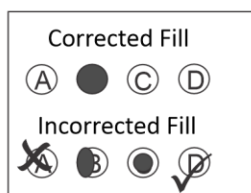


School: SOASTL	Level: Master	
Program: MHHM	Year/Part: I/I	Superintendent's Sign:
Subject: Healthcare Organization and Management (MHHM101)		Code No.

GROUP A (Multiple-Choice Questions) Page - 1	[20x1=20]	Maximum Time: 20 Minutes
<p>i. There are 20 numbers of MCQs provided in this group.</p> <p>ii. Answers should be given by filling the Multiple-Choice Questions' Answer Sheet.</p> <p>iii. The main answer sheet can be used for rough work.</p> <p>iv. No mark will be awarded for cutting, erasing, over writing and multiple circles shading.</p>		Code No. <input type="text"/>

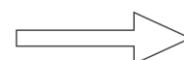
- Which of the following is a key challenge for management in the 21st century?
 - Lack of technological advancements
 - Managing diversity and globalization
 - Overemphasis on hierarchical structures
 - Lack of structured policies
- Which of the following is a limitation of scientific management theory?
 - Overemphasis on employee motivation
 - Neglect of human and social factors in the workplace
 - Lack of focus on efficiency
 - Over-reliance on decentralized decision-making
- Which of the following is a critical factor in team effectiveness according to group dynamics?
 - Homogeneity of team members
 - Absence of conflict
 - Clear communication and trust
 - Centralized leadership
- Which of the following is a key challenge in implementing Management by Objectives (MBO)?
 - Lack of alignment between individual and organizational goals
 - Overemphasis on employee autonomy
 - Excessive focus on informal communication
 - Lack of structured performance metrics
- What is the primary focus of the contingency approach to management?
 - Universal application of management principles
 - Adapting management practices to specific situations
 - Standardization of organizational processes
 - Centralization of decision-making
- What is the primary purpose of a feed-forward control system?
 - To correct deviations after they occur
 - To anticipate and prevent deviations before they occur
 - To monitor real-time performance
 - To evaluate past performance
- Which of the following is a key characteristic of transformational leadership?
 - Focus on maintaining the status quo
 - Emphasis on rewards and punishments
 - Inspiring and motivating employees to achieve higher goals
 - Centralized decision-making
- What is the primary challenge in managing organizational diversity?
 - Lack of communication
 - Resistance to change and inclusion
 - Overemphasis on uniformity
 - Lack of structured policies
- Which of the following is a key limitation of the systems management theory?
 - Overemphasis on individual performance
 - Difficulty in defining system boundaries
 - Lack of focus on interdependence
 - Over-reliance on centralized decision-making
- What is the primary purpose of a TOWS matrix in strategic planning?
 - To evaluate employee performance
 - To combine internal and external factors for strategy formulation
 - To monitor real-time operations
 - To promote informal communication

Multiple Choice Questions' Answer Sheet for questions from number 1 to 10



1. (A) (B) (C) (D)	6. (A) (B) (C) (D)
2. (A) (B) (C) (D)	7. (A) (B) (C) (D)
3. (A) (B) (C) (D)	8. (A) (B) (C) (D)
4. (A) (B) (C) (D)	9. (A) (B) (C) (D)
5. (A) (B) (C) (D)	10. (A) (B) (C) (D)

