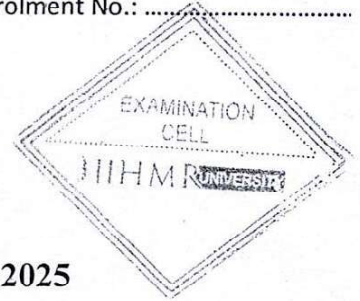




**MBA Hospital and Health Management
Batch-29th (2024-2026)**

First Year, Term 2, End Term Examinations, March 2025

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 writing 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):

- a) OCTAPACE relates to which category of organization?
- Autocratic
 - Bureaucratic
 - Entrepreneurial
 - Technocratic
- b) What is the base of COERCIVE power?
- Liking of the other
 - Problem of the other
 - Fear of the other
 - Acceptance of the other
- c) What is called this _____ if someone is increasing the power of the role and making it more important
- d) What is "level 5" in leadership theory by Jim Collins?
- Effectiveness
 - Professional will and humility
 - Teamwork
 - Competence
- e) Name the Theory of Leadership, which says "no leadership style is better than another".

Part B**(Maximum Marks: 15)****Write short notes/Answer the following questions (3 marks each):**

- Q2. How do you handle conflicts within your team?
- Q3. According to the concepts given by Rotter and Weiner fill the four Boxes and explain what attributes success and failure with examples.

- Q4. Several factors contribute to frustration, please show in the formula, and explain with an example
- Q5. What are the complementary, crossed, and ulterior transactions, discuss each one with relevant examples.
- Q6. Discuss single, double and triple loop learning with appropriate examples

Part C**(Maximum Marks: 30)****Answer the following questions in detail (10 marks each):**

- Q7. Differentiate the three managerial modes of administration, management and leadership. Explain the situational theory of leadership with four leadership styles as per the development levels of the team.
- Q8. The staff of Ayushman Arogya Mandir (AAMs) wants to increase their role efficacy. As health manager, what actions using 10 aspects of role efficacy would you discuss them to develop an action plan.
- Q9. In terms of 'OK and not Ok' style, elaborate on the 12 functional and dysfunctional managerial styles of parent, adult and child ego states and the measures that can be taken to enhance 'ok style'

