

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5173]-11

P.G.D.H.M. (I Sem.) EXAMINATION, 2017

**101 : PRINCIPLES AND PRACTICES OF MANAGEMENT AND
ORGANISATIONAL BEHAVIOUR**

(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *five* questions.
(ii) *All* questions carry equal marks.

1. Enumerate and explain in short the 14 “Principles of Management” by Henry Fayol.
2. (A) What is “Management” ? Why is it needed in every kind of organisation.
(B) Explain the *five* functions of “Management”.
3. (A) What is “Planning” ? Explain the Hierarchy of Plan in relation to the proposed hospital.
(B) Explain various “Departments” in General Hospital and their role.
4. (A) What is “Decision Making” ? Explain the factors required in the process of “Decision Making”.
(B) What is “Organising” ? Explain the terms “Narrow Span” and “Wide Span”.

P.T.O.

5. Define the term “Organisation Behavior”. Explain its importance in “Hospital Management”. Also explain different topics in O.B. study.
6. (A) What is “Motivation” ? Explain the “Theory of Need Hierarchy” by Maslow.
(B) Compare between “Morale” and “Motivation”.
7. Write short notes on (any *two*) :
- (i) Setting of objective
 - (ii) Personality determinants
 - (iii) Team formation
 - (iv) Rational decision making.

Total No. of Questions—8]

[Total No. of Printed Pages—5

Seat No.	
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[5173]-12

P.G.D.H.M. (First Semester) EXAMINATION, 2017

MANAGERIAL ACCOUNTING AND FINANCIAL MANAGEMENT

(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answer any *three* questions from Section I and any *two* questions from Section II.

(ii) *All* questions carry equal marks.

(iii) Use only *one* answer-book for both sections.

Section-I

1. “Accounting is the Language of Business.” Explain it and explain any *four* concepts of Accounting. [14]
2. What is Depreciation ? What is the need for providing depreciation on assets ? Describe any *two* methods of depreciation. [14]
3. What is meant by Working Capital ? Explain factors affecting working capital requirement in detail. [14]

P.T.O.

4. (a) Write down the sequence of all the actions involved in preparing Trading, Profit and Loss A/c and Balance Sheet (i.e. Final Accounts). [14]
- (b) Which are the various types of Ledger Accounts ? Explain the rules of accounting them with *one* example each.
- (c) Explain the term outstanding expenses. Name the *five* such expenses
5. Write short notes on (any *two*) : [14]
- (i) Term Loan
- (ii) Bank Cash Credit and Bank Overdraft
- (iii) Fixed Cost and Variable Cost
- (iv) Ratio Analysis, its limitations and advantages
- (v) Cash Budget.

Section-II

6. The following is the Trial Balance of Mr. Sujit Kumar for the year ended 31st March 2016, prepare final A/c : [14]

Trial Balance

Particulars	Debit (Rs.)	Credit (Rs.)
12% Investment	35,000	
Stock as on 01/04/2015	30,400	

Purchases	98,700	
Sales		2,07,600
Carriage Inwards	2,900	
Carriage Outward	5,600	
Salary	19,600	
Vehicle Exps.	8,400	
Printing and Stationery	6,870	
Insurance on Machinery	8,420	
Plant and Machinery	7,000	
Furniture and Fixtures	18,000	
Vehicles	25,000	
Debtors	36,000	
Creditors		46,700
Capital		1,25,000
Commission received		5,400
Loan		16,000
Rent paid	12,000	
Cash in hand	2,500	
Cash at Bank	24,000	
Interest on bank		2,690
Total	4,03,390	4,03,390

Adjustments :

1. Closing stock is valued at Rs. 22,420/-
 2. Depreciation provided @ 10% on plant and machinery, 5% on vehicles and 2.5% on furniture and fixtures.
 3. Provided R.D.D. @ 5% on debtors.
 4. Outstanding salary is Rs. 4,800/-
 5. Investment are purchased on 01/10/2015.
7. Mr. Rahul and Mrs. Sujata have a units for manufacturing cricket bats. Details are as under : [14]

	Mr. Rahul	Mrs. Sujata
	Rs. Lakhs	Rs. Lakhs
Sales	300	120
Variable costs	220	90
Fixed overheads	40	20

Mr. Rahul's unit runs at 100% capacity and Mrs. Sujata's at 60% capacity. They decided to merge the two units to form M/s RS Brothers :

- (1) Calculate for the individual pre-merge status :
 - (i) P/V ratio
 - (ii) BEP.
- (2) Calculate the post-merge status :
 - (i) P/V Ratio
 - (ii) BEP.
- (3) Find the profit of the merged firm at 75% capacity.

