

Total No. of Questions : 5]

SEAT No. :

P4460

[Total No. of Pages : 2

[4979]-1001

P.G.D.H.M.

**101: PRINCIPLES AND PRACTICES OF MANAGEMENT
AND ORGANISATION BEHAVIOUR
(2013 Pattern)**

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

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

Q1) F.W. Taylor and Hendry Foyal have made meaningful contribution to the study of management. Compare their approaches to Management under different factors.

OR

- a) What is Management? Is it an 'Art' or 'Science'? Classify.
- b) Describe in brief 5 Management functions correlate them to Hospital Administration.

Q2) What is 'Planning'? State Hierarchy of Planning process with description of each stage in brief. Also give list of different types of planning in Hospital.

OR

State the importance and process of 'Organising'. Explain the concept of wide span and 'Narrow' span with their peculiarities.

Q3) Explain the concepts of 'Morale' and 'Motivation' of employees. What type of schemes you will suggest for motivating Hospital Employees?

OR

P.T.O.

Describe the factors determining the 'Personality' of an individual. How the Personality and Attitude are correlated?

Q4) What is 'Organisation Behavior'? Which are other behavioral sciences creating impact on the study of O.B. Explain each one's relevance to study of O.B.

OR

Explain the stages of 'Team Formation'. What precautions should be taken in the process to avoid conflict in team.

Q5) Write notes on any Two :

- a) Group Dynamics.
- b) Maslow's theory of "Hierarchy of Needs".
- c) Management by Objective (MBO).
- d) 5 Models of O.B.



Total No. of Questions : 5]

SEAT No. :

P4461

[Total No. of Pages : 4

[4979]-1002

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

**102: MANAGERIAL ACCOUNTING AND FINANCIAL
MANAGEMENT
(2013 Pattern)**

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

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

Q1) a) State True or False **[5]**

- i) Journal is the book of original entry.
- ii) Balance Sheet is an account.
- iii) Trial Balance does not ensure arithmetical accuracy.
- iv) Depreciation is the reduction in the value of asset.
- v) Salary account is a Personal Account.

b) Fill in the blanks **[5]**

- i) Cash account always has a _____ balance.
- ii) Balance Sheet has two sides Assets & _____.
- iii) Current Ratio = _____.
Current Liabilities
- iv) Gross Profit/Loss transferred to _____ account.
- v) Left hand side of the ledger account is called _____.

P.T.O.

Q2) Journalize the following transactions : **[10]**

March 2015

- 1 ABC has started business with cash Rs. 45,000.
- 3 Paid into Bank current Account Rs. 25,000.
- 7 Sold goods worth Rs. 10,000 to Shri Ganesh in cash.
- 8 Purchased goods worth Rs. 7,000 on credit from Shri Ramesh.
- 10 Sold goods on credit to Mahesh worth Rs. 5,000.
- 11 Received from Mahesh Rs. 3,200 on account and allowed him discount Rs. 160.
- 21 Drew from bank account Rs. 2,000 for self use.
- 25 Paid Insurance Rs. 3,000 by cheque.
- 28 Paid Rent of Rs. 5,000 by cash.
- 31 Purchased furniture of Rs. 8,000 from Zen furniture on credit.

Q3) Write Short Notes on (any Two) : **[10]**

- a) Trial Balance
- b) Ratio Analysis = Advantages and Limitations
- c) Types of Accounts and their Rules
- d) Cash Book
- e) Fixed Cost & Variable Cost

Q4) From the following Trial Balance of M/s. Ram Trading Company prepare Trading, Profit & Loss Account and Balance Sheet as on 31.03.2015 considering the adjustments given below : **[10]**

Ledger Accounts	Debit (Rs.)	Credit (Rs.)
Ram's Capital		3,50,000
Building	1,00,000	
Goodwill	41,100	
Furniture	35,000	
Ram's Drawings	28,000	
Stock as on 1 st April	20,000	
Wages	25,000	
Purchases	80,000	
Carriage Inward	3,600	
Sales		1,02,000
Salaries	18,000	
Motor Car	50,000	
Travelling Expenses	1,400	
Insurance	5,000	
Rent	16,000	
Bank Charges	900	
Reserve for doubtful debts		4,500
Debtors	40,000	
Creditors		7,500
Total	4,64,000	4,64,000

Following adjustments are to be considered:

- a) On March 31, 2015 Stock was valued at Rs. 50,000/-
- b) Insurance premium prepaid amounting to Rs. 1,000/-
- c) Outstanding salary amounting to Rs. 2,000/-
- d) Create Reserve for Doubtful Debts @ 10% on debtors.
- e) Depreciate furniture @ 10% & Motor car @ 20% p.a.

OR

- a) Laxman Hospital furnishes you the following information. [5]
Budgeted Output 20,000 units
Fixed Cost Rs. 5,00,000/-
Variable cost per Unit Rs. 20/-
Selling Price per Unit Rs. 50/-
- i) P.V. ratio
 - ii) Break Even Point in units
 - iii) Break Even Point in Rs.
 - iv) Margin of safety sales
- b) What is depreciation? Explain any two methods of depreciation. [5]

Q5) What is Double Entry Book Keeping System? What are its Advantages and Limitations? [10]

OR

What is Working Capital Finance? What are the sources of Working Capital? [10]



Total No. of Questions : 5]

SEAT No. :

P4462

[Total No. of Pages : 2

[4979]-1003

P.G.D.H.M.

HOSPITAL PLANNING & PROJECT MANAGEMENT
(2013 Pattern) (Semester - I)

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

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

Q1) Describe the relevance of the Survey Team in Hospital Planning Project.

Q2) Describe the importance of Master Plan in Hospital Planning Project.

Q3) Explain water management of a 300 bedded multi-speciality hospital in a Metro city.

