

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

**SET  
A**

[USE OMR SHEET FOR OBJECTIVE PART]

Duration: 3 hrs.

Full Marks: 70

Time: 30 mins.

**(Objective)**

Marks: 20

*Choose the correct answer from the following:*

*1 x 20 = 20*

1. F.W Taylor focused on \_\_\_\_\_ management for managing an organization.
  - a. Top Level
  - b. Middle Level
  - c. Lower Level
  - d. All of the above
2. Gang Plank is a type of \_\_\_\_\_ communication.
  - a. Direct
  - b. Indirect
  - c. Formal
  - d. Informal
3. Which of the following is known as “Father of Personnel Management”?
  - a. Robert Owen
  - b. Henry Fayol
  - c. F.W. Taylor
  - d. Elton Mayo
4. Which of the following is not a finding of “Hawthorne Experiment”?
  - a. Societal factors have more influence on employee’s productivity.
  - b. Financial Factors are not having influence on employee’s performance
  - c. Non-human factors are having more influence on employee’s performance
  - d. None of the above.
5. “Synergy” is associated with which of the following theory of management?
  - a. Scientific management
  - b. Contingency
  - c. Human Relation
  - d. System Approach
6. Which of the following is correct with Policy?
  - a. It is a guideline
  - b. It is a rule
  - c. It is a Role
  - d. All of the above
7. In which level of conflict, the conflicting parties do not realize that there is a conflict that is going on but it is in the sub-conscious mind?
  - a. Felt
  - b. Conflict aftermath
  - c. Manifest
  - d. Latent
8. “Johari window” concept is related with \_\_\_\_\_.
  - a. Communication
  - b. Transactional Analysis
  - c. Negotiation
  - d. Group Development
9. Which of the following is correct with Line organisational Structure?
  - a. Unity of command is not found
  - b. Flow of Information happen slowly
  - c. Functional foremanship is found strongly
  - d. All of the above

10. Which of the following is not a component of Internal environment of an organisation?
  - a. Organisational Policy
  - b. Stakeholders
  - c. Technology
  - d. Employees
11. Which of the following is not a step of Hawthorne experiment of Elton Mayo?
  - a. Forming
  - b. Relay Assembly test room
  - c. Illumination
  - d. Bank wiring
12. "Do as I Say" is the leadership style of:
  - a. Autocratic style
  - b. Participative style
  - c. Consultative style
  - d. Delegating style
13. Noah was a manager who held the opinion that most employees disliked their jobs and needed to be pushed into working. Which of the following managerial theories does Noah support?
  - a. Theory X
  - b. Theory Y
  - c. Theory Z
  - d. Theory B
14. A motivation based on force or fear is called:
  - a. Extrinsic motivation
  - b. Intrinsic motivation
  - c. Negative motivation
  - d. Positive motivation
15. \_\_\_\_\_management style is characterized by low concern for people and low concern for production.
  - a. Democratic
  - b. Laissez Faire
  - c. Autocratic
  - d. Benevolent
16. Which one of the following characteristics is part of the definition of a group?
  - a. Unstable relationship
  - b. Personal accountability
  - c. Interdependent effort
  - d. Independent behaviour
17. Communication is a non-stop:
  - a. Paper
  - b. Process
  - c. Program
  - d. Plan
18. The \_\_\_\_\_ is the person who transmits the message.
  - a. Receiver
  - b. Cleaner
  - c. Sender
  - d. Driver
19. Environmental barriers are the same as \_\_\_\_\_noise
  - a. Physiological
  - b. Psychological
  - c. Physical
  - d. Sociological
20. Which of the following is a technique of Conflict management?
  - a. Grievance management
  - b. Leadership formation
  - c. Group formation
  - d. All of the above

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**(Descriptive)**

Time : 2 Hr. 30 Mins.

Marks : 50

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

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| 1. Critically discuss the significance of Taylor's Scientific management theory and Mayo's Human Relation Approach in hospital industries in today's context for better management.                                                    | 5+5=10   |
| 2. Discuss the various functions of personnel management. Briefly explain the different challenges of Personnel management.                                                                                                            | 6+4=10   |
| 3. a) What do you mean by Organisational Conflict? Explain briefly about different levels of Organisational Conflict.<br>b) Discuss the different barriers to communication which are normally found in organizations among employees. | 1+4+5=10 |
| 4. Explain the Negotiation process of Conflict management. Explain the Grievance handling procedure of conflict management.                                                                                                            | 4+6=10   |
| 5. a) Explain briefly the various organizational designs which are found in the Indian context.<br>b) Explain the Transactional Analysis of Interpersonal relationships.                                                               | 6+4=10   |
| 6. Define group and explain the stages of group development.                                                                                                                                                                           | 2+8=10   |
| 7. a) Explain the process of communication with a diagram.<br>b) Discuss three barriers of communication.                                                                                                                              | 6+4=10   |
| 8. Explain McGregor's Theory of motivation.                                                                                                                                                                                            | 10       |

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