

PSG COLLEGE OF ARTS & SCIENCE (AUTONOMOUS)

MSc DEGREE EXAMINATION DECEMBER 2025
(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 $(10 \times 1 = 10)$

Module No.	Question No.	Question	K Level	CO
1	1	Which of the following is NOT a function of management _____? a. Planning b. Organizing c. Celebrating d. Controlling	K1	CO1
	2	Behavioral Science Theory of management focuses on _____. a. Scientific techniques b. Machinery and tools c. Operational research d. Human behavior and motivation	K2	CO1
2	3	Strategic plans are typically formulated by _____. a. Operational employees b. Middle-level managers c. Top-level management d. Customers	K1	CO2
	4	According to the Bhagavad Gita, ethical decision-making is based on _____. a. Fear of consequences b. Duty without attachment to results c. Popular opinion d. Maximizing profit	K2	CO2
3	5	Which of the following is the first step in the staffing process _____? a. Selection b. Recruitment c. Training d. Manpower planning	K1	CO3
	6	Directing is primarily concerned with _____. a. Guiding and supervising employees b. Setting objectives c. Structuring departments d. Budget preparation	K2	CO3
4	7	Organizational Behaviour is primarily concerned with _____. a. External market trends b. Employee tax management c. Human behavior in organizational settings d. Office interior design	K1	CO4
	8	Workforce diversity refers to _____. a. Same age and background of employees b. Varied personal characteristics like age, gender, culture c. Similar skills among employees d. Limited recruitment	K2	CO4
5	9	Which of the following best describes 'group norms' _____? a. Unwritten rules that guide behavior in a group b. The number of members in a group c. The hierarchical status of members d. The financial goals of the group	K1	CO5
	10	In the context of group decision-making, 'groupthink' is best described as: _____. a. A method to increase creativity b. A technique to avoid conflict c. A desire for consensus that overrides realistic alternatives d. A democratic voting system in teams	K2	CO5

Cont...

SECTION - B (35 Marks)

Answer ALL questions
ALL questions carry **EQUAL** Marks $(5 \times 7 = 35)$

Module No.	Question No.	Question	K Level	CO
1	11.a.	Discuss the functions of management with suitable examples. (OR)	K2	CO1
	11.b.	Interpret Modern Operational Management Theory and its relevance.		
2	12.a.	Examine the steps in planning process. (OR)	K3	CO2
	12.b.	Sketch the types of decisions making in management.		
3	13.a.	Construct the difference between recruitment and selection. (OR)	K3	CO3
	13.b.	Show the basic steps in the control process.		
4	14.a.	Examine the determinants of job satisfaction. (OR)	K4	CO4
	14.b.	Explain the factors that influence perception.		
5	15.a.	Explain the various roles individuals play within a group. (OR)	K2	CO5
	15.b.	Illustrate how group size and diversity impact group effectiveness.		

SECTION - C (30 Marks)

Answer ANY THREE questions
ALL questions carry **EQUAL** Marks $(3 \times 10 = 30)$

Module No.	Question No.	Question	K Level	CO
1	16	Discuss the role of ethics and social responsibility in modern management thought.	K4	CO1
2	17	Outline the principles of organizing with suitable examples.	K6	CO2
3	18	Define staffing. Explain the process of staffing in detail.	K5	CO3
4	19	Explain the theories of motivation with examples.	K4	CO4
5	20	Explain the main causes of conflict in organizations.	K5	CO5