

QP Code: 121380

Reg. No.:.....

First Year MHA Degree Supplementary Examinations March 2026

Paper I – General Management

(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*

Essays:

(2x20=40)

1. Describe steps in Planning process with an illustration to setting up of a day care unit.
2. Discuss steps in 'Disciplinary procedure' proceedings for action against an employee.

Short Essays:

(2x10=20)

3. Discuss the importance of performance appraisal for hospitals.
4. Discuss the Control techniques.

Short Notes:

(8x5=40)

5. Explain 'job expansion' in reference to employees in an organization.
6. Explain the term 'matrix organization'. Illustrate it diagrammatically.
7. Explain 'training program' for employees. How will you adopt it.
8. Explain the steps adopted to enhance 'employee satisfaction'.
9. Give a brief note on time management.
10. Morale
11. Explain the steps of 'Grievance procedure' adopted in public institutions.
12. Write a short note on 'social security schemes' available for hospital employees.
