

Rajiv Gandhi University of Health Sciences, Karnataka

VI semester Bachelors in Hospital Administration Degree Examination – MAY 2017

Time: Three Hours

Max. Marks: 80 Marks

Organization Behaviour

Q.P. CODE: 1322

Your answers should be specific to the questions asked.

Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two)

2 x 10 = 20 Marks

1. What are the functions of attitudes? How are they measured? Explain.
2. What are the various theories of group formation? Explain.
3. Explain the various effective and ineffective styles of leadership.

SHORT ESSAYS (Answer any Eight)

8 x 5 = 40 Marks

4. How does the study of personality help in understanding organizational behaviour?
5. Discuss the process involved in perception.
6. How does job satisfaction affect the employee's productivity, absenteeism and turnover rates?
7. How can reinforcement be used to generate change in behaviour?
8. Enumerate the assumptions of McGregor's theory X and theory Y.
9. Distinguish between formal and informal groups. Why informal group come into existence?
10. List and describe the major determinants of effective leadership.
11. Discuss the major organizational development interventions. In your opinion, which organizational development intervention is most effective and why?
12. Distinguish between individual change and organizational change.
13. Differentiate between transactional and transformational leadership.

SHORT ANSWERS (Answer any ten)

10 x 2 = 20 Marks

14. Communication channels
15. Job enrichment
16. Goal setting
17. Trait theory
18. Brainstorming
19. Team building
20. Group cohesive
21. Languages barrier
22. Managerial grid
23. Transactional analysis
24. List the skills of a manager.
25. What are the functions of a group?
