

Total No. of Questions : 5]

SEAT No. :

**P4736**

[Total No. of Pages : 2

**[5173] - 1001**  
**PGDHM (Semester - I)**  
**PRINCIPLES AND PRACTICES IN MANAGEMENT AND**  
**ORGANISATION BEHAVIOR**  
**(2013 Pattern)**

*Time :3 hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

*All questions carry 10 marks each.*

- Q1)** a) What is management ?  
b) What is its importance in an organisation?  
c) What are management functions?  
d) What is 3 Dimensional Role of a 'Manager'?  
e) 'Management' is it an 'Art or 'science'?

**Q2)** 'Planning' is preparing a 'Road Map' to achieve the goal/objective - Explain the process of planning with hierarchy and steps in planning.

OR

'Strategic planning' is anticipating the future prospects of business in light of present capabilities. Explain as to how "Tows Matrix" helps in Strategic planning.

- Q3)** a) How every organisation is closely associated with society? Which are the factors in society concerned with growth of any organisation?  
b) Explain the concept and scope of "Corporate social Responsibility (CSR)" and social responsiveness.

OR

- a) How the 'Organisation structure' is determined what is meant by 'Narrow span' and 'wide span'? Give their advantages and is Disadvantages.  
b) What is 'Authority Decentralisation'? What care should be taken in its process?

**P.T.O.**

**Q4)** In Hospital, most important factor is "Human". Explain how the knowledge of "Organisation behavior" is necessary in Hospital Management.

OR

Explain in details the 5 models of O.B.

**Q5)** Write notes on any two.

- a) 'Management' by F.W. Taylor
- b) Job satisfaction
- c) Effect of age, Gender & tenure on performance of Employees.
- d) Personality determinents.



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SEAT No. :

P4737

[Total No. of Pages : 4

**[5173] - 1002**  
**PGDHM (Semester - I)**  
**102 : MANAGERIAL ACCOUNTING & FINANCIAL**  
**MANAGEMENT**  
**(2012 Pattern)**

*Time :3 hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *Figures to the right indicate full marks.*
- 3) *Use of simpal calculator is allowed.*

**Q1) a)** Fill the blanks with appropriate word given in the bracket. **[5]**

- i) Debit what comesin & Credit what \_\_\_\_\_.  
(doesout, Receiver, Giver, Expenses)
- ii) \_\_\_\_\_ type of Account used for expenses & Income.  
(Asset, Nominal, Real, Personal)
- iii) The First Entry book is called as \_\_\_\_\_.  
(Ledger, Trial Balance, Journal, Account)
- iv) \_\_\_\_\_ means reduction in the value of fixed asset.  
(Bad debts, Depreciation, Debtors, Creditos)
- v) List of balances is called as \_\_\_\_\_.  
(Balance, trial balance, ledger balance , closing balance)

**b)** State whether following statement are true or false. **[5]**

- i) Sundry expenses can show credit balance.
- ii) Good will is tangible asset.
- iii) Accounting concept stands for basic assuption.
- iv) Purchase books record all credit transaction
- v) Ledger is prepared only from Journal.

**Q2)** Write short notes on any two.

[10]

- i) Working Capital.
- ii) P.V. Ratio.
- iii) Depreciation.
- iv) Double entry System.

OR

Explain Accounting concept and conversions.

**Q3)** Define cost and different element of cost.

[10]

OR

Write a short notes on any two.

- i) OPD Register
- ii) Limitation of Ratio Analysis
- iii) Cost sheet.
- iv) Journal & Subsidiary book.

