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P3327

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[5079]-101

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

**101: PRINCIPLES AND PRACTICES OF MANAGEMENT  
AND ORGANISATION BEHAVIOR  
(2012 Pattern)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Attempt any Five questions.*
- 2) *Each question carries 14 marks.*

**Q1)** What is definition & scope of 'Management'? Explain all Management functions in brief.

OR

**Q2)** Explain importance of "Management". Is it an 'Art' or 'Science'. What is 3 dimensional role of Manager? What are Managerial skills?

**Q3)** a) What is "Planning"? Explain various planning required in Hospital Management.

b) What is Hierarchy of planning and what are steps in planning process?

OR

**Q4)** a) What is Limited Rationality in 'Decision Making'?

b) Explain the difference between 'Manager' and 'Leader'.

**Q5)** What is "Organisation Behavior"? How the study is more relevant to Hospital Management?

**P.T.O.**

- Q6)** a) How Age, Gender & Tenure make impact on 'Performance' of employees?  
b) Explain different methods to Motivate Hospital staff.

**Q7)** Write Notes on any Two :

- a) Line & staff functions in Hospital.  
b) Responsibility Vs Authority.  
c) Abraham Maslow's theory of Motivation.  
d) Formation of Team.



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[5079]-102

P.G.D.H.M.

**102: MANAGERIAL ACCOUNTING AND FINANCIAL  
MANAGEMENT**

**(2012 Pattern) (Semester - I)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question no. 1 is compulsory and attempt any two questions from each Section.*
- 2) *Figures to the right indicates full marks.*
- 3) *Use of simple calculator is allowed.*
- 4) *Answers to both Sections are to be written in the same answer book.*

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

- a) A Party from we purchase the material (Goods) on credit is our \_\_\_\_\_.  
(Debtor, Creditor, Customer)
- b) The right hand side of a ledger account is called \_\_\_\_\_ side.  
(Front, Back, Credit, Debit)
- c) Expenses made by the business are always \_\_\_\_\_.  
(Debited, Credited, Added)
- d) If the total of debit side of ledger account is greater than its credit side, the said account will show a \_\_\_\_\_ balance.  
(Nil, Debit, Credit, Negative)
- e) Trial Balance ensures \_\_\_\_\_ accuracy but not accounting accuracy.  
(Geometrical, Scientific, Arithmetical)

**P.T.O.**

- B) State whether following statements are **true** or **false** : **[5]**
- a) P's Capital account is a personal account.
  - b) Trial Balance is prepared after preparing Trading, Profit and Loss Account and Balance Sheet.
  - c) Wages appearing in trial balance are debited to profit and loss account.
  - d) Balance Sheet is a statement of assets and liabilities and not an Account.
  - e) Trade discount does not appear in books of accounts.

### **SECTION - I**

**Q2)** "Accounting is the Language of Business." Explain it and explain any four Concepts of Accounting. **[15]**

- Q3)**
- 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).
  - 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. **[15]**

**Q4)** Write short notes on : **[15]**

- a) Bank Cash Credit and Bank Overdraft.
- b) Fixed Cost and Variable Cost.
- c) Cash Budget.

**SECTION - II**

- Q5)** Following is the Trial balance of Mr. Sujitkumar for the year ended 31<sup>st</sup> March 2016, prepare Final A/c. **[15]**

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 :

- a) Closing stock is valued at Rs. 22,420/-
- b) Depreciation provided @ 10% on Plant & Machinery, 5% on vehicles and 2.5% on Furniture and fixtures.
- c) Provided R.D.D. @ 5% on debtors.
- d) Outstanding salary is Rs. 4,800/-
- e) Investment are purchased on 01/10/2015.

**Q6)** Mr. Rahul and Mrs. Sujata have a units for manufacturing cricket bats. Details are as under : **[15]**

	Mr. Rahul Rs. Lakhs	Mrs. Sujata 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.

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

**Q7)** Prepare Cash Budget **[15]**

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.

