



Institute of Health Management Research
MBA Hospital and Health Management
Batch-27th (2022-2024)

First Year, Term 2, End Term Examinations, February 2023
CC- 607 Organisation Behaviour

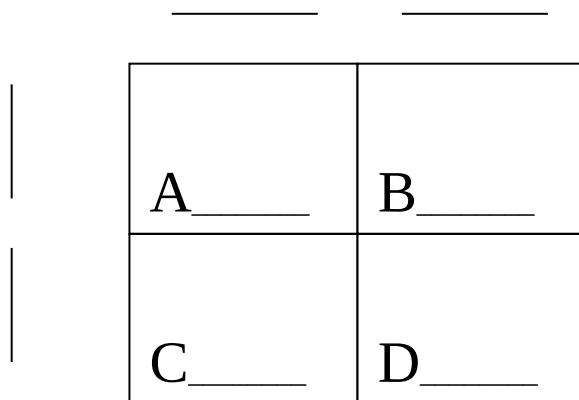
Time - 3 Hour

Maximum Marks:50 (Pass Marks: 20)

The question paper contains 1 printed page.

Attempt any five questions of the following.

- Q.1. As a hospital manager you wish to improve Role Efficacy of the nurses working in the hospital. You wish to discuss difference between Job and Role with them. Please write down the points that you will discuss with them, elaborating on at least FIVE differences and explanation of 10 aspects for increasing role efficacy with appropriate examples. (10 marks)
- Q.2. Complete the below presented figure JOHARI WINDOW. Explain A, B, C, D along with the concepts like “openness to feedback”, “self disclosure” and “perceptiveness” using appropriate examples How can a healthcare manager use four perspectives of JOHARI window for his/her personal effectiveness. Discuss with examples. (10 marks)



- Q. 3. Health and Wellness Centers (HWCs) were set up under Ayushman Bharat. The staff of Primary Health Center (PHC) was already demotivated and consider HWCs as additional burden. Please discuss the reasons that could have led to demotivated staff as per theoretical understanding of motivation. Critically discuss Herzberg’s two factor theory of motivation and its application in healthcare organization set up. (10 marks)
- Q. 4. Differentiate the three managerial modes of administration, management and leadership. Explain situational theory of leadership with four leadership styles as per the development levels of the team. (10 marks)
- Q. 5. Discuss three Ego States used under transactional analysis and their interactions in terms of complementary and crossed transactions with examples in an organization. (10 marks)
- Q. 6. Write notes on “**ANY TWO**” of the following: (5x2=10 marks)
- a) Group and Team
 - b) MBTI Types
 - c) Attitude and beliefs
 - d) Organizational Ethos