

IIHMR UNIVERSITY
Institute of Health Management Research
MBA Hospital and Health Management
Batch-21 (2016-2018)
First Year



Organizational Behavior

Term Examination

Time - 3 Hours

Max. Mark -70

The question paper contains SINGLE printed page.

Note: Attempt **ANY FIVE** questions. All questions carry equal marks.

- Q. 1.** Define Organizational Behavior (OB). What OB does attempt to understand? What are the approaches to understand OB? Outline the challenges and opportunities for OB practitioners in today's diverse health care organizations (including hospitals).
- Q. 2.** Elaborate eight MBTI Types and identify implications of being "Judging or Perceiving" manager having colleague/ subordinate Thinking or Feeling preference.

		Other	
Manager	Judging	Judging	Perceiving
		J-Manager-J-Other	J-Manager-P-Other
	Perceiving	P-Manager-J-Other	P-Manager-P-Other

- Q. 3.** Explain the conceptual framework of motivation and 12 parameters of motivation. Which one of the important aspects of motivation is missing in most of the theories of motivation?
- Q. 4.** Explain how should a health/ hospital manager utilize Self-disclosure, Openness to Feedback and Perceptiveness to be more effective?
- Q. 5.** Differentiate Role from Job. How should a health care professional make his/ her role effective?
- Q. 6.** Write notes on "ANY TWO" of the following:
A. Attitudes
B. Frustration
C. Single loop learning, Double loop learning, and Deutero / triple loop learning
D. Various types of creative abilities
- Q. 7.** What is transactional and transformational leadership. Explain four leadership styles and the development levels according to situational theory of leadership. What measures you will take to transform your team from D1 to D4?