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PG/1st Sem/MHA/25

2025

**MHA 1st Semester Examination  
HOSPITAL ADMINISTRATION**

**Paper : MHAC401X1**

**[Fundamentals of Management  
and Organizational Behaviour]**

Full Marks : 50

Time : Two Hours

*The figures in the margin indicate full marks.  
Candidates are required to give their answers  
in their own words as far as practicable.*

**Group - A**

Answer any *four* questions :  $5 \times 4 = 20$

1. Define management. State any three objectives of management. 2+3
2. State the various stages of controlling process.
3. Discuss the stages of group development.
4. Outline Maslow's hierarchy of needs applied to hospital staff motivation.

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5. Explain the Big Five personality traits desirable for healthcare professionals.
6. Discuss perception and its impact on doctor-patient interactions.

**Group - B**

Answer any *two* questions :  $10 \times 2 = 20$

7. What do you mean by leadership? Which qualities would you recommended while choosing a leader for your organization? Briefly, discuss managerial grid theory in leadership.  $2+3+5$
8. Discuss the staffing process comprehensively, including recruitment and selection for healthcare professionals.
9. Critically examine the importance of OB in improving patient safety and staff morale in hospitals.
10. Discuss the various steps of perception. Distinguish between perception and sensation.  $6+4$

**Internal Assessment : 10 marks**

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