

**PRINCIPLES OF HOSPITAL ADMINISTRATION - II**

**Objective :** To provide fundamentals of organizational Behaviour, Communication and provide an idea about Group behaviour.

**Unit – I**

Interpersonal relations; group dynamics and group behaviour, formal & informal groups and Organizational climate; Motivation – Motivation theories by Herzburg. Mc Gregor and Maslows need Hierarchy – the different types of leadership models and styles of the managerial grid.

**Unit – II**

Importance of effective communication in organization - Congruity ; authenticity, clarity; role of perception; Importance of two way communication; Principles of effective listening - telex, facsimail (fax), tele conferencing. Intercom apparatus – Modern means of communication – Internet, E-mail. communication network.

**Unit – III**

The individual : Foundation of individual Behavior, Biographical characteristics, Ability learning.

Value, Values attitudes and job satisfaction.

Personality and Emotions.

**Unit - IV**

The Group: Foundations of Group behaviour - defining and classifying groups, stages of group development toward external conditions imposed on the group, Group member resources, Group structures, Group processes Groups tasks, Group decision making - Understanding work teams. Popularity of teams; teams versus groups – differences; Types of teams; creating effective teams; turning individuals into team players contemporary issues in managing teams.

**Unit V**

Basic approaches to leadership, What is leadership? Trait theories, Behavioural theories, contingency theories, summary and implications for managers.

Contemporary Issues in Leadership - Trust ; The foundation of Leadership, Leaders as shapers meaning, emotional intelligence and leadership effectiveness, contemporary leadership roles, moral leadership.

<b>S.No</b>	<b>AUTHOR</b>	<b>TITLE</b>	<b>PUBLICATION</b>
1.	Ronathan S. Rakich	Management Health care organization	-
2.	S.L. Goel	Health care administration	-
3.	Srinivasan	Management process in Health care.	-