

MASTER OF HOSPITAL ADMINISTRATION  
FIRST SEMESTER  
MANAGEMENT PROCESS & ORGANIZATIONAL BEHAVIOUR  
MHA – 101

**SET  
A**

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

**(Objective)**

Time: 30 mins.

Marks: 20

Choose the correct answer from the following:

1 × 20 = 20

- \_\_\_\_\_ is a desired future condition that the organization seeks to achieve
  - Effectiveness
  - Efficiency
  - Goal
  - Target
- Which is not a characteristic of "Management as an Art"?
  - Improvement through Practices
  - It should have a systematic body of knowledge
  - It requires Practical Knowledge
  - Personal Skill is required
- 'Fair remuneration for work performed' is an \_\_\_\_\_ objective.
  - Organizational
  - Social
  - Entrepreneurial
  - Individual
- It is a function of \_\_\_\_\_ management to build efficient staff and executive and give them reward and penalty.
  - Top-level
  - Middle-level
  - Lower-level
  - Supervisory-level
- Which Role of a manager helps in assuming responsibility for handling an unexpected event or crisis?
  - Disturbance handler role
  - Entrepreneur role
  - Negotiator role
  - Disseminator role
- Which is not a characteristic of MBO?
  - Goal Specificity
  - Specific amount of resources
  - No explicit time period
  - Performance feedback
- Which step of the Planning Process considers 'Formulating plans'?
  - Step-1
  - Step-3
  - Step-5
  - Step-7
- Which is not true with Organizing function?
  - Divide up the work
  - To control the process
  - Arrange resources
  - Coordinate activities
- \_\_\_\_\_ are the plans that establish the required method of handling future objectives.
  - Strategies
  - Rules
  - Procedures
  - None above

10. 'To get good organizing function, a subordinate must get order from one superior only at a time'- this is known as\_\_\_\_\_.
- |                       |                            |
|-----------------------|----------------------------|
| a. Unity of Command   | b. Efficient communication |
| c. Direct Supervision | d. Unity of objective      |
11. Which is not a function of 'Directing'?
- |  |  |
|--|--|
| a. Giving orders to sub-ordinates                | b. Leading and Motivating employees                      |
| c. Recruitment or getting applicants for the job | d. Checking their performance and take necessary actions |
12. In which type of control, the inspecting team monitors ongoing operations and activities to make sure that thing are being done correctly?
- |                        |                        |
|------------------------|------------------------|
| a. Post-action control | b. Preliminary Control |
| c. Feedback control    | d. Steering Control    |
13. Which is not a technique of Controlling?
- |                      |                         |
|----------------------|-------------------------|
| a. Special Report    | b. Personal Observation |
| c. Operational Audit | d. None above           |
14. Which below given group of components are true with 'components of Nature of People' in organisation?
- |  |   |
|--|---|
| a. Perception, A whole person, Motivated Behaviour               | b. Perception, Value of the Person, Mutual Interest |
| c. Individual differences, Social System, Desire for involvement | d. Individual differences, Ethics, A whole person   |
15. \_\_\_\_\_ is the studies of societies to learn about human beings.
- |                 |                      |
|-----------------|----------------------|
| a. Psychology   | b. Sociology         |
| c. Anthropology | d. Social Psychology |
16. \_\_\_\_\_ is a feeling of ownership towards the organization.
- |                     |               |
|---------------------|---------------|
| a. Citizenship      | b. Leadership |
| c. Entrepreneurship | d. None above |
17. "Enthusiastic" people are having Personality Trait \_\_\_\_\_.
- |                        |                |
|------------------------|----------------|
| a. Warmth              | b. Sensitivity |
| c. Emotional Stability | d. Liveliness  |
18. Which is not a behaviour of a person having personality trait 'Reasoning'?
- |                |                    |
|----------------|--------------------|
| a. Bright      | b. Assertive       |
| c. Intelligent | d. Mental Capacity |
19. Which component of Attitude is an element of 'Mental Processing'?
- |                        |                          |
|------------------------|--------------------------|
| a. Cognitive component | b. Behavioural component |
| c. Effective component | d. Both b & c            |
20. \_\_\_\_\_ is a specific code of conduct which is personally and socially more preferable than other mode of conduct.
- |               |                  |
|---------------|------------------|
| a. Perception | b. Social system |
| c. Attitude   | d. Value         |

**( Descriptive )**

Time : 2 Hr. 30 Mins.

Marks : 50

[ Answer question no.1 & any four (4) from the rest ]

- |  |            |
|--|------------|
| 1. Define Management & Organisation. Explain the management Process in an organization. Write briefly any four characteristics of Management.  | 1+1+4+4=10 |
| 2. Define Skill. Explain various 'Managerial Skills' that are required in different levels of management in an organization, with the help of a neat diagram.  | 2+8=10     |
| 3. What is Planning? Mention any six characteristics of Planning. Explain any three advantages & three disadvantages of Planning.  | 1+3+3+3=10 |
| 4. What do you understand by 'Span of Control'? Mention two different types of Span. Write the disadvantages of Tall & Flat Organisation Structure. Explain any three factors that influence Span of Control in an organisation. | 1+2+4+3=10 |
| 5. i) Define Coordination. Write the Principles of Co-ordination.<br>ii) "There are many significance of Staffing in an organisation"- Justify.  | 5+5=10     |
| 6. Define Controlling Process. Explain various steps of Controlling Process. Just mention various requirements of Effective Control in an organisation.  | 1+5+4=10   |
| 7. Explain the Basic OB Model of Stage II by mentioning various Independent & Dependent variables of Organisational Behaviour.   | 10         |
| 8. What do you understand by the word "Perception". Explain the Perception Process. Mention various factors & sub-factors that influence the Perception Process.   | 1+5+4=10   |

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