OR

Draw layout of Operation Theatre complex of a 300 bedded multi-speciality hospital.

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

- a) Energy conservation in hospitals
- b) Landscaping
- c) CPM chart
- d) Terms for purchase of imported equipment

P.T.O.

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

- a) Soil selection
- b) Delivery suite
- c) Layout of a Gynaecologist consulting room
- d) F.S.I.



Total No. of Questions : 5]

SEAT No. :

P4463

[Total No. of Pages : 1

[4979]-1004

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

MEDICAL TERMINOLOGY AND PROCEDURES

(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 Physiology of pulmonary circulation and Oxygenation of blood.

Q2) What do you mean by Renal failure? What are the treatment options available?

Q3) Write short notes on any two :

- a) Electrocardiogram
- b) Tubectomy
- c) Osteoporosis
- d) Hydrocele

Q4) Classify causes of Pneumonia. What are the common signs and symptoms of Pneumonia?

Q5) Write notes on any two :

- a) Bronchial Asthma
- b) Lumber Puncture
- c) Implants in a case of fracture of bones
- d) Cardiopulmonary Resuscitation



Total No. of Questions : 5]

SEAT No. :

P4464

[Total No. of Pages : 1

[4979]-1005

P.G.D.H.M.

**105: HOSPITAL ADMINISTRATION
(2013 Pattern) (Semester - I)**

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

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

- Q1)** Describe role of Hospital Chief Executive in Non-Profit making hospital.
- Q2)** Explain how you will utilize Patient Relations Management in improving your hospital services.
- Q3)** Describe Bio-medical waste management of the 300 bedded multi-speciality hospital.

OR

Explain methods used in control of hospital infection.

- Q4)** Write short notes on any two of the following :
- a) Hospital reception
 - b) Role of ward executive
 - c) OT list
 - d) Medical certificate
- Q5)** Write short notes on any two of the following :
- a) Patient's complaints
 - b) ICU
 - c) Matron's report
 - d) Catering services of hospital



Total No. of Questions : 5]

SEAT No. :

P4465

[Total No. of Pages : 2

[4979]-2001

P.G.D.H.M.

HUMAN RESOURCE 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) Write Short Notes (Any Two) :

- a) Career Planning
- b) Job Enrichment
- c) Retirement Benefits
- d) Collective Bargaining

Q2) What is the importance of Training in an Organisation? Explain the methods of Training to be used in Hospitals.

OR

What do you understand by Performance Appraisal? Describe the methods of Performance Appraisal.

Q3) Explain how Human Resources are different from other resources. What are the functions of Human Resource Management?

P.T.O.

Q4) What is meant by Job Analysis, Job Description and Job Specification?
Prepare a Job Specification for a OT Nurse of your Hospital.

OR

What are the steps of Selection Procedure? Explain the importance of induction.

Q5) What do you understand by employee Turn Over rate? Describe the methods to reduce employee Turn Over rate.

OR

Write short Notes (Any Two) :

- a) Grievance Redressal
- b) Wage Policy
- c) Incentives
- d) Promotion



Total No. of Questions : 5]

SEAT No. :

P4466

[Total No. of Pages : 2

[4979]-2002

P.G.D.H.M.

**LAWS RELATED TO HOSPITAL & MEDICAL SERVICES
(2013 Pattern) (Semester - II)**

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

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

Q1) Describe application of PNDT Act in hospital & medical services.

OR

Describe MTP Act & its application in medical services.

Q2) Explain the concept of Doctor Patient Relationship.

OR

Discuss the Professional negligence & its relevance in medical services.

Q3) How will you obtain the Bombay Shop Act & Establishment license for your hospital & explain its importance in hospital services.

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

- a) Employee Provident Fund Act
- b) Magistrate's Inquest
- c) Nursing Home Registration Act
- d) Consent in hospital services

P.T.O.

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

- a) Life Support
- b) Concept of Brain dead patient in organ transplant
- c) Industrial Dispute Act
- d) Decree



Total No. of Questions : 5]

SEAT No. :

P4467

[Total No. of Pages : 1

[4979]-2003

P.G.D.H.M.

**MATERIALS MANAGEMENT AND INVENTORY CONTROL
(2013 Pattern)**

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

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

Q1) What is Integrated Materials Management? Discuss the objectives of Materials Management. **[10]**

Q2) Discuss various purchase systems commonly used by the Hospitals. Discuss the advantages and disadvantages of 'Local Purchase'. **[10]**

Q3) Discuss the condemnation procedures of un-serviceable materials and their methods of disposal. **[10]**

Q4) What is an Inventory Control? Discuss common methods of Inventory Control. **[10]**

Q5) Write short notes on any two : **[10]**

- a) Codification of stores
- b) Lead Time
- c) Hospital Formulary
- d) Maintenance of equipment



Total No. of Questions : 5]

SEAT No. :

P4468

[Total No. of Pages : 2

[4979]-2004

P.G.D.H.M.

**204: MANAGEMENT OF HEALTH CARE & HOSPITAL SERVICES
(2013 Pattern) (Semester - II)**

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

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

Q1) Describe the role of TPA in cashless facility & its claim settlement procedure.

OR

How will you help a discharged patient in reimbursement of his hospitalization bill claim.

Q2) Describe procedure followed in preparing SOPs for NABH accreditation of a multi specialty 300 bedded hospital.

OR

Describe how will you manage fire fighting operations of your multistoried hospital of 300 beds.

Q3) Describe recommendations of Moodliar Committee.

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

- a) AIDS control program
- b) Dots program
- c) CGHS
- d) Statistical methods for control of hospital service quality.

P.T.O.

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

- a) Six Sigma in hospitals
- b) ESIC
- c) Maintenance of Ambulances
- d) NGO in earthquake rehabilitation program

