Reg. No.: …….

First Year MHA Degree Regular/Supplementary Examinations September 2025

Organizational Behaviour & Managerial Communication

(Common for 2013 and 2016 Scheme)

Time: 3 Hours **Max Marks: 100**

- ***Answer all questions to the point neatly and legibly • Do not leave any blank pages between answers • Indicate the question number correctly for the answer in the margin space***
- ***Answer all parts of a single question together • Leave sufficient space between answers***
- ***Draw table/diagrams/flow charts wherever necessary***
- ***Write Section A and Section B in separate answer books (32 pages) Do not mix up questions from section A and section B***

QP Code: 127380 Section A – Organizational Behaviour 50

Essay: **(20)**

1. What is stress management. Explain the techniques of managing stress in organization

Short Essay: **(10)**

2. What are the factors influencing job satisfaction

Short notes: **(4x5=20)**

3. Features of effective teams
4. Factors influencing decision making
5. Implication of absenteeism in organizations
6. Job enrichment

…….

QP Code: 128380 Section B – Managerial Communication 50

Essay: **(20)**

1. Consider a hypothetical situation in which a VVIP has passed away at your hospital. Explain how you will handle the situation and prepare a press release

Short Essay: **(10)**

2. Discuss the Importance of career planning for Hospital employees

Short notes: **(4x5=20)**

3. Tools of public relations
4. 7 C's of communication.
5. Agenda of the Meeting
6. Grapevine

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