

PG
PG Semester-I Examination, 2021
MASTER OF HOSPITAL ADMINISTRATION
PAPER: MHA 104
(PRINCIPLES OF MANAGEMENT & ORGANIZATION BEHAVIOUR)

Full Marks: 40

Time: 2 Hours

Answer any FOUR questions of the following:

4X10=40

1. Define management. State the objectives of management in modern business. 2+8
2. Define the term 'planning'. Why is planning important? Explain with an example. 2+8
3. Define recruitment. State the various sources of recruitment. 2+8
4. What is performance appraisal? State the objectives of performance appraisal. Discuss briefly any one modern method of performance appraisal. 2+4+4
5. What do you mean by group? State the characteristics of group. State the various types of group. 2+4+4
6. Define motivation. State any one content theory of motivation. 2+4+4
7. What do you mean by leadership? State the characteristics of an effective leader. Briefly discuss managerial grid theory in leadership. 2+3+5
8. What is decision making? Discuss briefly any one decision making process. 3+7
9. What do you mean by de-centralization? State its advantages and disadvantages. 2+4+4
10. Write short notes on the following (any two) 5+5
 - a. Span of Control
 - b. Delegation of Authority
 - c. MBO
 - d. Organizational Culture
