

Enrollment No: _____ Exam Seat No: _____

C.U. SHAH UNIVERSITY

Winter Examination-2018

Subject Name: Principles of Management and Organizational Behavior

Subject Code: 5MS01POB1

Branch: PGDHHCM

Semester: 1

Date: 26/11/2018

Time: 02:30 To 5:30

Marks: 70

Instructions:

- (1) Use of Programmable calculator and any other electronic instrument is prohibited.
 - (2) Instructions written on main answer book are strictly to be obeyed.
 - (3) Draw neat diagrams and figures (if necessary) at right places.
 - (4) Assume suitable data if needed.
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SECTION – I

- Q-1 Attempt the Following questions (07)**
- a. State the meaning of directing 1
 - b. Explain informal groups in brief 1
 - c. State your view about consumer satisfaction in hospital 1
 - d. Define public relations 1
 - e. State major activities of manager 1
 - f. Explain in brief the meaning of organizational behavior 1
 - g. What is the meaning of cross functional team? 1
- Q-2 Attempt all questions (14)**
- a Explain various techniques to enhance motivation 7
 - b Discuss various tools of effective supervision 7
- OR**
- Q-2 Attempt all questions (14)**
- a Discuss the Maslow's theory of motivation 7
 - b Short note : Significance of leadership
- Q-3 Attempt all questions (14)**
- a Explain Johari window with necessary diagram 7
 - b 'People joins the group' - Discuss 7
- OR**
- Q-3 a 'Public relation is a two way process' - Explain 7**
- b Discuss the application of behavioral sciences in hospital administration 7**



SECTION – II

Q-4	Attempt the Following questions	(07)
	a. What is the meaning of forecasting?	1
	b. Explain decentralization in brief	1
	c. Give one example of delegation	1
	d. State any one definition of management	1
	e. Explain in brief the role of manager as a coordinator	1
	f. State the meaning of span of control	1
	g. State different levels of management	1
Q-5	Attempt all questions	(14)
	a Explain various functions of management	7
	b Discuss nature and types of planning	7
	OR	
Q-5	a Explain scientific management theory in detail	7
	b Describe organization structure of any one health organization	7
Q-6	Attempt all questions	(14)
	a Discuss various tools and techniques of controlling	7
	b State the process of decision making	7
	OR	
Q-6	Attempt all Questions	
	a Write a detailed note on management by objectives	7
	b ‘Time management is very important in current era’ – Discuss	7

