

# C.U. SHAH UNIVERSITY

## Summer Examination-2019

Subject Name: Principles of Management and Organizational Behavior

Subject Code: 5MS01POB1

Branch: PGDHHCM

Semester: 1

Date: 12/03/2019

Time: 02:30 To 05:30

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 management                                      | 1 |
| b | State any two steps in decision making process                       | 1 |
| c | Explain coordination with one example                                | 1 |
| d | What is the meaning of forecasting ?                                 | 1 |
| e | Explain management as a science                                      | 1 |
| f | Explain ‘authority and responsibility are two side of the same coin’ | 1 |
| g | What is the meaning of span of control ?                             | 1 |

**Q-2 Attempt all questions (14)**

- |   |   |   |
|---|---|---|
| a | Explain in detail various functions of management | 7 |
| b | Discuss scientific management theory in brief     | 7 |

**OR**

**Q-2 Attempt all questions (14)**

- |   |  |   |
|---|--|---|
| a | Explain process of planning in brief                             | 7 |
| b | State the difference between centralization and decentralization | 7 |

**Q-3 Attempt all questions (14)**

- |   |  |   |
|---|--|---|
| a | Short note : Organization in health institutions             | 7 |
| b | Explain in brief various tools and techniques of controlling | 7 |

**OR**

<b>Q-3</b>	a	Write a note on importance of time management in our day today life	7
	b	Explain in brief management by objectives	7

### SECTION – II

**Q-4 Attempt the Following questions (07)**

- |   |  |   |
|---|--|---|
| a | State the meaning of directing             | 1 |
| b | Explain in brief the purpose of motivation | 1 |



	c. State any two qualities of a good leader	1
	d What is the meaning of conflict ?	1
	e. State the importance of consumer satisfaction	1
	f. Name any two leadership style	1
	g Define public relation	1
<b>Q-5</b>	<b>Attempt all questions</b>	<b>(14)</b>
a	Short note :Johri window	7
b	Explain in brief need hierarchy theory of motivation	7
	<b>OR</b>	
<b>Q-5</b>	a Discuss scope of directing	7
b	Explain various tools of supervision	7
<b>Q-6</b>	<b>Attempt all questions</b>	<b>(14)</b>
a	Explain in brief group development process	7
b	I as an hospital administrator wants to increase motivation of my staff – Suggest your views for the same	7
	<b>OR</b>	
<b>Q-6</b>	<b>Attempt all Questions</b>	
a	Explain in brief formal and informal groups	7
b	Discuss the role of behavioral sciences in hospital administration.	7

