

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
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[5273]-11

PGDHM (I Sem.) EXAMINATION, 2017
PRINCIPLE AND PRACTICE OF MANAGEMENT AND
ORGANIZATIONAL BEHAVIOURS
(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *two*) :
 - (a) Maslow's Theory
 - (b) Managerial Grid
 - (c) Staff & Line Authority
 - (d) Span of Control.

2. Henry Fayol's principle of management are still relevant in Managing Modern Hospital. Discuss.

3. Managing a Hospital is different now than what it was fifty years ago. Discuss.

4. What are skills of a Hospital Administrator ? What skills are more important ?

P.T.O.

5. Listening is very much part of communication process. Discuss.
6. What are the steps of controlling ? Discuss different techniques of controlling.
7. What is the importance of study of OB ? Discuss various OB models.
8. What is Personality ? Discuss the Big Five Personality Traits.

Total No. of Questions—5]

[Total No. of Printed Pages—4

Seat No.	
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[5273]-12

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

102 : MANAGERIAL ACCOUNTING AND FINANCIAL

MANAGEMENT

(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *Use of simple calculator is allowed.*

1. (A) Classify the following accounts :

- (a) Loss by theft
- (b) Drawings
- (c) Outstanding Salary
- (d) Patents
- (e) Bad Debts

(B) State whether the following statements are true *or* false :

- (a) Rent Account can show a credit balance
- (b) A ledger book is prepared only from Journal
- (c) Drawing Account shows the debit balance
- (d) Cash Account doesn't show credit balance
- (e) A person is said to be a solvent when his liabilities exceed his asset.

P.T.O.

2. Write short notes on (any three) :

- (a) Objectives of Book-keeping
- (b) Limitation of Ratio Analysis
- (c) Working Capital Management
- (d) P/V Ratio
- (e) Depreciation

3. Prepare a Flexible budget for overheads on the basis of the following data. Ascertain the Overhead rates at 50%, 60% & 70% capacity.

Particulars	₹
Variable overheads :	
Indirect Material	6,000
Labour	18,000
Semi-variable overheads :	
Electricity : (40% Fixed & 60% Variable)	30,000
Repairs : (80% Fixed & 20% Variable)	3,000
Fixed overheads :	
Depreciation	16,500
Insurance	4,500
Salaries	15,000
Total	93,000
Estimated direct labour hours	1,86,000 hrs

4. The following details are given :

Year	Sales	Profit
2015	1,20,000	8,000
2016	1,40,000	13,000

Find out :

- (i) P.V. Ratio
- (ii) Break-even Point
- (iii) Profit when sales are ₹ 1,80,000
- (iv) Sales required to earn profit of ₹ 12,000
- (v) Margin of safety for both the years.

5. The Expenditure incurred in the manufacturing and selling of Product X for the three month ended 31st March 2006 :

Particulars	₹
Direct Material Cost	30,000
Engineers Fees	1,000
Power and fuel	7,000
Wages Payable	2,000
Office Salary	5,000
Trade Discount	500
Chargeable Exp.	4,000
Haulage	3,000

General on cost	1,000
Catalogue Exp.	1,500
Process and operating wages	13,000
Time Keeping Exp.	2,000
Electricity Exp.	2,000
Donation	1,000
Tendering Exp.	1,000
Commission on sales	2,000
Tons manufactured and sold	1,000

Prepare a cost sheet of Modern Manufactures, showing the cost for each element, the total cost per ton and the profit if the sales are made at ₹ 100 per ton.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5273]-13

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

103 : HOSPITAL PLANNING

(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. What is the importance of a feasibility study for a new hospital project ? [14]
2. What factors influence the selection of site for a Multi-speciality Hospital ? [14]
3. Discuss planning, layout and accommodation needed for Accident/
Emergency Department. [14]
4. What is a Nursing Unit ? Describe accomodation and other facilities
needed for a Maternity Ward. [14]
5. Describe the functions of the Electrical Department of a Big
Hospital. [14]

- 6.** Describe a standard Operation Theatre. Discuss various zones and their functions in OT. [14]
- 7.** Write short notes on any *two* : [14]
- (a) FSI
 - (b) Master Plan
 - (c) Land Scaping
 - (d) Phasing.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5273]-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) Figures to the right indicate full marks.

(ii) Attempt any *five* questions.

1. Describe the anatomy of the respiratory tract. [14]

2. Write notes on any *two* of the following : [14]
 - (a) Laparoscopy
 - (b) Extracorporeal shock wave lithotripsy
 - (c) Mammography
 - (d) D & C.

3. Describe the reproductive system of the female. [14]

4. Write notes on any *two* of the following : [14]
 - (a) Pulmonary function tests
 - (b) ECG
 - (c) Investigations for cancer
 - (d) MRI.

P.T.O.