**Q4)** Prepare a flexible budget for overheads on the basis of following. Ascertain the overhead rates at 50%. 60% & 70%. [10]

Particulars.	Rs.
Variable overheads-	
- Indirect material	6000/-
- Labour	18000/-
Semi - Variable overheads.	
- Electricity (40% Fixed)	30,000/-
- Repairs. (80% Fixed)	3,000/-
Fixed Overheads -	
- Depreciation	16,500/-
- Insurance	4,500/-
- Salaries	15,000/-
Total	93,000

**Q5)** From the following trial Balance Prepare trading. P & L A/c & Balancesheet in the books of Mr. Milind for the year ended 31. March 2016. **[10]**

Particulars	Rs. Debit	Rs. Credit
Sundry Creditors.	-	46000
Rent	1200	-
Cash at Bank	3000	-
Cash in hand	1400	-
Stock - As on 1.4 2015	16000	-
Bad debts	1000	-
Discount	400	1000
Purchase / sales	110000	168000
Commission	3600	-
Plant & Machinery	20,000	-
Sales Return	8000	-
Purchase Return		4000
Carriage on purchaser	1000	-
Furniture	12000	
Insurance	3000	
Salaries	6000	
Bills Receivable	12000	
Drawings	12000	
Wages	12000	
Provision for Doubtful debts		2000
Capital		50,000
Debtors.	40,000	-
Carriage on sales	8400	
Total	271000	271000

Adjustment:

- i) Depreciation on plant & machinery at 10% & on furniture@5%
- ii) Insurance prepaid 200/-
- iii) Outstanding salary Rs. 1000/- & Rent Rs. 200/-
- iv) Maintain R.D.D. at 6% on Debtors
- v) Closing stock Rs. 20000/-



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SEAT No. :

**P4738**

[Total No. of Pages : 1

**[5173] - 1003**

**P.G.D.H.M. (Semester - I)**

**103 : HOSPITAL PLANNING & PROJECT MANAGEMENT**

**(2013 Pattern)**

*Time :3 hours]*

*[Max. Marks :50*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *All questions carry Equal marks.*

**Q1)** Describe the role of Architect's Brief in hospital planning project.

**Q2)** How will plan purchasing of ICU equipment of 100 bedded Corporate multi Specialty hospital.

**Q3)** Describe steps in hospital planning.

**Q4)** Write short notes on any two of the following.

- a) Sewage disposal
- b) CPM chart
- c) Front office plan
- d) Zones in hospital

**Q5)** Write short notes on any two of the following.

- a) New born safety
- b) Circulation in hospitals.
- c) Energy conservation in hospital
- d) Selection of civil contractor



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SEAT No. :

P4739

[Total No. of Pages : 1

[5173] - 1004

PGDHM (Semester - I)

104 : MEDICAL TERMINOLOGY AND PROCEDURES

(2013 Pattern)

*Time :2 hours]*

*[Max. Marks :50*

*Instructions to the candidates:*

- 1) *All questions carry Equal marks.*
- 2) *All questions are compulsory.*

**Q1)** What are the common symptoms and signs of Diabetes mellitus? How will you investigate a new case?

**Q2)** Write short notes on any two.

- a) Prefix and suffix in medical use.
- b) Colonoscopy
- c) Frozen Shoulder

**Q3)** What do you mean by Cardio - Pulmonary Resuscitation? Explain the procedure.

**Q4)** Write short notes on any two.

- a) Lobar Pneumonia
- b) Shock
- c) D & C

**Q5)** Explain the method of self Breast examination. Why it is so useful?





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SEAT No. :

[Total No. of Pages : 1

**P4740**

**[5173] - 1005**  
**PGDHM (Semester - I)**  
**105 : HOSPITAL ADMINISTRATION**  
**(2013 Pattern)**

*Time : 2½ hours]*

*[Max. Marks :50*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *All questions carry Equal marks.*

**Q1)** Describe duties of C.E.O. of a 100 bedded private hospital in a 2 tier city.

**Q2)** Describe the role of Hospital Infection control committee in preventing hospital acquired infection.

**Q3)** How will you organize a seminar on marketing of hospital services for your employees?

OR

Describe ICU management of a corporate hospital.

