

**PRINCIPLE OF MANAGEMENT AND
ORGANIZATIONAL BEHAVIOUR**

Time : Three hours Maximum : 100 marks

Answer any FIVE questions.

(5 × 20 = 100)

1. Compare the classical approach on management with the modern approaches of scientific management.
2. List out and explain Deming's principles for quality improvement.
3. Human resource managers carry out three distinct management functions. List and explain the three functions.
4. What do you mean by communication and explain the importance of communication in an Organization.
5. Describe any three leadership styles in detail along with its merits and demerits.

6. Assume yourself as a leader of a hospital and explain the leadership activities you shall initiate.
7. List out and explain the components of attitude along with various theories related to attitude formation.
8. Explain the statement that 'perception is key factor in managerial efficiency', and explain the process of perception.
9. What do you mean by Organizational culture? Explain its functions and characteristics.
10. Explain the causes of change in organization and further explain the strategies for managing change effectively.

HEALTH ECONOMICS

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

(5 × 20 = 100)

1. Explain the concept of equilibrium pricing with the help of demand and supply for healthcare industry.
2. With suitable diagram list out and explain the types of supply elasticity.
3. What do you mean by economics to scale and explain its advantages?
4. Describe the concept of asymmetric information and further explain how it affects the costing.
5. What do you mean by market mechanism and explain how does it operates in healthcare industry.
6. Describe the concept of 'spillover effect' and explain how to calculate it in economics.

7. Describe the relationship between average marginal cost and total cost in detail with necessary diagram.
8. Bring out the importance of economic evaluation and its techniques in detail.
9. What do you mean by planning cycle, explain it in detail?
10. How do you allocate resources and explain it in detail?

HOSPITAL ADMINISTRATION

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

(5 × 20 = 100)

1. Describe the concept of management, and explain principles of management. And skills that are essential to a manager.
2. Through lights on the reasons for the development of behavioral school of thoughts and further explain the behavioral perspectives of management.
3. Why planning is regarded as the primary function of management. Explain the various steps in planning.
4. Describe the management functions of Organizing, Controlling and Staffing along with its importance.
5. With necessary diagram explain the various dimensions of health.

6. Explain the complexity involved in hospital organization and further explain the role of hospital in healthcare.
7. Describe the nature of 'Advisory Board', explain why a hospital need such a board.
8. List out and explain the role and responsibilities of middle level managers in hospital.
9. Explain the concept of Health Tourism and Tele health along with the issues related to them.
10. Do you agree that 'Need for bio-medical waste in hospital is the need of the hour', explain your views?

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BIostatistics and Operation Research

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

(5 × 20 = 100)

1. What do you mean by dispersion? Explain the various measures, significance and limitation of dispersion.

2. Calculate the mean and S.D for the following table giving the age distribution of 542 members.

Age :	20-30	30-40	40-50	50-60	60-70	70-80	80-90
No :	3	61	132	153	140	51	2

3. Explain the advantages and disadvantages of central limit theorem in sampling.

4. The following figures show the distribution of digit in numbers chosen at random from a telephone directory.

Digits :	0	1	2	3	4	5	6	7	8	9	Total
Frequency :	1026	1107	997	966	1075	933	1107	972	964	863	10000

5. An MBA applied for a job in two firms X and Y. The probability of his being selected in firm X is 0.7 and being rejected at Y is 0.5. The probability of at least one of his application being rejected is 0.6. What is the probability that will he will be selected in one of the firms?
6. Define Probability. Explain the various types of Probability distribution, its uses and application.
7. Explain the Queuing system of steady state equation of (M|M|S; (∞ /FCFS) and also find the value of P.
8. Find the initial basic feasible solution for the following transportation problem by Least Cost Method.

	To	Supply
1	2 1 4	30
From	3 3 2 1	50
4	2 5 9	20
Demand	20 40 30 10	

9. The following table shows the jobs of a project with their duration in days. Draw the network and determine the critical path. Also calculate all the floats.

Jobs :	1-2	1-3	1-4	2-5	3-7	4-6	5-7	5-8
Duration :	10	8	9	8	16	7	7	7
Jobs :	6-7	6-9	7-10	8-10	9-10	10-11	11-12	
Duration :	8	5	12	10	15	8	5	

10. The following table gives the activities and duration of a construction project.

Activity :	1-2	1-3	2-3	2-4	3-4	4-5
Duration (Days) :	20	25	10	12	6	10

- (a) Draw the network for the project.
- (b) Find the critical path.

