

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

MSc DEGREE EXAMINATION MAY 2023
(First Semester)

Branch – HOSPITAL ADMINISTRATION

MANAGEMENT PRINCIPLES AND ORGANISATIONAL BEHAVIOUR

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

1. In which category does management fall?
(i) Well-established profession (ii) Semi-profession
(iii) Emerging profession (iv) Marginal profession
2. Which one of the following is an importance of planning?
(i) Reducing uncertainty (ii) Identifying alternatives
(iii) Developing leadership (iv) Selecting the most appropriate plan
3. Which of the following does not fall under non financial motivators?
(i) Encouragement (ii) Freedom
(iii) Recognition (iv) Incentive
4. _____ is not affecting organisational behaviour.
(i) People (ii) Environment
(iii) Technology (iv) Government
5. Groups created by managerial decision in order to accomplish stated goals of the organization are called.
(i) Formal groups (ii) Informal groups
(iii) Task groups (iv) Interest groups

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

6. a) State the importance of scientific management.
OR
b) Show the different kinds of skills required for a modern manager.
7. a) Explain the types of decisions.
OR
b) State the purpose of delegation of authority.
8. a) Bring out the rationale behind induction.
OR
b) Give a detailed account of recruitment.
9. a) Explain the importance of values.
OR
b) Demonstrate the role of ethics in decision making.
10. a) Elucidate the importance of group norms.
OR
b) Show how employees learn culture.

Cont...

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11. a) Appraise the evolution of management thought.
OR
b) Elucidate the social responsibilities of business in Indian context.
12. a) Design and explain the steps involved in business forecasting.
OR
b) Elucidate the benefits of reengineering the organisation.
13. a) Formulate a leadership style suitable to our Indian organisation.
OR
b) Recommend the important requirements for effective control.
14. a) Enumerate and explain the disciplines that contribute to OB.
OR
b) Determine the factors influence perception.
15. a) "Change is inevitable"- Justify your view with valid reasons.
OR
b) Critically evaluate the process of managing conflict .

Z-Z-Z

END