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[5373]-1001

**P.G.D.H.M. (First Semester) EXAMINATION, 2018**  
**PRINCIPLES AND PRACTICE OF MANAGEMENT AND**  
**ORGANISATIONAL BEHAVIOURS**  
**(2013 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 50**

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

(ii) Each question carries 10 marks. (5 marks for sub-question).

1. Describe 14 principles of management introduced by Henry Fayol.
2. Explain F.W. Taylor's contribution to the Scientific management.
3. (a) What is Authority Decentralisation ? Explain its advantages and disadvantages.  
(b) Distinguish between Responsibility and Accountability.
4. Explain Abraham Maslow's Hierarchy of Human need theory. Draw proper diagram. How would you this theory in motivating employees ?
5. What is controlling ? Explain different techniques of controlling.

P.T.O.

6. Explain different models of OB.
7. Write short notes on (any *two*) :
- (a) Management by Objectives
  - (b) Managerial Grid
  - (c) Job satisfaction
  - (d) Group formation process.

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[5373]-1002

P.G.D.H.M. (I Semester) EXAMINATION, 2018

102 : MANAGERIAL ACCOUNTING AND FINANCIAL MANAGEMENT  
(2013 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

*N.B.* :— (i) All questions are compulsory.

(ii) Figures to the right indicate full marks.

(ii) Use of simple calculator is allowed.

**Q1. A)** Fill in the blanks with appropriate word. (05 Marks)

- 1) Trial Balance ensures \_\_\_\_\_ accuracy but not accounting accuracy.
- 2) \_\_\_\_\_ costs are changed in direct proportion to the quantity of production.
- 3) Excess of current assets over current liabilities & provisions is known as \_\_\_\_\_.
- 4) Undistributed portion of profit earned by Ltd Companies is shown in Balance sheet under the heading \_\_\_\_\_.
- 5) Salary paid to Mr. Deshpande in cash will be debited to \_\_\_\_\_ a/c.

**B)** Classify the following accounts into Personal, Nominal & Real accounts (05 Marks)

- |                     |                     |
|---------------------|---------------------|
| 1) Capital Account  | 6) Building Account |
| 2) Purchase Account | 7) Bank Account     |
| 3) Cash Account     | 8) Interest Account |
| 4) Loan Account     | 9) Goodwill Account |
| 5) Salary Account   | 10) Drawing Account |

**Q2.** Write Short Notes (Any Two). (10 Marks)

- 1) Trade Discount & cash Discount
- 2) Final Accounts
- 3) Term Loan
- 4) Outstanding Expenses
- 5) Prepaid Expenses

**Q3. A)** What do you mean by depreciation?

Explain the generally used methods of depreciations.

(05 Marks)

**B)** What do you mean by accounting books?

Mention the various types of accounting books & its uses.

(05 Marks)

P.T.O.

**Q4.** Explain the term working capital. Mention any **five** factors that determines the size of working capital. Name the **five** sources of raising the working capital. (10 Marks)

**OR**

**Q4.** Journalize the following transactions in the books of Mr. Sudhirkumar for Jan 2015. (10 Marks)

| Dates  | September -2013  |
|--------|--|
| 1 Jan  | Sudhirkumar started business with cash of Rs. 10000/-                          |
| 2 Jan  | Purchased goods of Rs. 5000/-on credit from Vijay Traders                      |
| 4 Jan  | Received Rs. 500/- in cash as dividend   |
| 5 Jan  | Sold goods on credit for Rs. 6000/- to Shankar                                 |
| 7 Jan  | Damaged goods returned to Vijay Traders Rs. 400/-                              |
| 8 Jan  | Rent Paid by cheque Rs. 1000/-   |
| 10 Jan | Cash of Rs. 300/-withdrawn from bank   |
| 11 Jan | Cash sales Rs. 600/-   |
| 12 Jan | Mr. Sudhirkumar paid his personal LIC premium of Rs. 700/- from business funds |
| 15 Jan | Allowed Rs. 100/- discount to Shankar  |

