

**MASTER OF HOSPITAL ADMINISTRATION  
SECOND SEMESTER  
HUMAN RESOURCE MANAGEMENT  
MHA - 201**

**SET  
A**

**[USE OMR SHEET FOR OBJECTIVE PART]**

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

**(Objective)**

Marks: 20

*Choose the correct answer from the following:*

*1 × 20 = 20*

1. Which of the following is not a stage of Group formation?
  - a. Adhesiveness
  - b. Storming
  - c. Norming
  - d. Performing
2. HRM is mainly responsible.....
  - a. For administration
  - b. For Policies
  - c. For overall management with special emphasis on employees
  - d. For middle level management only
3. Which of the following is an example of Extrinsic Motivational factor?
  - a. Recognition
  - b. Award
  - c. Appreciation
  - d. Promotion
4. Which of the following is not an example of semantic barrier of communication?
  - a. Noise
  - b. Difference in emoting
  - c. Use of idioms
  - d. Words with different meaning
5. Which of the following is the most important component of external HRM environment?
  - a. Political
  - b. Economical
  - c. Technological
  - d. All of the above
6. Bureaucracy implies an organisation characterised by.....
  - a. Rules and regulations
  - b. Policies and procedures
  - c. Division of work
  - d. All of the above
7. Which theory assumes that people are naturally lazy and will avoid work and responsibilities if possible?
  - a. Theory X
  - b. Theory Y
  - c. Theory Z
  - d. None of the above
8. Which of the following is the reason of doing departmentation?
  - a. Better workflow
  - b. Division of work
  - c. Keeping similar work in one group
  - d. All of the above

9. The subject matter of personnel management is .....
  - a. Profit
  - b. Human being
  - c. Capital investment
  - d. Wages and incentives
10. Which of the following is the objective of Industrial relation?
  - a. Healthy relations among employees
  - b. Task interdependence
  - c. Higher output
  - d. Negotiation
11. Which of the following is not a component of compensation?
  - a. Incentive
  - b. House rent allowance
  - c. Medical allowance
  - d. Dearness allowance
12. Personnel policies are the.....of the organization.
  - a. Epic
  - b. Constitution
  - c. Foundation
  - d. None of the above
13. Human Resource Management helps in improving.....
  - a. Productivity
  - b. Profit
  - c. Empowerment
  - d. Power
14. Which of the following cannot be considered as a cause of arising industrial dispute?
  - a. Salary
  - b. Management policy
  - c. Compromise
  - d. Personal maladjustment
15. Which of the following is considered as the lowest level of wage?
  - a. Minimum wage
  - b. Living wage
  - c. Fair wage
  - d. None of the above
16. Which of the following is the highest level of need according to Maslow's need Hierarchy theory of motivation?
  - a. Physiological need
  - b. Sociological need
  - c. Self-esteem
  - d. Self-actualization
17. In which of the following leadership styles, do leaders give the full freedom to take decisions to subordinates?
  - a. Democratic
  - b. Free rein
  - c. Autocratic
  - d. None of the above.
18. Which step in Maslow's Hierarchy of Needs Theory deals with achieving one's potential?
  - a. Physiological
  - b. Esteem
  - c. Safety
  - d. Social



19. If the organisation is big and its operations are in the different geographical regions along with many product lines, then which of the following will be the best organisation structure to follow?
- a. Divisional structure
  - b. Matrix structure
  - c. Project structure
  - d. None of the above
20. Which of the following theory says that employees should be get only that amount which is just sufficient to sustain life at minimum level only?
- a. Wage fund theory
  - b. Bargaining theory
  - c. Subsistence theory
  - d. Surplus theory

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**( Descriptive )**

Time : 2 Hr. 30 Mins.

Marks : 50

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

1. Discuss the various organisational design and their impact in organisation. 10
  
2. a) What do you mean by Human Resource Management? Discuss the various functions of HRM. 2+4+4=10  
b) Briefly explain about HRM environment.
  
3. a) Briefly explain about Group Development stages. 5+5=10  
b) Strike out the difference between Group and Team.
  
4. a) Explain the role and importance of communication in organisation. 5+5=10  
b) Discuss the various factors that have influence on Departmentalization.
  
5. a) Explain briefly the various scopes of maintaining healthy industrial relations. 5+5=10  
b) Discuss the various causes of arising industrial disputes in organisation.
  
6. a) What do you mean by compensation? Discuss the different components of compensation. 1+4+1+4=10  
b) What are the different types of wages are found in Indian context? Explain any two theories of Wages.
  
7. a) Define Leadership. What are the various types of leadership styles and their impact on organisation? 1+5+4=10  
b) Discuss any two theories of leadership very briefly.
  
8. Write short notes on: 5+5=10
  - a) Motivational components in hospital industry and their impact.
  - b) Theory X and Theory Y and their relevance in hospital industry.

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