- 5.** Describe the pulmonary circulation. [14]
- 6.** Write notes on any *two* of the following : [14]
- (a) Pyelonephritis
 - (b) Asthma
 - (c) Stroke
 - (d) Menorrhagia.
- 7.** Describe the management of cardiac arrest. [14]

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5273]-15

P.G.D.H.M. (First Semester) EXAMINATION, 2017
105 : HOSPITAL ADMINISTRATION
(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Describe application and importance of ALOS in a corporate hospital. [14]
2. Describe role of TPA in Medical Insurance cases admitted in hospitals. [14]
3. Describe the application of HIS in reducing discharging summary time in hospital. [14]
4. Explain, how you will manage the Manmade disaster in hospital. [14]
5. Explain, how you will manage Patient's complaints in your hospital ? [14]
6. Write short notes on any *two* of the following : [14]
 - (a) OT list
 - (b) Hospital Census
 - (c) Fire fighting
 - (d) ECHS.

P.T.O.

7. Write short notes on any *two* of the following : [14]
- (a) Exit interview
 - (b) Medical certificates
 - (c) Hospital committee
 - (d) CME

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5273]-21

PGDHM (II Sem.) EXAMINATION, 2017

HUMAN RESOURCE MANAGEMENT

Paper III

(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(iii) *All* questions carry equal marks.

1. Discuss the causes giving rise to grievances at work place and the principles and process of grievance settlement within the organisation.
2. Discuss the importance and methods of manager development in an organization. How will you evaluate effectiveness of your manager development program ?
3. Enumerate and discuss in brief the steps of recruitment procedure. What is the importance of organizational analysis in recruitment of staff ?
4. Compare the characteristics of formal and informal organizations. Explain how informal organization existing within a formal organization can be used for effective communications.

P.T.O.

5. What is 'Performance Appraisal' ? Discuss its aims, objectives and advantages to the organization and to the individual employee.
6. Discuss the causes of poor HR Management in an organization and its adverse effects on the organizational climate with specific reference to a hospital.
7. Write short notes on any *two* :
 - (a) Administrative issues to be included in an negotiated employee work contract.
 - (b) Role of collective bargaining in maintaining good personal relationships.
 - (c) Characteristics and components of executive pay package.
 - (d) Group think.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5273]-22

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

**202 : LAWS RELATED TO HOSPITAL & 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 the salient features of Indian Constitution.
2. Explain application of Indian Contract Act in Hospital Services.
3. Explain the concept of Professional Misconduct of Doctors.
4. How will you prevent the misuse of PNDT Act.
5. How will you avoid litigation against hospitals ?
6. Write short notes on any *two* of the following :
 - (a) Post Mortem
 - (b) High Risk
 - (c) MTP Act
 - (d) Summons.

P.T.O.

7. Write short notes on any *two* of the following.
- (a) Maternity Benefit Act
 - (b) Indian Trade Union Act 1926
 - (c) Police Inquest
 - (d) Decree.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5273]-23

PGDHM (Second Semester) EXAMINATION, 2017
MATERIAL MANAGEMENT AND INVENTORY CONTROL
(2009 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks (*i.e.* 14 marks).

1. Write short notes on (any *two*) :
 - (a) Two Bin System
 - (b) Seasonal buying
 - (c) Purchase cycle
 - (d) Materials Planning and Budgeting.
2. What are principles of Purchasing ? Explain these principles.
3. What do you understand by Selective Inventory Control ? How do you Control Inventory in your Hospital ?
4. What are the various issues related to value Analysis ? Explain how it is relevant in Hospital Material Management.

P.T.O.

5. What is the legal importance of a Purchase Order ? How will you prepare a complete 4-legal purchase order ?

6. What do you understand by Centralised and Decentralised Purchasing? Write advantages and disadvantages of each system.

7. How will you organise Materials Management Department for a 100 bed Hospital ?

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5273]-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. :— (i) Attempt any *five* questions.

(ii) *All* questions carry equal marks.

1. Explain the Health care delivery system in India. [14]
2. What are the roles and functions of NACO ? [14]
3. Write short notes on (any *two*) : [14]
 - (a) Public relations in hospital situated in thickly populated area
 - (b) Reimbursement of insurance claims
 - (c) Objectionable marketing of hospital services
 - (d) QCI.
4. Radiological services in the hospital require guidelines. Explain with example. [14]
5. Disposal of biomedical waste in the hospital is of utmost importance for the community. Explain with example. [14]

P.T.O.

- 6.** Write short notes on (any *two*) : [14]
- (a) Fire safety in hospital
 - (b) Biomedical engineering services
 - (c) Maintenance of lifts in hospital
 - (d) Laundry and linen services in 150 bedded hospital.
- 7.** Kitchen and canteen services are important part of hospital services. Explain. [14]