

**Post Graduate Diploma in Management (Hospital & Health Management)  
 PGDM – 2022-24 Batch**

**Term – 1<sup>st</sup> Year 2<sup>nd</sup> Term End Examination**

<b>Course &amp; Code</b> :	<b>Organizational Behavior CC-607</b>	<b>Reg. No.</b> :	
<b>Term &amp; Batch</b> :	<b>II, 2022-24</b>	<b>Date</b> :	
<b>Duration</b> :	<b>3 Hrs</b>	<b>Max. Marks</b> :	<b>70</b>

**Instructions:**

- Budget your time as per the marks given for each question and write your answer accordingly.
- Don't write anything on the Question Paper except writing your Registration No.
- Mobile Phones are not allowed even for computations.

**Part A:** Q. 1 to Q.10 (10 questions\*1 marks = 10 marks).

**One liner, MCQs, True/False**

		TRUE	FALSE
1.	Organizational Behaviour generally focuses at three levels		
2.	Development of discontent could be the functional outcome of conflict?		
3.	Putting people in to a convenient group on basis of some characteristics and make an assumption to perceive is called as “Group Perception”		
4.	Development approach is useful to understand organizational behaviour?		
5.	If an Organizational Behaviour consultant conducts a study s/he can take “Absenteeism” as individual level independent variable		
6.	Negotiation is related to the concept of partnership		
7.	The selective perception theory states that human mind will receive or accept those information which it feels that it is relevant.		
8.	OB cannot Abolish Conflict and frustration but can only reduce them		
9.	Social Theory deals with how the social perceiver uses information to arrive at causal explanations for events.		
10.	The purpose of job enrichment is job effectiveness		

**Part B:** Q.11 to Q.15 (4 questions \*5 Marks =20 Marks) Attempt any four.

**Short Notes**

- A. Organizational Culture and climate
- B. Development of Attitude and Values
- C. Organization and conducting the staff meeting
- D. Effective Teams
- E. Organization Development

**Part C:** Q.16 to Q.20 (4 questions \*10 Marks =40 Marks) Attempt any four.

**Long Notes**

- a) In terms of 'OK and not Ok' style, elaborate on the managerial styles of parent, adult and child ego state and the measures that can be taken to enhance 'ok style'
- b) Explain JOHARI WINDOW concept. How can a healthcare manager increase the concept for his/her personal effectiveness. Discuss with examples.
- c) 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.
- d) Explain the concepts of Transactional and Transformational types of Leadership. Differentiate both type of leadership behaviour with appropriate examples in healthcare settings. Discuss which one would you like to follow and why.
- e) As a health manager you are asked to develop a plan to study behavior of a District Hospital staff to improve teamwork. Formulate objectives, and enumerate the independent and dependent variables of the study.