**Q8)** Journalise the following transactions : **[15]**

The company started business on June 6, 2016. The business was started with cash Rs. 3,00,000, Building Rs. 4,00,000. The transactions they engaged in during their first month of business are below :

Date	Transaction
June 8	Rs. 50,000 paid for six months rent.
June 9	Equipment costing Rs. 1,00,000 was purchased in cash.
June 10	Furniture purchased costing Rs. 25,000 in cash.
June 12	Purchased goods worth Rs. 79,000 in from ABC Co. Ltd.
June 16	Received Rs. 39,400 in cash for goods sold to customer.
June 20	Electricity charges paid Rs. 1,500.
June 21	Discount received Rs. 3,500 from suppliers.
June 25	Sold goods worth Rs. 50,000 on credit to PNQ Co.
June 26	Cheque of Rs. 40,000 received from PNQ Co. & deposited in to State Bank of India, Pune Br.



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P.G.D.H.M.

**103: HOSPITAL PLANNING AND PROJECT MANAGEMENT  
(2012 Pattern) (Semester - I)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Attempt any Five questions.*
- 2) *All questions carry equal marks.*

**Q1)** What do you understand by 'Feasibility Study' of a new Hospital Project?  
[14]

**Q2)** Discuss the salient features of the 'Construction phase' of a New Hospital.[14]

**Q3)** What are the duties and responsibilities of an Architect during the construction of a New Hospital.  
[14]

**Q4)** Discuss Planning lay out and accommodation required for accident emergency department.  
[14]

**Q5)** What is a Nursing unit? Describe Accommodation required for a 30 Bedded General Ward.  
[14]

**P.T.O.**



**Q6)** What is the role of Engineering Services in a Multi Speciality Hospital. **[14]**

**Q7)** Write short notes on any two : **[14]**

- a) Master Plan.
- b) FSI.
- c) Hospital Bed.
- d) Disposal zone of the OT.



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P3330

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[5079]-104

P.G.D.H.M.

**104: MEDICAL TERMINOLOGY AND PROCEDURES  
(2012 Pattern) (Semester - I)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Attempt any Five questions.*
- 2) *All questions carry equal marks.*

**Q1)** Describe the Anatomy of Respiratory System.

**Q2)** What are the signs and symptoms of Intestinal obstruction? How will you investigate?

**Q3)** Write short notes on any two :

- a) Laparotomy.
- b) Urinary Bladder calculi.
- c) Electrocardiogram.
- d) Fibroids of Uterus.

**Q4)** What are the common signs and symptoms of Bronchial Asthma? How will you investigate?

**P.T.O.**

**Q5)** Explain the procedure of Tubectomy with diagram.

**Q6)** What is cancer? What are the common symptoms and signs of Cancer?  
How will you investigate.

**Q7)** Write short notes on any two :

- a) Hemo-dialysis.
- b) Mamography.
- c) TURP.
- d) Brain concussion.



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P3331

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[5079]-105

P.G.D.H.M.

**105: HOSPITAL ADMINISTRATION  
(2012 Pattern) (Semester - I)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Attempt any Five questions.*
- 2) *All questions carry equal marks.*

**Q1)** State and explain the duties and responsibilities of a Hospital Administration of a 300 bedded multi-speciality hospital (non-profit making). **[14]**

**Q2)** How will you market the outreach services of your corporate hospital in a Metro City. **[14]**

**Q3)** How do you propose to effectively control Hospital Waste Management of a 300 bedded multi-speciality, hospital in Pune City. **[14]**

**Q4)** Outline the working of Out Patient Department of a 300 bedded multi speciality hospital. **[14]**

**Q5)** How will you manage the Linear Dept of a 300 bedded multi-speciality Hospital to reduce the incidence of Hospital acquired infection. **[14]**

**P.T.O.**

**Q6)** Write short notes on any Two : **[14]**

- a) Medical Certificates.
- b) Patients complaints' & redressal system.
- c) Chi-square test.
- d) OT List.

**Q7)** Write short notes on any Two : **[14]**

- a) Patient Records.
- b) CMEP.
- c) Matron's job description.
- d) Bed-Occupancy rate.