HEALTH ENVIRONMENT

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

(5 × 20 = 100)

1. Bring out the composition of population of the Asian developing countries along with population trend of Asia and explain it in detail.
2. Shift from joint family to nuclear family has driven the growth of various healthcare industries; explain your views on this.
3. What do you mean by fertility and explain the fertility indicators in detail.
4. Explain the salient features of Indian population policy.
5. With a neat diagram explain the components of Epidemiology Triad.
6. Bring out and explain the various epidemiologic methods.
7. Explain the process of community organizing process.

8. Describe the term 'disease' and further explain the indirect mode of transmission of diseases.

9. List out and explain the National health programmes initiated by government of India to promote Maternal and Child health.

10. Describe any two international health programmes with an illustration.

**HUMAN ANATOMY, PHYSIOLOGY AND MEDICAL
TERMINOLOGY**

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

(5 × 20 = 100)

1. Describe the structure and function of urinary system.
2. Explain the structure of ear with diagram and mechanism of hearing.
3. Explain in detail the chemical agents used for sterilisation.
4. What is medical terminology? Explain the reasons and benefits for using medical term with examples.
5. Describe the various medical terms for major diseases and medical specialties.
6. Explain the various suffixes, prefixes and its meaning used in hospitals.

7. Discuss the causes and prevention of dengue.
8. Describe the classification and description of following diseases :
 - (a) Neoplastic diseases
 - (b) Communicable infection diseases
 - (c) Non-Communicable infection diseases
 - (d) Mental diseases
 - (e) Congenital disease
9. Enumerate the modes of disease transmission.
10. Explain in detail about the nosocomial infection.

HEALTH PROGRAMME MANAGEMENT

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

(5 × 20 = 100)

9. Discuss the benefits and limitation of feedback and audit trial in project management.
10. Enumerate the various factors that determine the success of the project.

1. Explain the various phases of project life cycle.
2. Enumerate the advantages and disadvantages of project frame work for health programme.
3. Describe the structure of project planning.
4. Elucidate the various task involved in budgeting, mobilizing and utilizing resources.
5. Describe the role of operation research in business and healthcare industries.
6. What do you mean by simulation? Explain the uses, advantages and disadvantages of simulation.
7. Define job description. Discuss the various elements, purpose and benefits of job description.
8. What is project tracking? Explain the various steps involved in tracking and maintaining project performance.

HUMAN RESOURCES MANAGEMENT

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions. (5 × 20 = 100)

1. Explain the various sources of recruitment. Discuss their relative merits and demerits.
2. Define Induction. Explain the objectives, Benefits and Phases of Induction Programme.
3. Discuss the various activities involved in career growth and development.
4. Describe the needs, objectives and importance of training programmes.
5. Explain wages theories.
6. Enumerate the various factors determining wage and salary policy.
7. Explain the various types of performance indicators.
8. Discuss the ethics and concepts of performance management. Explain 360 degree feedback method of performance appraisal.
9. What do you mean by organization change? Explain the importance, characteristics and goal of organization change.
10. Explain the various learning theories.

**HEALTHCARE MARKETING AND PUBLIC
RELATIONS**

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

(5 × 20 = 100)

1. What do you mean by marketing? Explain the scope, benefits and limitation of marketing.
2. Discuss the various issues and drawbacks while practicing marketing in healthcare industry.
3. Describe the various steps involved in consumer adoption process.
4. Explain the various methods of forecasting demand.
5. Elucidate the nature, characteristics and classification of services.
6. Enumerate the importance, objectives and methods of pricing in health care organization.

7. Define social marketing. Explain the objectives, needs and importance of social marketing.

8. Enumerate the various classification of public from healthcare marketing perspective

9. Explain the various steps involved in public relation process.

10. Describe the changing role and responsibility of health service PRO.

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HOSPITAL ACCOUNTING AND FINANCE

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

(5 × 20 = 100)

1. Journalise the following transactions and post them into ledger.

Date	Transactions	Rs.
2009		
Jan. 1	Started business with cash	50,000
Jan. 3	Sold Goods to Rohan	40,000
Jan. 7	Goods purchased from Sohan	20,000
Jan. 20	Paid Rent	500
Jan. 25	Commission Received	200
Jan. 30	Machinery purchased	10,000

2. What do you mean by trial balance? Explain the objectives and functions of trial balance.

3. Record the following transactions in the Bank column Cash Book of M/s Time Zone for the month of January 2006

2006

January 01	Bank Balance	32,500
01	Cash Balance	12,300
03	Purchased Goods by cheque	5,300
08	Goods Sold for cash	9,500
10	Purchased Typewriter by Cheque	5,400
15	Sold Goods and received Cheque (deposited on the same day)	7,900
17	Purchased Stationery by Cheque	1,000
20	Cash deposited into bank	10,000
22	Paid Cartage	500
24	Cheque given to Mudrit	7,000
28	Rent paid by Cheque	3,000
30	Paid Salary	3,500

4. Explain the various steps involved in the process of cash control.
5. What do you mean by investment accounting? Explain the various types of Investments.
6. Discuss the various types of assets and liability. Enumerate the steps involved in the preparation of balance sheet.

