

Institute of Health Management Research
MBA Hospital and Health Management
Batch-23 (2018-2020)
First Year
Organizational Behavior
Term Examination



Time - 3 Hour

MM-70

The question paper contains ONE printed page.

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

Q.1. How is globalization and information technology impacting the changes in the 21st Century Health Sector Organizations? Discuss advantages and challenges for a healthcare manager.

Q.2. In a healthcare organization a meeting was held to review the perceived determinants of outcomes. Determinants of their success and failure were discussed. Almost half of the staff reported that it is their supervisor whose support or lack of support determines success and while one third reported that it is their hard work. Please explain the situation using Rotter's and Weiner's model and also provide suggestion for developing internality among the staff.

Q.3. A comprehensive study of a hospital was undertaken in a 300-bedded hospital and status of staff satisfaction and motivation amongst nursing staff and technicians was analyzed. Based on the findings, intrinsic and extrinsic reasons for lack of motivation were reported. To increase motivation level of the staff, Discuss the Herzberg theory, identify the possible de-motivating and motivating factors and suggest ways for improvement in the motivation of staff for providing efficient care.

Q.4. Write notes on "ANY TWO" of the following:

- a. Management of Frustration
- b. Job Enrichment
- c. Emotional Intelligence
- d. Conflict and Collaboration

Q.5. Differentiate administration and management from leadership. There is no best style of leadership according to situational theory of leadership and a leader is an individual who can use different leadership styles based on the situation. Explain four leadership styles and the development levels of the team with appropriate example for each situation.

Q.6. Performance of Maternal, Child Health and Nutrition Day (MCHN) was reported poor for a long duration in a district. The State Mission Director – National Health Mission is very much open and believes in organizational learning. The MD asked the Program Manager to work out Single loop, Double loop, and Deutero / triple loop learning concepts for improving performance at MCHN Day. Please explain what would you do to achieve it.

Q.7. What is transactional analysis? Comment on the three ego states: parent, adult and child and different types of transactions in an organization.