**Q5. A)** From the following assets & liabilities of Dr. Jeewan find out the capital introduced by him. (05 Marks)

| Sr.No | Particulars         | Amount Rs. |
|-------|---------------------|------------|
| 1     | Sundry Creditors    | 8000/-     |
| 2     | Plant & Machinery   | 52000/-    |
| 3     | Loan from Bank      | 12000/-    |
| 4     | Cash in hand        | 17000/-    |
| 5     | Hospital Ambulance  | 25000/-    |
| 6     | Furniture & fixture | 22000/-    |
| 7     | Stock of goods      | 18000/-    |
| 8     | Sundry Debtors      | 26000/-    |
| 9     | Land & building     | 85000/-    |
| 10    | Loan from father    | 5000/-     |

**B)** A firm sales 3000 units @ Rs. 20/- per unit, its fixed cost amounts to Rs. 16500/- and variable cost is Rs. 10/- per unit. You are required to find out. (05 Marks)

- 1) Break-even point (in units and value)
- 2) Profit Volume Ratio (P.V.Ratio)
- 3) Margin of Safety.

**OR**

**Q5.** What is budgetary control? What are the different types of functional budgets? (10 Marks)

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[5373]-1003

P.G.D.H.M. (I Sem.) EXAMINATION, 2018

**103 : HOSPITAL PLANNING AND PROJECT MANAGEMENT  
(2013 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 50**

*N.B.* :— (i) All questions are compulsory.

(ii) All questions carry equal marks.

**Q: 1)** Describe the relevance of Survey team in site selection for Hospital Planning project.

**Q: 2)** Explain the importance of Master Plan in Hospital Planning.

**Q: 3)** Draw & describe a layout of a general ward in a multi-specialty hospital.

**Q: 4)** Write short notes on any two of the following

a) Gantt chart

b) Zones in hospitals

c) Energy conservation in hospitals

d) Circulation in hospitals

**Q : 5)** Write short notes on any two of the following

a) T.D.R.

b) Water management in hospitals

c) Landscaping

d) Fire escape

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[5373]-1004

**P.G.D.H.M. (I Semester) EXAMINATION, 2018**  
**104 : MEDICAL TERMINOLOGY AND PROCEDURES**  
**(2013 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 50**

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

(ii) Figures to the right indicate full marks.

- Q1. Describe the physiology of the respiratory tract. [10]
- Q2. Write notes on any two of the following: [10]
- a. Laparoscopy
  - b. Extracorporeal shock wave lithotripsy
  - c. Mammography
  - d. D & C
- Q3. Describe the reproductive system of the female [10]
- Q4. Write notes on any two of the following: [10]
- a. Pulmonary Function tests
  - b. ECG
  - c. Investigations for cancer
  - d. MRI
- Q5. Describe the pulmonary circulation [10]
- Q6. Write notes on any two of the following: [10]
- a. Pyelonephritis
  - b. Asthma
  - c. Stroke
  - d. Menorrhagia
- Q7. Describe the management of cardiac arrest. [10]

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[5373]-1005

**P.G.D.H.M. (I Semester) EXAMINATION, 2018**  
**105 : HOSPITAL ADMINISTRATION**  
**(2013 PATTERN)**

**Time : 2½ Hours**

**Maximum Marks : 50**

*N.B.* :— (i) *All* questions are compulsory.

(ii) *All* questions carry equal marks.

Q: 1) Describe duties of Hospital Administrator of a 300 bedded multi- specialty Trust hospital in a Metro city.

Q: 2) How will you prevent Hospital acquired infection in your 300 bedded corporate hospital? OR

Q: 2) Describe how you will organize a seminar on medical tourism for your hospital nurses.

Q: 3) Discuss the importance of exit interview of discharged patients.

Q: 4) Write short notes on any two of the following

a) ALOS    b) Matron's report    c) OT list    d) Patient complaints

Q: 5) Write short notes on any two of the following:    a) Medical certificates

b) Dietary services    c)CSSD    d) Hospital Census

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[5373]-2001

Post-Graduate Diploma in Hospital Management (PGDHM)

(II Sem.) EXAMINATION, 2018

201 : HUMAN RESOURCE MANAGEMENT

(2013 PATTERN)

Time : Three Hours

Maximum Marks : 50

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

(ii) Each question carries 10 marks (5 mark for sub-question).