7. Critically examine the various methods of evaluating capital budgeting. Discuss their advantages and limitation.

8. Explain the various methods of costing.

9. What do you mean by financial statement analysis? Explain its objectives, benefits and limitation.

10. Discuss the importance, advantages and disadvantages of working capital management.

HOSPITAL MATERIALS MANAGEMENT

Time : Three hours**Maximum : 100 marks****Answer any FIVE questions.****(5 × 20 = 100)**

7. Enlighten the factors that are responsible for success of effective internal distribution of material.
8. List out and explain the various ways and means of effective inspection of received equipment.
9. Explain the procedures to construct an economic order quantity.
10. Explain why codification and standardization is necessary for effective handling of material.

1. What do you mean by material management? And explain the objectives of material management.

2. Do you think material management should apply to hospital? Explain your stand in detail.

3. List out and explain the critical elements of purchasing.

4. List out the ethical and legal issues which may affect purchasing and explain it in detail along with solutions to manage these issues.

5. Explain the steps involved in selection of equipment, site preparation and commissioning.

6. Write a detailed note on different types of equipment.

LEGAL ASPECTS OF HEALTHCARE

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

(5 × 20 = 100)

1. Explain how to form a society along with its advantages in detail.
2. List out and explain different types of companies under companies act.
3. Enumerate various provisions related to safety and welfare of an employee.
4. Enlighten the permissible deductions under payment of wages act.
5. Enumerate the functions of medical council of India.
6. Bring out and explain the practical and legal issues related to emergency care.
7. Bring out and explain the causes, types and effective ways to treat mental illness.

8. Explain the legal provisions related to manufacture, sale and distribution of drugs and Cosmetics.

9. Explain the legal provisions related to radiation.

10. List out and explain the challenges to Indian generic medicine exporters.

8. List out and explain the various staffs involved in inpatient ward and explain their role in detail.

PATIENT CARE PLANNING AND MANAGEMENT

9. List out and explain the objectives and functions of operation theatre.

Time : Three hours Maximum : 100 marks

10. Enumerate the principles of operation theatre management.

Answer any FIVE questions.

(5 × 20 = 100 marks)

1. Elaborate the components of hospital planning.
2. Write a detailed note on land acquisition, clearance and architect brief.
3. What do you mean by outpatient services? And explain its objectives and functions in detail.
4. List out and explain the other facilities that an outpatient department may offer.
5. What is emergency services? And explain its types and objectives.
6. Enumerate the registers to be maintained and explain the medico legal procedures to be followed in emergency ward.
7. Elaborate the policy and guidelines that are helpful in developing an inpatient care.

**SUPPORTIVE SERVICES AND FACILITIES
MANAGEMENT**

Time : Three hours

Maximum : 100 marks

FIVE out of Ten questions to be answered.

(5 × 20 = 100)

1. What do you mean by nutrition? Explain the various types of nutrition.
2. Elucidate the steps involved in monitoring and evaluating medical record services.
3. Explain the need and scope of Biomedical engineering department in modern hospitals.
4. Enumerate the roles and functions of Engineering and Maintenance department.
5. Describe the various equipments required for laundry services.
6. Enumerate the various components required for housekeeping services.
7. Explain the staffing procedure in hospital security services.

8. Explain the various storage issues and body prevention measures in mortuary services.

9. What is disaster management? Explain the various types of disasters.

10. Discuss the various tools and techniques for monitoring and evaluating engineering hazards.

INFORMATION TECHNOLOGY IN HEALTHCARE

Time : Three hours

Maximum : 100 marks

FIVE out of Ten questions to be answered

(5 × 20 = 100)

1. Explain in detail about the various components of Information system.
2. Enumerate the various methods of selecting software and hardware developments.
3. Describe the various Economic and Technical factors in Feasibility Test.
4. Discuss the various steps involved in SSAD approach.
5. What are the uses, advantages and limitation of HIS in management decision making? Explain.
6. Elucidate the characteristics and categories of Health Information System.
7. 'IT governance and management are two vital function in health can management' — Illustrate with appropriate examples and substantiate the statement.