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**[5079]-201**

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

**201: HUMAN RESOURCE MANAGEMENT**

**(2012 Pattern)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) Attempt any Five questions.*
- 2) All questions carry equal marks.*

*Q1)* Define Human Resource Management. Explain the role of HR Manager.

*Q2)* Discuss importance of Job Analysis & Job Description with reference to Hospital Staff.

*Q3)* Discuss what is recruitment and selection process in an Organisation. State the different methods of recruitments.

*Q4)* What are the objectives of Career Planning. Describe in brief Process of Career Planning.

*Q5)* Explain in detail what is manpower planning and need of manpower planning in an Organisation.

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

**Q6)** Define Performance Appraisal and explain in detail methods of Performance Appraisal.

**Q7)** Write short notes (Any Two) :

- a) Settlement of disputes.
- b) Vertical and horizontal transfers.
- c) Collective bargaining.
- d) Conflict management.



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P.G.D.H.M.

**202: LAWS RELATED TO HOSPITAL & MEDICAL SERVICES  
(2012 Pattern) (Semester - II)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Attempt any Five questions.*
- 2) *All questions carry equal marks.*

**Q1)** Describe rights & responsibilities of Medical person. **[14]**

**Q2)** Describe deficiencies in hospital & medical services under Consumer Protection Act. **[14]**

**Q3)** Describe the procedure of obtaining & renewal of license under “Nursing Home Registration Act” as applicable to hospitals & medical services. **[14]**

**Q4)** How will you obtain Consent of a patient for a planned operation? Explain its importance in hospital & medical services. **[14]**

**Q5)** Explain the “Workman’s Compensation Act” in hospital & medical services. **[14]**

**P.T.O.**



**Q6)** Write short notes on any two of the following : **[14]**

- a) Life support.
- b) Payment of Wages Act.
- c) Summons
- d) MTP Act.

**Q7)** Write short notes on any two of the following : **[14]**

- a) I.P.C. Section 498-A.
- b) Industrial Dispute Act 1947.
- c) Warrant.
- d) Hippocratic Oath



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P3334

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[5079]-203

P.G.D.H.M.

**203: MATERIALS MANAGEMENT AND INVENTORY CONTROL**

**(2012 Pattern) (Semester - II)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *All questions carry equal marks.*
- 2) *Figures to the right indicate full marks.*
- 3) *Attempt any Five out of the following.*

**Q1)** What is Purchasing cycle? Explain in detail with examples principles of purchasing. **[14]**

**Q2)** How do you organize a Pharmacy in 300 bedded hospital. Discuss legal requirements in establishing and managing Pharmacy? **[14]**

**Q3)** What do you understand by stores management? Discuss functions of Hospital stores. **[14]**

**Q4)** What is the basic premise of ABC analysis? Explain the steps for making ABC inventory analysis giving examples. **[14]**

**Q5)** What is the meaning of Tender? Discuss steps involved in Tender Buying. **[14]**

**P.T.O.**

**Q6)** What is the importance of value analysis in store management? Discuss briefly different types of values attached to any item. **[14]**

**Q7)** Write short notes on (ANY TWO) : **[14]**

- a) Modified EOQ.
- b) Pricing issues in Purchasing.
- c) Documents used in store operations.
- d) Bills of Material.



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P3335

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[5079]-204

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

**204: MANAGEMENT OF HEALTHCARE & HOSPITAL SERVICES**

**(2012 Pattern)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Attempt any Five questions.*
- 2) *All questions carry 14 marks.*

*Q1)* Describe how health care is delivered in India.

*Q2)* Describe Family welfare program in India.

*Q3)* Describe role & functions of NACO.

*Q4)* Discuss recommendations of Moodliar Committee.

*Q5)* Describe role of NGO in rehabilitation of earthquake victims.

*Q6)* Write short notes on any two :

- a) SOPs for CSSD
- b) ECHS
- c) Five S
- d) ISO standards in healthcare.

*Q7)* Write short notes on any two :

- a) ESIC.
- b) Personal accident insurance benefit.
- c) Quality Manual.
- d) Kaizen.

