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SEAT No. :

P3240

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[5273]-1001

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

**(101) PRINCIPLES & PRACTICES OF MANAGEMENT  
AND ORGANISATION BEHAVIOR**

**(2013 Pattern)**

*Time : 3 Hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

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

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

OR

Compare the approaches of F.W. Taylor and Hendry Foyal thru their contribution to the scientific management.

**Q2)** "Organising" mean intentionally creating the structure of different levels of employees" indicating responsibility & authority". Explain.

OR

Explain with example the concept, scope and advantages of "Narrow Span" and "Wide Span".

**Q3)** What is "Decision Making"? Explain the factors influencing the process of "Decision Making".

OR

- a) What is "Limited Rationality" in Decision Making? What are the factors responsible for such limitation?
- b) What is the role/use of MIS in Managerial Decision making in any organisation?

**P.T.O.**

OR

- a) What is role of 'communication' in Manager's effectiveness?
- b) Explain the barriers in effective communication.

- Q4)** a) Explain Abraham Maslow's theory of 'Hierarchy of human needs'.  
b) Explain Herzberg's Two factor theory of Motivation.

OR

- a) What is 'Group Dynamics'? How the same is important in organisational functioning?
- b) Explain different stages of 'Group / Team formation'.

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

- a) Line & Staff Authority
- b) Personality Traits
- c) Leadership Qualities
- d) Motivation to Hospital Staff



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SEAT No. :

P3241

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[5273]-1002

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

**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 indicate full marks.*
- 3) *Use of simple calculator is allowed.*

**Q1) A) Fill in the blanks with appropriate word given below : [5]**

- i) The basic function of financial Accounting is to \_\_\_\_\_.
  - a) Record are business transactions
  - b) Interpret the Financial data
  - c) Help the management in performing functions effectively
- ii) Goodwill is \_\_\_\_\_.
  - a) Current Asset
  - b) Fictitious Asset
  - c) Intangible Asset
- iii) Depreciation is one of the \_\_\_\_\_ expense.
  - a) Non-recurring
  - b) Direct
  - c) Non-cash

**P.T.O.**

- iv) \_\_\_\_\_ is the list of balances of various ledger accounts.
- a) Trial Balance
  - b) Journal
  - c) Bank Statement
- v) "Debit - All expenses and losses" and "Credit - All Gains and Incomes" is the rule of \_\_\_\_\_ Account.
- a) Real
  - b) Personal
  - c) Nominal

- B) State whether following statements are true or false : [5]
- i) Debit the Giver and credit the Receiver
  - ii) 'Sundry Debtors' is not current Assets.
  - iii) Budget is predetermined plan of action.
  - iv) Equationally current Assets minus current liabilities = working capital
  - v) Balance sheet is an account and not a statement

- Q2)** Write short notes (any 2) : [10]
- a) Ratio Analysis
  - b) O.P.D. Register
  - c) Subsidiary Books
  - d) Balance Sheet

OR

Write a detailed note on cash Budget and flexible budget. [10]

- Q3)** Distinguish between Financial Accounting and cost accounting. [10]

OR

Write short notes (any 2) [10]

- a) Break even point
- b) Journal and ledger
- c) Limitations of Ratio Analysis
- d) Direct and Indirect Costs

**Q4)** Vikas and Co.Ltd gives you following information.

**[10]**

Year	Sales (Rs)	Profit (Rs)
2014	2,40,000	18,000
2015	2,80,000	26,000

You are required to calculate

- P. V. Ratio
- Break even point for sales
- Profit when sales are Rs. 2,00,000
- Sales required to earn profit of Rs. 40,000
- Margin of safety in the year 2015.

**Q5)** From the following Trial Balance of Mr. xyz. Prepare Trading and profit & Loss Account and Balance sheet, relating to the year ended 31<sup>st</sup> March 2016. **[10]**

Particulars	Dr. (Rs.)	Cr. (Rs.)
Mr. xyz's Capital		2,00,000
Land and Building	87,000	
Plant and Machinery	17,500	
Goodwill	20,000	
Mr. xyz's drawings	22,600	
Cash in hand	1,795	
Stock as on 1 <sup>st</sup> April 2015	27,000	
Wages	10,000	
Purchase less Returns	69,000	
Carriage Inward	600	
Traveller's Commission	6,000	
Insurance Premium	2,000	
Motor car	3,000	
Carriage outward	1,400	
Sales less Returns	-	84,000
Salaries	5,000	
Bank Charges	105	
Reserve for Doubtful Debts	-	1,500
Debtors	20,000	-
Creditors	-	7,500
<b>Total</b>	<b>2,93,000</b>	<b>2,93,000</b>

The following adjustments are required to be considered :-

- a) On 31<sup>st</sup> March 2016, the stock was valued at Rs. 46,000/-
- b) Insurance Premium amounting to Rs. 800/- is prepaid.
- c) Outstanding salaries amount to Rs. 1,000/-
- d) Depreciation on plant and Machinery @ 10% and Motor Car 20% is to be provided.
- e) Create Reserve for Doubtful Debts at 10% on debtors.