**Q. NO. 1 – Write short Notes on any TWO – ( Five Marks each)**

- A. Principles of Natural Justice
- B. Job Analysis & Job Description
- C. Duty Roster for Hospital staff
- D. Collective Bargaining
- E. Attrition rate of Nurses

**Q. NO. 2 –** What is 'Human Resource Management' ? How the same was evolved? Explain its functional responsibilities in a Hospital.

**Q. NO. 3 –** Manpower Planning is important in Hospital project. What are the factors you will consider in drawing 'Manpower Plan' for a proposed 100 bed general hospital. Explain importance of each factor in brief.

**Q. NO. 4 – (A)** Explain the concept of 'CTC'. Which 'salary' related factors you will consider while finalizing the package of any selected candidate in the hospital.

**(B)** What is 'indirect burden' on employer arising out of 'Salary' of employees. Give example with details.

P.T.O.



- Q. NO. 5** - Explain different styles of 'Conflict Management'. What are the methods normally used to resolve the 'work-place related conflict'
- Q. NO. 6** – What is 'Social Security' ? which are the 'social security schemes' introduced by the Govt. through the legislation. Explain each one in brief.
- Q. NO. 7** - Explain the machinery / agencies under the Industrial Disputes Act 1947, created for resolving the Industrial Disputes.

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[5373]-2002

**P.G.D.H.M. (II Semester) EXAMINATION, 2018**

**202 : LAWS RELATED TO HOSPITAL & MEDICAL SERVICES  
(2013 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 50**

**N.B. :—** (i) All questions are compulsory.

(ii) All questions carry **10** marks.

Q.1) Describe essential elements of Indian Contract Act 1872 & its application, in Hospital & Medical services.

Q.2) Explain Industrial Dispute Act 1947 and its application in hospitals.

Or

Q.2) Describe Code of Medical Ethics.

Q.3) Describe preventive steps for doctors & hospitals to avoid litigation in hospital & medical services.

OR

Q.3) Explain the Consumer Protection Act 1986 & its importance in hospital and medical services.

Q.4 ) Write short notes on any two of the following

- a) Warrant      b) High risk consent      c) Maternity Benefit Act  
d) Nursing Home Registration Act

Q.5) Write short notes on any two of the following

- a) Police Inquest      b) Affidavit  
c) MTP Act 1971      d) Professional secrets

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[5373]-2003

P.G.D.H.M. (II Semester) EXAMINATION, 2018

203 : MATERIALS MANAGEMENT AND INVENTORY CONTROL  
(2013 PATTERN)

Time : Three Hours

Maximum Marks : 50

*N.B.* :— (i) Attempt *All* questions.

(ii) *All* questions carry equal marks.

1. What is the importance of Material Management Department in Hospitals ? Mention the functions of Materials Manager.
2. What is ABC Analyses ? How will you apply it in Inventory Control ?
3. (a) What do you understand by Value Analysis ? How will you apply it to Material Management in Hospital ?  

*Or*

(b) What do you understand by obsolete, surplus and scrap ? How will you manage these ?
4. Mention various costs associated with the inventory, apart from purchase costs. How will you try to reduce these costs ?

P.T.O.

5. Write short notes (any *two*) :

- (a) Buffer Stock
- (b) Two-Bin System
- (c) Letter of Credit
- (d) Price forecasting.

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[5373]-2004

**P.G.D.H.M. (II Semester) EXAMINATION, 2018**

**204 : MANAGEMENT OF HEALTHCARE AND HOSPITAL SERVICES  
(2013 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 50**

**N.B. :—** (i) *All questions are compulsory.*

(ii) *All questions carry 10 marks.*

Q:1) Describe the role of TPA (Third Party Administrator) in Health Insurance cases.

Q:2) Explain the Bhore Committee report & recommendations on Healthcare.

Q:3) Describe steps in Tuberculosis Control Program.

Q:4) Write short notes on any two of the following

- a) Epidemiological Triad.
- b) Fire fighting
- c) ESIC
- d) Dynamic Communications in Disaster management

Q:5) Write short notes on any two of the following

- a) Kaizen in Healthcare
- b) Quality Circles
- c) SOPs for Imaging Department of 300 bedded multi specialty hospital.
- d) Voluntary agencies in Healthcare.