

**Rajiv Gandhi University of Health Sciences, Karnataka**  
**II Semester Bachelors in Hospital Administration Degree Examination - 22-Nov-2024**

**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. Explain McGregor theory X and theory Y with suitable example
2. Illustrate Herzberg's two factor theory of motivation
3. Elucidate the reasons for resistance to change and how to overcome them

**SHORT ESSAYS (Answer any Eight)**

**8 x 5 = 40 Marks**

4. Explain group dynamics and its importance in hospitals
5. Illustrate the different levels in Maslow's theory of need hierarchy
6. Explain the different factors influencing perception
7. Explain different methods of measuring attitude
8. Explain a few financial incentives
9. Differentiate attitude and perception
10. Explain cognitive learning
11. Illustrate the skill required for managers
12. Explain the factors influencing personality
13. Give a brief note on group behavior and group norms

**SHORT ANSWERS (Answer any ten)**

**10 x 2 = 20 Marks**

14. Positive reinforcement
15. Write a note on leadership styles
16. Define personality
17. Define organization
18. Explain perception in brief
19. Assertiveness
20. Characteristics of attitudes
21. Organization development
22. Formal leadership
23. Types of change
24. Cohesiveness
25. Motivation

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