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P3242

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**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 fire fighting arrangements in a multi-storied hospital building.

**Q2)** Describe importance of feasibility study in hospital planning project.

**Q3)** Describe role of Architect's Brief in hospital planning project.

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

- a) Parking in hospitals
- b) Survey team
- c) Landscaping
- d) EMS department plan

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

- a) NICU plan
- b) Water management in hospitals
- c) Circulation in hospitals
- d) Gantt chart



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P3243

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

104 : 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 the Anatomy of Urinary System.*

*Q2) Write short notes on any two :*

- a) Hydrocrele
- b) Tuberculosis
- c) FNAC

*Q3) What are the types of Pneumonia? What are the signs and symptoms of Pneumonia?*

*Q4) Write short notes on any two :*

- a) Myelography
- b) Urine analysis
- c) Implants

*Q5) What is Hypothyroidism? What are the symptoms and signs of Hypothyroidism? How will you investigate?*





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SEAT No. :

**P3244**

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**[5273]-1005**

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

**HOSPITAL ADMINISTRATION**

**(2013 Pattern)**

*Time : 3 Hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

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

**Q1)** Explain the role of Hospital administrator in a Non-Profit making hospital.

**Q2)** Explain how you will achieve better revenue generation utilizing Patient Relations Management in your hospital.

**Q3)** Describe Bio-medical waste management of the 300 bedded multi-specialty 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 certificates

**P.T.O.**

**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



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P3245

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[5273]-2001

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

HUMAN RESOURCE MANAGEMENT

(2013 Pattern)

*Time : 3 Hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *Every main question carries 10 Marks.*

**Q1)** What is importance of HRM? How it emerged after Personnel Management compare HRM with "Personnel Mgt".

**Q2)** Explain the concept of "Social security". Also mention high lighting benefits of each LAW under the "Social security Group of legislation".

**Q3)** Explain the procedure for taking disciplinary action against employee involved in "Misconduct".

OR

What are the "Principles of Natural justice". Explain its importance.

**Q4)** What is 'Recruitment'? Explain its importance in Hospital Management. Also explain "Sources" of Recruitment.

**Q5)** Write Notes on any Two :

- a) Duty Roaster in Hospital
- b) Employee Benefits for Hospital staff
- c) Issues relating to Nursing staff
- d) Induction Training to New Employees



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SEAT No. :

**P3246**

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**[5273]-2002**

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

**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 Criminal Courts in India & their powers.

**Q2)** Describe the procedure of recording Dying Declaration in hospitals.

OR

Describe the PNDT Act 1994 & how you will prevent its misuse in medical services.

**Q3)** Describe the Workman's Compensations Act & its application in hospitals.

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

- a) Maternity Benefit Act
- b) Warrant
- c) Industrial dispute Act 1947
- d) Magistrate's Inquest

**P.T.O.**

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

- a) Registration of MLC
- b) Life support
- c) Nursing Home Registration Act
- d) Informed Consent



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SEAT No. :

P3247

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[5273]-2003

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

**MATERIALS MANAGEMENT & INVENTORY CONTROL**

**(2013 Pattern)**

*Time : 3 Hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

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

**Q1)** Write short notes. (Any two)

- a) ABC Analysis
- b) Vendor Rating
- c) Bin card
- d) Expiry of drugs

**Q2)** a) What do you understand by pilferage? How do you prevent pilferage and misuse of materials in a Govt. Hospital?

OR

- b) What is meant by obsolete, surplus and scrap? Discuss management of scrap?

**Q3)** What are the principles of Right purchasing? Discuss these in detail.

**Q4)** a) What are the various costs associated with the inventory? Write in detail?

OR

- b) What is the procedure for importing a capital equipment for your hospital?

**P.T.O.**

**Q5)** Write short notes (any two) :

- a) Lead Time
- b) Layout design of Hospital store
- c) Price forecasting
- d) Negotiation



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**P3248**

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**[5273]-2004**

**P.G.D.H.M.**

**204 : MANAGEMENT OF HEALTHCARE & 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 National Health Policy with latest additions & its targets.

**Q2)** Explain role & contributions of International organizations related to health services in India.

OR

Describe comprehensive health projects undertaken by Indian Government with rural development.

**Q3)** Discuss report & recommendation of Kartar Singh Committee.

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

- a) Crisis situation in hospital & its management.
- b) Mock trials
- c) Quality control of hospital services
- d) Medi-claim policy

**P.T.O.**



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

- a) Painting of inside of a hospital
- b) CSMA
- c) Surprise inspection by NABH team
- d) TPA final sanction & patient's bill

