

Rajiv Gandhi University of Health Sciences, Karnataka
II Semester Bachelors in Hospital Administration Degree Examination-17-May-2023



Time: Three Hours

Max. Marks: 80 Marks

Organizational Behavior (RS)

Q.P. CODE: 3233

Your answers should be specific to the questions asked
Draw neat, labeled diagrams wherever necessary

LONG ESSAYS (Answer any Two)

2 x 10 = 20 Marks

1. What is organizational change? Discuss the factors influencing change and how can we overcome resistance to change?
2. Importance, scope and challenges faced by organizational behavior discipline.
3. What is motivation? Discuss the uses of Maslow's theory for motivating employees in a hospital.

SHORT ESSAYS (Answer any Eight)

8 x 5 = 40 Marks

4. Bring out the different techniques of group decision making.
5. Write a note on Learning and Reinforcement.
6. Define Group. Write the Stages in group formation.
7. "Working together isn't always easy"-discuss.
8. Write a note on organizational reward system.
9. Write a note on conflict resolution strategies.
10. Write a note on determinants of personality.
11. Factors affecting the formation of attitudes.
12. Role of organizational behaviour in the emerging organization.
13. Write a note on job satisfaction.

SHORT ANSWERS (Answer any ten)

10 x 2 = 20 Marks

14. Johari Window.
15. Quality Circles.
16. Job enrichment Vs Job enlargement.
17. Group think.
18. Enlist work related attitudes.
19. Qualities of Leader.
20. Theory "X" and Theory "Y"
21. With suitable illustration, explain the skills required for a manager.
22. What is Observational and Cognitive learning?
23. Perceptual constancy.
24. Locke's value theory.
25. What is classical conditioning?
