

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

MSc DEGREE EXAMINATION DECEMBER 2024
(First Semester)

Branch - HOSPITAL ADMINISTRATION

MANAGEMENT PRINCIPLES AND ORGANIZATIONAL BEHAVIOUR

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	A pluralistic society is characterized by: a) Uniformity b) Diversity c) Monoculture d) Centralization	K1	CO1
	2	Who is known for the Hawthorne studies that contributed to behavioural management? a) Elton Mayo b) Frederick Taylor c) Henri Fayol d) Max Weber	K2	CO3
2	3	Which of the following is the first step in the planning process? a) Setting objectives b) Developing alternatives c) Implementing the plan d) Evaluating results	K1	CO2
	4	Which type of decision is routine and follows established guidelines? a) Programmed decision b) Non-programmed decision c) Strategic decision d) Tactical decision	K2	CO2
3	5	In the Managerial Grid, which style focuses on both high concern for people and high concern for production? a) Country Club Management b) Team Management c) Impoverished Management d) Authority-Compliance	K1	CO5
	6	According to Maslow's hierarchy of needs, which of the following is the highest level? a) Safety needs b) Social needs c) Esteem needs d) Self-actualization	K2	CO4
4	7	Which theory emphasizes the role of reinforcement in learning? a) Operant conditioning b) Classical conditioning c) Social learning theory d) Cognitive learning theory	K1	CO3
	8	The Big Five personality traits include all EXCEPT: a) Openness to experience b) Conscientiousness c) Extraversion d) Aggressiveness	K2	CO4
5	9	Group norms are important because they: a) Establish acceptable behaviours b) Promote conflict c) Limit participation d) Create rigid structures	K1	CO5
	10	Which type of power is based on the ability to control rewards? a) Coercive power b) Reward power c) Referent power d) Expert power	K2	CO3

Cont...

SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Elaborate the dynamic nature of management.	K6	CO1
	(OR)			
	11.b.	Discuss how different managerial skills are applied at various levels of the organizational hierarchy?		
2	12.a.	Explain the role of business forecasting in strategic planning.	K5	CO2
	(OR)			
	12.b.	Evaluate the role of delegation in enhancing employee motivation and performance.		
3	13.a.	Examine the Managerial Grid model in detail.	K4	CO3
	(OR)			
	13.b.	Analyze how different leadership styles can impact team performance.		
4	14.a.	Analyze learning theories can be applied in employee training.	K4	CO4
	(OR)			
	14.b.	Examine the role of personality in workplace behavior.		
5	15.a.	Explain the factors that influence group cohesiveness.	K5	CO5
	(OR)			
	15.b.	Evaluate the different sources of power in organizations.		

SECTION - C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Explain how the functions of management are applied in a startup environment compared to an established corporation.	K5	CO1
2	17	Evaluate the pros and cons of centralization versus decentralization.	K5	CO2
3	18	Analyze the selection process in organizations.	K4	CO3
4	19	Examine various motivation theories and their application in the workplace.	K4	CO4
5	20	Discuss the causes of stress in the workplace and its impact on employee performance.	K6	CO5