8. Prepare Cash Budget :

[14]

S.K. Brothers wish to approach the bankers for temporary overdraft facility for the period from October 2010 to December 2010. During the period of this period of these three months, the firm will be manufacturing mostly for stock. You are required to prepare a cash budget for the above period :

Month	Sales (Rs.)	Purchases (Rs.)	Wages (Rs.)
August	3,60,000	2,49,600	24,000
September	3,84,000	2,88,000	28,000
October	2,16,000	4,86,000	22,000
November	3,48,000	4,92,000	20,000
December	2,52,000	5,36,000	30,000

- (a) 50% of credit sales are realized in the month following the sales and remaining 50% in the second following.
- (b) Creditors are paid in the month following the month of purchase.
- (c) Estimated cash as on 1-10-2010 is Rs. 50,000.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5173]-13

PGDHM (I Sem.) EXAMINATION, 2017

103 : HOSPITAL PLANNING

(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *five* questions.

(ii) *All* questions carry equal marks.

1. How will you establish the need of a new hospital for a population of 10 lakh people ? [14]
2. What is the role of an architect in a new hospital project ? Discuss the selection criteria of an architect. [14]
3. How will you plan an intensive care unit for a multispeciality hospital ? [14]
4. Discuss planning, layout and accommodation needed for a 30 bedded paediatric ward. [14]
5. Discuss the role of Biomedical engineering services in a modern hospital. [14]
6. Discuss steps for equipment selection for a multispeciality hospital. [14]

P.T.O.

7. Write short notes on any *two* :

[14]

- (a) Architect brief
- (b) FSI
- (c) Tender document
- (d) Master Plan.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5173]-14

P.G.D.H.M. (First Semester) EXAMINATION, 2017
104 : MEDICAL TERMINOLOGY AND PROCEDURES
(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *five* questions.

(ii) *All* questions carry equal marks.

1. Describe the Anatomy of Urinary system.
2. What is Cardio Pulmonary Resuscitation ? Explain the procedure in detail.
3. Write short notes on any *two* :
 - (a) Respiratory function test
 - (b) Investigations of a case of Hypertension
 - (c) Osteoporosis
 - (d) Colonoscopy.
4. What are the signs and symptoms of Acute Appendicitis ? How will you investigate ?
5. What is cancer ? What are the common symptoms noticed by the patient ? What treatment options are available ?

P.T.O.

6. What are the signs and symptoms of diabetes mellitus ? How will you investigate newly diagnosed case of high blood sugar ?
7. Write short notes on any *two* :
- (a) Stress test
 - (b) Cerebro vascular accidents
 - (c) Benign Enlargement of prostate
 - (d) Hydrocele.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5173]-15

P.G.D.H.M. (I Sem.) EXAMINATION, 2017

105 : HOSPITAL ADMINISTRATION

(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) *All* questions carry 14 marks.

(ii) Attempt any *five* questions.

1. Describe duties and responsibilities of hospital Administrator of a Public Charitable Trust hospital.
2. Describe steps of Disaster management.
3. Discuss application of Hospital Information System in hospital data management.
4. How will you deal crisis situation due to fire in basement of the hospital ?
5. Enumerate various Patient Related Health Schemes and describe working of any *one*.

P.T.O.

6. Write short notes on any *two* of the following :

- (a) Duty Roster
- (b) Matron's report
- (c) Plastic waste disposal
- (d) Patient Opinion Poll.

7. Write short notes on any *two* of the following :

- (a) Hospital Census
- (b) OT list
- (c) Medical Certificates
- (d) ALOS.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5173]-21

P.G.D.H.M. (Second Semester) EXAMINATION, 2017

201 : HUMAN RESOURCE MANAGEMENT

(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question No. 1 is compulsory.

