work teams. (5)
- 3C) With regard to Perception, discuss Attribution theory with examples. (5)
- 3D) Early theories of motivation and their relevance in hospitals. (5)
- 3E) "Culture eats strategy for breakfast"-Peter Drucker. Discuss. (5)
- 3F) Give examples of cognitive dissonance in a hospital setting. (5)

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