8. Describe the various types of medical records maintained in the hospitals.

9. Explain the advantages and disadvantages of Electronic Medical Documentation.

10. Describe the various useful websites and its application in health care services.

**HEALTH COMMUNICATION PLANNING AND
MANAGEMENT**

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

(5 × 20 = 100)

1. Define Motivation. Explain the importance and types of Motivation.
2. Discuss the various activities involved in planning.
3. What are the steps involved in implementing the strategies of communication programme? Explain.
4. Elaborately discuss about the Communication Objective.
5. Write few examples of Health Communication campaign and explain them.
6. How to design a Health communication campaign? Explain.
7. What do you mean by Interview? Explain the types and techniques of interview.

8. Define Role Play. What are the techniques of conducting Role Play? Explain.

9. Write short note on :

- (a) Pamphlet
- (b) Poster.

10. Elaborately discuss about Computer Network.

HEALTH INSURANCE AND MANAGED CARE

Time : Three hours**Maximum : 100 marks****Answer any FIVE questions.****All questions carry equal marks.****(5 × 20 = 100)**

1. Enumerate the principles and practice of health insurance in India.
2. State and Explain the moral hazard related to health insurance in India.
3. Trace the evaluation of health care financing system.
4. Explain the concept of demand. Discuss various determinants of health.
5. Write short notes on :
 - (a) Fixed rate payment
 - (b) Flat rate payment.
6. What are the various mechanisms of payment? Which mechanisms will you prefer? Why?

7. Discuss the various sources of data collection. State the importance of Questionnaire in data collection.
8. Explain the settlement procedure and role of third party administration in health insurance.
9. Distinguish between Preferred Provider Organisation (PRO) and Exclusive Provider Organisation (EPO).
10. Explain in detail about the Independent Practitioner organisation (IPO).

STRATEGIC MANAGEMENT IN HEALTH CARE

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

(5 × 20 = 100)

1. Enumerate characteristics of functional level strategies and explain different functional level strategies.
2. What do you mean by strategic management? Explain its natures and scope in detail.
3. Bring out basic elements and role of long term objective in a success of an organization further develop a long term objective for your healthcare institution.
4. Elaborate the strategy evaluation process and its significance.
5. Write a detail note on role of external environment analysis in framing strategy and develop an external environmental analysis to an Indian hospital industry.
6. What are the defining characteristics that determine the internal competitive advantage of an organization? Explain.
7. Write a detail note on retrenchment and combination strategies.
8. List out and explain the generic strategy alternatives available for a strategic manager.
9. Explain the strategies followed by Indian government to fight with AIDS.
10. List out and explain any health programs that are run by international agencies.

8. Elucidate the roles and responsibilities of quality steering committee.

MANAGING QUALITY IN HEALTHCARE

9. Describe the recent trends for managing quality in healthcare.

Time : Three hours Maximum : 100 marks

10. Explain the concepts of ISO quality standards. Describe how does implementation of ISO standards help in improving quality of health services in hospitals.

FIVE out of Ten questions to be answered.

(5 × 20 = 100)

1. What do you mean by Quality Management? Explain its needs and importance.
2. Enumerate the various steps involved in Quality Management process.
3. Explain the various steps involved in Quality flow chart.
4. Define Leadership. Explain the various quality required for a leader.
5. Describe the various rights and responsibilities of patients.
6. Explain the various techniques involved in measuring quality.
7. Describe the various obstacles in implementing quality management in healthcare.

RESEARCH METHODOLOGY

Time : Three hours

Maximum : 100 marks

Five out of TEN questions to be answered.
(5 × 20 = 100)

1. Describe the various steps involved in preparing a research design.
2. What do you mean by hypothesis? Explain the sources and characteristics of good hypothesis.
3. Discuss the various sampling techniques.
4. What are the steps involved in sampling process? Explain.
5. Define observation. Explain the various methods of observation.
6. What is Questionnaire? Explain the various types of questionnaire and question.
7. Compare multi regression and discriminant analysis Give example for each technique and explain.

8. Discuss the role and importance of diagrammatic presentation in research. What are the major considerations which are kept in mind while constructing the diagrams?

9. Describe the mechanics of writing research report.

10. What is interpretation? Explain the techniques and precaution in interpretation.