(ii) Attempt any *four* questions from the remaining.

(iii) Every question carries 14 marks.

1. Explain the evolution of HRM Right from the stage of “Labour Dept.” Also explain importance of HRM with reference to Hospital Administration.
2. Explain the factors (and their importance) to be considered while “Manpower Planning” for the proposed 100 bed General Hospital.
3. Explain ‘Internal’ and ‘External’ sources of Recruitment.
4. What are the various components of ‘CTC’ ? What is Indirect burden of salary ? What are the ‘Records’ and documents required to be maintained by HRM in respect of payment of salary to the employees.
5. What is ‘Group Dynamics’ ? How does it affect group performance in an organisation ? Also explain various stages of ‘Group Formation’.

P.T.O.

- 6.** What are various agencies/authorities under 'Industrial Disputes Act, 1947' for resolving the industrial disputes.
- 7.** Write short notes on (any *two*) :
- (a) Principles of Natural Justice
 - (b) Duty Roster of Hospital
 - (c) 360° Appraisal Method
 - (d) Job Specification.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5173]-22

P.G.D.H.M. (II Sem.) EXAMINATION, 2017
202 : LAWS RELATED TO HOSPITAL AND
MEDICAL SERVICES
(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *five* questions.
(ii) *All* questions carry **14** marks.

1. Describe Medical Ethics in medical services.
2. Explain the importance of Dying declaration in Medico-legal practice and its procedure of recording.
3. Explain the application of Consumer Protection Act in Hospital services.
4. How will you obtain the Bombay Shop and Establishment Act license for your new hospital ? Explain its importance.
5. Explain the importance of Fundamental Rights under Indian Constitution.

P.T.O.

6. Write short notes on any *two* of the following :

- (a) PNDT Act
- (b) Summons
- (c) Magistrate's inquest
- (d) Affidavit.

7. Write short notes on any *two* of the following :

- (a) Birth-Death registration
- (b) Industrial Dispute Act, 1947
- (c) MTP Act
- (d) Consent.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5173]-23

P.G.D.H.M. (Second Semester) EXAMINATION, 2017

MATERIALS MANAGEMENT AND INVENTORY CONTROL

(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question No. 1 is compulsory.

(ii) Solve any *three* questions of the remaining.

1. Write short notes (any *five*) :

[25]

- (a) Stock checking
- (b) Pilferage
- (c) Material Planning
- (d) ABC Analysis
- (e) Duties of store-keeper
- (f) Negotiation
- (g) Expiry of Drugs
- (h) Down time.

P.T.O.

- 2.** What is the importance of purchase order ? Explain how to prepare a purchase order. [15]
- 3.** What precautions are to be taken before importing a machine or equipment ? [15]
- 4.** Define Material Management. What are the objectives of Material Management ? [15]
- 5.** How will you organise a material management dept. for a 100 Bed Hospital ? [15]
- 6.** What do you understand by value analysis ? How will you apply it to Hospitals ? [15]

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5173]-24

P.G.D.H.M. (Second Semester) EXAMINATION, 2017

204 : HEALTH CARE AND ADMINISTRATION OF CLINICAL
AND NON-CLINICAL SERVICES

(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :—Attempt any *five* questions.

1. What is the role of World Health Organization in health services in the world ? [14]
2. Describe the role of Cataract surgery in national program for control of blindness. [14]
3. Describe the role of TPA in health insurance. [14]
4. Write short notes on any *two* : [14]
 - (a) Recommendations of Bhore Committee
 - (b) Cost of quality
 - (c) Triage in casualty department
 - (d) Barrier contraceptive.

P.T.O.

5. Explain the concept of standard operating procedure in local purchase of medicines in a very busy hospital. [14]
6. Building maintenance is a major concern for hospital authorities having ICU. Explain. [14]
7. Write short notes on any *two* : [14]
- (a) National health policy
 - (b) Levels of disease prevention
 - (c) Quality control in hospital laboratory
 - (d) Secondary data in research methodology.