



Institute of Health Management Research

MBA Hospital and Health Management

Batch-28th (2023-2025)

First Year, Term 2 End Term Examinations, January 2024

CC – 607 Organisation Behaviour

Time - 3 Hour

Maximum Marks: 50 (Minimum Marks: 20)

Instructions to students:

- This question paper contains 2 printed pages.
- Don't write anything on the Question Paper except your Enrolment No.

Part A

(Maximum Marks: 5)

Q1. Choose the correct option / Fill in the blanks, as applicable to the following (1 mark each):

- Study of OB focuses on three levels:
 - Individuals, Organisation, Society
 - Individual, Groups, Organisation
 - Society, Organisation, Nation
 - Employee, Employer, Management
- If someone is increasing the power of the role and making it more important, s/he is called ____ .
- There are three ways to reduce cognitive dissonance. Name any two ways:
 - _____
 - _____
- How do you prefer to direct and get energy? According to the MBTI, this is related to ____ .
- What is the base of POSITIONAL power? _____

Part B

(Maximum Marks: 15)

Q2. Write short notes on the following:

- What is “Learning organization”? What would be your role in applying the concept of “Learning Organization” in a health sector organization? (5)
- Complete the below presented figure. Explain A, B, C, D along with the concepts like “openness to feedback”, “self-disclosure” and “perceptiveness” using appropriate examples. How can a health/ hospital manager use the following four perspectives for his/her personal effectiveness.

	A_____	B_____	
	C_____	D_____	

(5)

- (c) If a hospital follows Organizational Ethos, identify benefits for the organization applying OCTAPACE. (5)

Part C

(Maximum Marks: 30)

Answer the following, in detail.

- Q3.** Explain situational theory of leadership with four leadership styles as per the development levels of the team. (10)
- Q4.** Health and Wellness Centers (HWCs) were set up under Ayushman Bharat. The staff of Primary Health Center (PHC) was already demotivated and considered 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)
- Q5.** Discuss three Ego States used under transactional analysis and their interactions in terms of complementary and crossed transactions with examples in an organization. (10)