

**MASTER OF HOSPITAL ADMINISTRATION  
SECOND SEMESTER  
HUMAN RESOURCE MANAGEMENT-I  
MHA-201**

Duration : 3 hrs.

Full Marks: 70

Time : 20 min.

[ PART-A: Objective ]

Marks : 20

*Choose the correct answer from the following:*

1X20=20

1. Bureaucracy implies an organisation characterised by \_\_\_\_  
a. Rules and regulations  
b. Policies and procedures  
c. Division of work  
d. All of the above
2. Which of the following is not a stage of Group formation?  
a. Adhesiveness  
b. Storming  
c. Norming  
d. Performing
3. Which of the following is not an example of Extrinsic Motivational factor?  
a. Recognition  
b. Award  
c. Incentive  
d. Promotion
4. Which of the following is an example of semantic barrier of communication?  
a. Noise  
b. Feedback  
c. Channel  
d. Words with different meaning
5. Unity of Command means \_\_\_\_  
a. There should be one boss for one set of operation  
b. There should be Unity among the employees  
c. Each employee should receive orders from one boss only  
d. None of the above
6. Bureaucracy implies an organisation characterised by \_\_\_\_  
a. Rules and regulations  
b. Policies and procedures  
c. Division of work  
d. All of the above
7. Which theory assumes that people are naturally lazy and will avoid work and responsibilities if possible?  
a. Theory X  
b. Theory Y  
c. Theory Z  
d. None of the above
8. "Johari window" concept is related with \_\_\_\_  
a. Communication  
b. Transactional Analysis  
c. Negotiation  
d. Group Development
9. The subject matter of personnel management is \_\_\_\_  
a. Profit  
b. Human being  
c. Capital investment  
d. Wages and incentives

10. \_\_\_\_\_ occurs when two or more conflicting parties attempt to resolve their divergent goals by redefining the terms of their interdependence.
- |                         |                         |
|-------------------------|-------------------------|
| a. Differentiation      | b. Task interdependence |
| c. Goal incompatibility | d. Negotiation          |
11. The subject matter of personnel management is \_\_\_\_\_
- |                       |                         |
|-----------------------|-------------------------|
| a. Profit             | b. Human being          |
| c. Capital investment | d. Wages and incentives |
12. Personnel policies are the \_\_\_\_\_ of the organization.
- |               |                      |
|---------------|----------------------|
| a. Epic       | b. Constitution      |
| c. Foundation | d. None of the above |
13. Human Resource management helps improve \_\_\_\_\_
- |                 |           |
|-----------------|-----------|
| a. Productivity | b. Profit |
| c. Productivity | d. Power  |
14. People from individualistic cultures tend to use which of these styles more frequently with co-workers?
- |               |                  |
|---------------|------------------|
| a. Avoidance  | b. Collaboration |
| c. Compromise | d. Accommodating |
15. \_\_\_\_\_ occurs when two or more conflicting parties attempt to resolve their divergent goals by redefining the terms of their interdependence.
- |                         |                         |
|-------------------------|-------------------------|
| a. Differentiation      | b. Task interdependence |
| c. Goal incompatibility | d. Negotiation          |
16. Ego states referred in Transactional analysis theory does not include \_\_\_\_\_
- |          |            |
|----------|------------|
| a. Child | b. Parent  |
| c. Adult | d. Sibling |
17. Of the following life positions, which does not belong?
- |   |                               |
|---|-------------------------------|
| a. I'm OK - You're OK and everything not OK | b. I'm OK- You're not OK.     |
| c. I'm not OK- You're OK                    | d. I'm not OK- You're not OK. |
18. Which step in Maslow's Hierarchy of Needs Theory deals with achieving one's potential?
- |                  |           |
|------------------|-----------|
| a. Physiological | b. Esteem |
| c. Safety        | d. Social |
19. \_\_\_\_\_ are the approaches to the study of leadership which emphasise the personality.
- |                         |                           |
|-------------------------|---------------------------|
| a. Contingency theories | b. Group theories         |
| c. Trait theories       | d. Inspirational theories |

20. The Ohio State Leadership Studies revealed \_\_\_\_\_ and initiating structure as two major dimensions of leadership behaviour.

a. Control

b. Communication

c. Collaboration

d. Consideration

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**( PART-B : Descriptive )**

Time: 2 HRS 40 MINS

Marks : 50.

[ Answer question no.(1) & any four (4) from the rest ]

- |   |        |
|---|--------|
| 1. Critically analyse the Scientific management theory and Fayol principle of management theory in today's context.                                     | 10     |
| 2. a. What do you mean by Group? Discuss the various properties of Group.   | 2+4=6  |
| b. Briefly explain the group development stages?  | 4      |
| 3. a. Define HR policy. What are the principles that should be considered in framing HR policy in organisation?   | 1+4=5  |
| b. Discuss the operative functions of personal management.  | 5      |
| 4. a. Explain the role and importance of communication in organisation.   | 5      |
| b. Discuss any two organisational design structures that are found in organisation in Indian context.   | 5      |
| 5. a. Explain briefly the various organisational designs which are found in Indian context.   | 6      |
| b. Explain Transactional Analysis of Interpersonal relationship.  | 4      |
| 6. a. Strike out the similarities and differences between the motivational theories of Maslow's Need Hierarchy theory and Herzberg's Two Factor theory. | 10     |
| 7. a. How can a leader implement the Blake & Mouton's leadership grid to make leadership style effective in organisation?                               | 6      |
| b. Discuss the different leadership styles briefly.   | 4      |
| 8. Write short notes on:  | 5+5=10 |
| a. Conflict management techniques   |        |
| b. Operative functions of management  |        |

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