**Q4)** Write short notes on any two of the following.

- a) Parking in hospital
- b) Nuclear waste management
- c) Medical Records department
- d) ALOS

**Q5)** Write short notes on any two of the following.

- a) Exit interview
- b) Department of CSSD.
- c) House keeping department
- d) OT list



Total No. of Questions : 5]

SEAT No. :

**P4741**

[Total No. of Pages : 1

**[5173] - 2001**

**P.G.D.H.M. (Semester - II)**

**201 : HUMAN RESOURCE MANAGEMENT**

**(2013 Pattern)**

*Time :3 hours]*

*[Max. Marks :50*

*Instructions to the candidates:*

- 1) Each Question carries 10 marks.*
- 2) All questions are compulsory.*

**Q1)** Explain various functions of Administration (HRM) Dept. of any Hospital.

**Q2)** Differentiate between 'Line Function's and 'staff functions' in hospital. Also give brief description of 'line authority' and 'staff authority'.

**Q3)** What is Employee Benefits' (Welfare)? How it helps to increase efficiency and productivity of employees?

OR

What is 'Group Dynamics'? State various stages of 'Group Formation', With focus of each stage.

**Q4)** 'Job Description' and 'Job specification' are the basic factors in the process of Recruitment - Critically examine this statement.

**Q5)** Write notes on any two.

- a) Role of 'Union' in 21<sup>st</sup> century.
- b) Performance Appraisal methods.
- c) Training to Hospital staff
- d) Social security.



Total No. of Questions : 5]

SEAT No. :

**P4742**

[Total No. of Pages : 2

**[5173]-2002**

**P.G.D.H.M. (Semester - II)**

**202 : LAWS RELATED TO HOSPITAL & MEDICAL SERVICES**

**(2013 Pattern)**

*Time : 3 Hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *All questions carry 10 marks.*

**Q1)** Describe the Rights & Responsibilities of a Medical person.

OR

Describe Code of Medical Ethics, as applicable in medical services.

**Q2)** Describe the procedure of obtaining the license of The Bombay Shops & Establishment Act for a new Hospital in a Metro city.

**Q3)** Describe what constitutes Medical negligence in medical services.

OR

Describe deficiencies of medical services under the Consumer Protection Act.

**Q4)** Write short notes on any two of the following :

- a) Consent
- b) Death certificate
- c) MTP Act 1971
- d) Payment of Wages Act

***P.T.O.***

**Q5)** Write short notes on any two of the following :

- a) Birth - Death Registration Act
- b) Declaration of Geneva
- c) Summons
- d) Affidavit



Total No. of Questions : 6]

SEAT No. :

P4743

[Total No. of Pages : 1

[5173]-2003

P.G.D.H.M. (Semester - II)

MATERIALS MANAGEMENT & INVENTORY CONTROL

(2013 Pattern)

*Time : 2½ Hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *All questions carry equal marks.*

**Q1)** State Pareto's Law. Explain it's application in controlling the inventory in hospitals?

**Q2)** What do you understand by Stock-Out? Discuss the reasons, effects & prevention.

**Q3)** Draw a lay out design for stores of a hundred bed hospital. Discuss location & space required for the same.

**Q4)** What are the various costs associated with inventory, other than the purchase cost? How can you reduce these?

OR

**Q5)** What is the importance of a purchase order? What are the contents of a valid & legal purchase order?

**Q6)** Write short notes (Any Two)

- a) Value Analysis
- b) Pilferage
- c) Stock Verification
- d) Stockless Purchasing



Total No. of Questions : 5]

SEAT No. :

**P4744**

[Total No. of Pages : 1

**[5173]-2004**

**P.G.D.H.M. (Semester - II)**

**204 : MANAGEMENT OF HEALTH CARE & HOSPITAL SERVICES**

**(2013 Pattern)**

*Time : 2½ Hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *All questions carry 10 marks.*

**Q1)** Describe the Role of NGO in Disaster management.

OR

Describe how healthcare system is delivered in India.

**Q2)** Describe the National Health Program for Control of Blindness.

**Q3)** Describe recommendations of Bhore Committee.

**Q4)** Write short notes on any two of the following :

- a) Epidemiological triad
- b) Six sigma in hospital practice
- c) Fire safety
- d) Benefits of NABH accreditation

**Q5)** Write short notes on any two of the following :

- a) ECHS
- b) Problems with cashless facility
- c) Quality council
- d) Maintenance of underground water tanks