Please Turn Over



11. Which of the following is a key characteristic of effective crisis management?
 A. Delayed decision-making
 B. Lack of communication
 C. Proactive planning and quick response
 D. Centralized authority
12. What is the primary focus of the decision theory in management?
 A) Employee motivation
 B) Rational decision-making processes
 C) Organizational structure
 D) Leadership styles
13. Which of the following is a key challenge in implementing decentralized authority?
 A) Lack of coordination and control
 B) Overemphasis on employee autonomy
 C) Excessive focus on informal communication
 D) Lack of structured policies
14. What is the primary purpose of benchmarking in management?
 A) To compare performance with industry standards
 B) To evaluate employee satisfaction
 C) To centralize decision-making
 D) To promote informal communication
15. What is the primary focus of the situational theory of leadership?
 A) Universal leadership traits
 B) Adapting leadership style to situational demands
 C) Centralized decision-making
 D) Employee motivation
16. Which of the following is a key characteristic of organizational culture?
 A) Financial performance
 B) Shared values and beliefs
 C) Individual employee goals
 D) Market competition
17. What is the primary challenge in managing organizational change?
 A) Lack of communication
 B) Resistance to change
 C) Overemphasis on uniformity
 D) Lack of structured policies
18. Who is considered the father of bureaucratic management theory?
 A) Frederick Taylor
 B) Henri Fayol
 C) Max Weber
 D) Elton Mayo
19. Which of the following is a core principle of Japanese management practices that emphasizes continuous improvement and employee involvement?
 A) Centralized decision-making
 B) Lifetime employment (Shushin Koyo)
 C) Kaizen
 D) Short-term performance metrics
20. What is a key characteristic of entrepreneurial management that differentiates it from traditional management?
 A) Focus on maintaining the status quo
 B) Emphasis on risk-taking and innovation
 C) Reliance on hierarchical decision-making
 D) Avoidance of market competition

Multiple Choice Questions' Answer Sheet for questions from number 11 to 20

Marks Secured in MCQ: _____

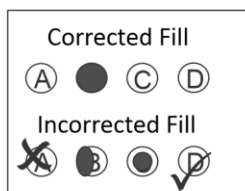
In Words: _____

Examiner's Sign: _____ Date: _____

Scrutinizer's Marks: _____

In Words: _____

Scrutinizer's Sign: _____ Date: _____



11. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	16. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
12. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	17. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
13. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	18. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
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15. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	20. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D

Manmohan Technical University
Office of the Controller of Examinations
Exam Year: 2081, Chaitra (Model Question)

School: SOASTL	Level: Master	Time: 3 Hours
Program: MHHM	Year/Part: I/I	Full Marks: 100
Subject: Healthcare Organization and Management (MHHM101)		Pass Marks: 50

- ✓ Candidates are required to give their answers in their own words as far as practicable.
- ✓ The figures in the margin indicate Full Marks.
- ✓ Assume suitable data if necessary.

GROUP A (Multiple-Choice Questions are provided on separate sheet)

[20x1=20]

GROUP B (Problem Based Question – Attempt Any One)

[1x15=15]

1. Critically evaluate the application of Human Relations Theory and Behavioral Science Theories in modern hospital management, highlighting their strengths and limitations. Provide specific examples of how these theories can be applied to improve patient care and employee satisfaction. [10+5]
2. Decision-making is a fundamental aspect of managerial roles. Discuss decision-making under certainty, uncertainty, and risk, explaining how different approaches are applied in healthcare management. Use real-world case studies to justify your arguments. [10+5]

GROUP C (Long Answer Questions - Attempt Any Four)

[4x10=40]

3. Evaluate the role of strategic planning in organizational success. Discuss the challenges faced by healthcare practitioners in formulating and implementing strategic plans, and suggest ways to overcome these challenges.
4. Discuss the role of power and politics in healthcare organizations. How can political behavior be managed effectively?
5. Explain different types of organizational structures and their impact on hospital management
6. Discuss the role of organizational culture and leadership in driving innovation and creativity. How can managers foster a culture of innovation in healthcare organizations?
7. Analyze the impact of group dynamics on team performance. How can managers build effective teams in healthcare organizations?

GROUP D (Short Answer Questions - Attempt Any Five)

[5x5=25]

8. Explain the concept of Management by Objectives (MBO) and its application in healthcare organizations.
9. Key steps in the control process.
10. What is the significance of the Hawthorne Experiments in management studies?
11. Discuss the significance of benchmarking and best management practices in healthcare.
12. Discuss the importance of crisis management in healthcare organizations.
13. Briefly explain the concept of delegation of authority and art of delegation.

∞∞∞ **The End** ∞∞∞